

OLDER PEOPLE'S SERVICES IN WHITBURN

FEASIBILITY STUDY

Commissioned by Whitburn Older People's Group

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1.0 EXECUTIVE SUMMARY

- 1.1 This feasibility study was commissioned by the Whitburn Older People's Group. The report includes demographic information on older people in Whitburn; mapping of community services; and an assessment of demand for additional services. The report also analyses options for developing services for older people and their carers in the community. A directory of services, listing locally based services, accompanies the feasibility study.
- 1.2 West Lothian currently has the lowest age profile of any local authority area in Scotland, but the county is set to experience a dramatic growth in the proportion of over 65s and over 75s in the population.
- 1.3 Whitburn and East Whitburn had more than 2,200 over 60s at the 2001 census. Key findings from the census relating to over 60s include the following
 - 47% have no access to a car
 - 46% are owner occupiers, 40% Council tenants
 - 33% live alone
 - 27% assess their own health as being "not good"
 - 10% are caring for family members.
- 1.4 More recent statistics show that 34% of Whitburn pensioners claim pension credits, and can therefore be considered to be living in a difficult financial situation. National research suggests that 25% of pensioners eligible for means tested benefits do not claim these benefits.
- 1.5 The feasibility study outlines the range of services available to older people in the community. More detailed information on these services is included in the directory. The services profiled include general health services; mental health services in the community; support at home; befriending; specialist housing services; day care; respite care; residential care; sheltered housing; "housing with care"; lunch clubs; support for carers; transport; financial advice; leisure activities; and clubs and social organisations.
- 1.6 123 older people completed a questionnaire as part of the feasibility study. The main findings include
 - very high levels of satisfaction with the quality of current services
 - health and transport services as the most frequently used
 - loneliness as an issue for significant numbers of older people
 - poor health and lack of mobility as major barriers to accessing services
 - significant numbers of older people willing to consider volunteering to help other older people.

- 1.7 The feasibility study recommends taking forward three **short to medium term options**. The employment of a part time development worker is a prerequisite for progressing these options which are
- a volunteering initiative to provide befriending, odd jobs, gardening, driving and other support to older people
 - a carers initiative for older people who are carers (working with Carers of West Lothian)
 - a financial inclusion initiative (working with the Advice Shop).
- 1.8 The feasibility study recommends further examination of two **medium to long term options**. If these options are to be progressed the Older People's Group will need to broaden its membership; there will need to be effective involvement of older people in meetings and activities; and linkages will need to be made with the West Lothian strategy for older people. These options are
- tackling the health and mobility barriers experienced by many older people
 - improving public transport for older people.

2.0 INTRODUCTION

2.1 This report was commissioned by the Whitburn Older People's Group. The report's main purpose is to take an overview of services for older people in Whitburn, and to examine the feasibility of new initiatives. The report is part of the locality planning approach through which community planning in West Lothian is being developed.

2.2 The report brings together, for the first time

- some basic demographic information on older people in Whitburn
- a mapping of community services for older people
- an assessment of demand for additional services
- an options analysis and recommendations for the development of the range of services available to older people and their carers in the community.

2.3 The main features of the methodology were

- analysis of national and West Lothian policy and practice documents
- establishing the basic demographic information for Whitburn
- interviews with staff in statutory and voluntary organisations
- a survey of the views of older people in Whitburn.

2.4 This report is accompanied by a directory of services which is based on work already done by the Whitburn Older People's Group.

2.5 The remainder of this report is structured as follows

Chapter 3 Policy Context

outlines relevant policy developments nationally and in West Lothian

Chapter 4 Older people in Whitburn

provides statistical information on older people in Whitburn – numbers, age groups, health, disability, car ownership etc

Chapter 5 Services for older people

includes an overview of the range of services provided by local authority, NHS and voluntary organisations

Chapter 6 Demand for services

is based on demographic projections and evidence of what older people want

Chapter 7 Key findings

summarises the main findings from the research

Chapter 8 Options analysis

reviews the main options to emerge from the research process

Chapter 9 Recommendations

provides the report's recommendations

Appendix 1 Survey of older people in Whitburn

provides full details of the survey undertaken for this report

Appendix 2 Interviewees

lists the interviewees who contributed to the feasibility study.

3.0 POLICY CONTEXT

National policy

- 3.1 Throughout the world's developed economies, more people are living longer more active lives, and the proportion of older people in the population is growing.
- 3.2 These trends are apparent in Scotland. In mid-2004, 16% of Scotland's population was estimated to be over 65. By 2031, over 65s will be 26% of the population.¹ There will also be a dramatic increase in the numbers of people in the 75+ age band.
- 3.3 The Scottish Executive is developing a strategy for a Scotland with an ageing population.
- 3.4 The main policy trends in relation to older people have developed over a number of years. They tend to emphasise
 - encouraging older people to live full active lives in the community
 - for older people who need care and support, a shift in budgets and services away from residential care towards care in the community
 - ensuring that older people are involved in setting priorities and decision-making.

West Lothian

- 3.5 West Lothian has the youngest age profile of any local authority area in Scotland, and currently has the lowest proportion of over 65s. West Lothian will experience a dramatic increase in its 65+ population, and by 2031, Edinburgh and Glasgow are projected to have a lower proportion of over 65s than West Lothian. West Lothian is expected to have the most significant increase in its 75+ population of any local authority area – a 113% increase between 2004 and 2024.
- 3.6 West Lothian has a track record of developing innovative services and initiatives for older people. These include technology-based care in the community initiatives and significant voluntary sector initiatives.
- 3.7 West Lothian Council is committed to reviewing its Older People's Strategy, and work is already under way to achieve this objective.

¹ Strategy for a Scotland with an ageing population : Briefing paper on demography, General Register Office (Scotland), 2006

4.0 OLDER PEOPLE IN WHITBURN

Whitburn

- 4.1 This feasibility study is based on an analysis of services and demand in the settlements of Whitburn and East Whitburn. The combined Whitburn/East Whitburn population at the 2001 census was 11,371.
- 4.2 The Locality Plan² draws attention to the negative impact on communities in the west of West Lothian of the collapse of the mining industry and the decline in manufacturing industry. *“the recession of the eighties, in particular the closures in 1984 of both the Leyland plant and the Polkemmet colliery (and more recently of the Levi’s factory), has meant that these communities in particular have suffered from problems associated with de-industrialised urban communities, e.g. high unemployment, redundant skills base, low educational achievement and social problems such as high crime rates, drug and alcohol abuse and poor health.”*
- 4.3 There is a strong sense of community. The Locality Plan goes on to describe Whitburn as having *“excellent links to the M8 motorway which by passes the town. Local people often describe it as a good friendly place to live with some good facilities such as the community centre and recently refurbished swimming and leisure centre.”*
- 4.4 Whitburn is set to change dramatically in the immediate future. The Heartlands development is already under way and will bring 2,000 new houses, golf courses, and a hotel and conference centre to the former Polkemmet colliery site to the west of Whitburn.

Older people

- 4.5 Whitburn has a higher proportion of older people than the rest of West Lothian. 19% of Whitburn residents are in the retirement age bracket (60/65 plus) compared to 12% of the West Lothian population. However, West Lothian has a relatively young population, and although Whitburn is above the West Lothian average for older people, it is exactly comparable with the Scottish average (also 19%).
- 4.6 Analysis of census data for Whitburn and East Whitburn shows that in 2001
- There were 2,209 over 60s (19% of the population). 951 (43% of over 60s) were men and 1,258 (57%) women. The age breakdown in age bands was

60 – 64 years	663
65 – 74	1,004

² Whitburn Locality Plan 2006-08, West Lothian Council, 2006

75 – 84	421
Over 85	121

- 1,043 (47% of over 60s) lived in a household with no access to a car or van. This reinforces the importance of public and community transport for the quality of life of many older people.
- 46% of older people were owner occupiers; 40% Council tenants; and 7% rented from housing associations.
- 33% of over 60s lived alone. For this group of older people the importance of family, friends and community networks is very important.
- 34% of older people assessed their general health as “good”; 39% “fairly good”; and 27% “not good”.
- 229 (10% of older people) said that they were caring for family members.

4.7 34% of old age pensioners in Whitburn claim pension credits, and can therefore be considered to be living in a difficult financial situation. Since some older people are reluctant to claim benefits, 34% is an understatement of the extent of pensioner poverty in Whitburn. National research suggests that more than 25% of pensioners eligible for means tested benefits do not claim these benefits.³

³ Tackling pensioner poverty, encouraging take up of entitlements, National Audit Office, 2002

5.0 SERVICES FOR OLDER PEOPLE

Introduction

- 5.1 A wide range of services for older people is provided by statutory and voluntary organisations. Many services accessed by older people are accessible to all age groups – libraries, leisure services, and GPs for example. Many older people choose, at specific points in their lives, not to use services which are specifically designed or marketed for older people. That situation may change as they grow older or as their needs change.
- 5.2 For the purposes of this feasibility study, and its overview of services for older people, the focus is on these services which are specifically designed for older people, or whose users are mainly older people. Many of these services are West Lothian-wide. West Lothian Council produces a “*New Horizon Guide*” to services for older people. The guide is updated annually; is distributed to older people in the county; and is also available online at www.westlothian.gov.uk.
- 5.3 More detailed information on services and service providers is provided in the directory which accompanies this report. The main headings are
- General health services
 - Mental health services in the community
 - Support at home
 - Befriending
 - Specialist housing services
 - Day care
 - Respite care
 - Residential care
 - Sheltered housing
 - “Housing with Care”
 - Lunch clubs
 - Support for carers
 - Transport
 - Financial advice
 - Leisure activities
 - Clubs and social organisations

General health services

- 5.4 Most NHS entitlements for older people are national entitlements available to older people irrespective of where they live in Scotland. These include advice and services which are specific to older people or which are mostly accessed by older people including services provided by District Nurses and Community Psychiatric Nurses for the Elderly; and vaccinations against flu.

Mental health services in the community

- 5.5 The Elderly Mobile Day Service is an NHS mobile service for older people with mental health problems (including people with mild to moderate dementia). It operates in the ANSWER House Day Centre two days a week.
- 5.6 MOOD (Mental Health Options for Older People with Depression) is a well established voluntary organisation (based in the ANSWER House Day Centre) which provides a range of activities for people over the age of 60 who have depression or mental health problems, or are at risk of developing these problems. The project also supports carers.

Support at home

- 5.7 Since the Griffiths Report in 1988, there has been a steady shift in policy and resources from residential care for older people towards the development and delivery of co-ordinated services which offer frail and vulnerable older people support to stay in their own homes and live active lives in the community for as long as they wish, and are able, to do so. The Scottish Executive's Joint Futures Report (2000) reinforced the need for budgets to follow the policy agenda, and for key agencies (including social work, NHS, housing providers and the voluntary sector) to work more effectively together. The establishment of West Lothian Community Health and Care Partnership will move this agenda forward.
- 5.8 Care in the community services are usually provided after an assessment which takes into account the older person's needs and current support arrangements. The assessment can be provided by social work or NHS staff.
- 5.9 Major support at home services, provided by West Lothian Council (and partner organisations) include
- personal care to enable older people to continue to live safely and independently at home
 - home meals
 - home shopping (in conjunction with Scotmid)

- community laundry (jointly with Lothian Health)
- community equipment – to help people to continue to live in their own home or in the community
- occupational therapy
- home safety – a technology package to protect the older person and their own home.

Befriending

- 5.10 A befriending service is provided in Whitburn through Brucefield Church. The service is mainly for older people who are members of the Church.

Specialist housing services

- 5.11 Some of the Council's housing stock has been specially modified to suit people with medical conditions. Most of the Housing Associations in West Lothian have accommodation designed for the elderly and for people with specific disabilities.
- 5.12 ANSWER is a voluntary organisation, providing a housing support service to people over 50 who require support to maintain their housing tenure because of physical or mental disability. The support package can include support for every day activities, living skills, and support to access other services.
- 5.13 Care and Repair West Lothian provides a small repair service for older people and people with disabilities. The service is managed by Horizon Housing Association, and co-funded by West Lothian Council and Communities Scotland.

Day care

- 5.14 Day care is intended to provide company, support and stimulating activity for older people who need additional help during the day. Day care also provides a break for carers. In Whitburn, day care is provided for frail older people by West Lothian Council at Whitdale Day Care Centre. Specialist day care is provided for older people with dementia by ANSWER, a voluntary organisation.

Respite care

- 5.15 West Lothian Council funds respite care breaks for frail older people (including people with dementia, and for their carers). These breaks provide an important support for carers.

Residential care

- 5.16 Across Scotland, residential care is provided by local authorities, voluntary organisations and the private sector. Eligibility for financial support is based on an assessment of the older person's needs and their financial situation. Whitdale Care Home is a local authority care home located in Whitburn. Redmill Nursing Home is a private nursing home in East Whitburn.

Sheltered housing

- 5.17 Sheltered housing provides self contained residences within a larger complex. Support is on hand throughout the day. There are a number of sheltered housing complexes in Whitburn which provide accommodation to older people from Whitburn, and from the wider area. These complexes are managed by West Lothian Council and by a number of Housing Associations – Bield, Dunedin Canmore and Hanover (Scotland).

“Housing with Care”

- 5.18 The Council now provides a number of “housing with care” units, one of which is located in Brucefield House, Whitburn. Additional “housing with care” tenancies in Brucefield House are provided by Dunedin Canmore Housing Association. These units provide one bedroomed tenancies supported by a package of technology and on-site care staff providing a much higher level of support services than is available in sheltered housing.

Lunch clubs

- 5.19 A lunch club operates two days a week in the Burgh Halls.

Support for carers

- 5.20 Carers provide most of the support available to older people living at home, and care services provided by social work and the NHS would collapse without their efforts. Carers in West Lothian provides a range of support services to carers across West Lothian, including older people who are carers. Some local projects (including MOOD) also support carers as part of their activities.

Transport

- 5.21 People over 60 are now entitled to free travel on bus services. Concessions are available on some rail services. The Dial a Bus service provides transport for older people and people with disabilities to shopping centres.

Financial advice

- 5.22 The Pension Service, part of the Department of Work and Pensions, provides information on the State Retirement Pension and Pension Credits. West Lothian Council's Advice Shop offers advice based on specialist knowledge of pensions and benefits, and also advises older people on general money advice issues (including debt issues) and energy efficiency. Housing providers, and other agencies, also offer benefit checks and income maximisation advice.

Leisure activities

- 5.23 West Lothian Leisure has a special off peak rate membership for customers aged over 60.
- 5.24 There is a keep fit session for older people in East Whitburn Community Education Centre, and a 50+ keep fit session in Whitburn Community Education Centre.
- 5.25 West Lothian Council's library services provide mobile and trolley services for residential care homes, day centres and sheltered housing complexes. They also provide a service for people who are housebound.
- 5.26 The Ageing Well project and the West Lothian 50+ Network offer West Lothian wide networks, and the Ageing Well Project Co-ordinator's office base is in Whitburn.
- 5.27 A Generation Arts Group for over 50s meets fortnightly in Brucefield House.

Clubs and social organisations

- 5.28 Whitburn has a wide range of clubs and social organisations meeting the needs of older people. These include
- old age pensioner clubs meeting in the Burgh Halls, the Community Education Centres in Whitburn and East Whitburn, and the Miners Welfare
 - Whitburn Probus Club
 - tea dances in the bowling club

- old time dancing in East Whitburn Community Education Centre and 50+ dancing in Whitburn Community Education Centre.

6.0 DEMAND FOR SERVICES

Demographic trends

- 6.1 The numbers of older people in West Lothian will grow dramatically over the next 25 years, and the growth will be most significant in the over 75 age group who are most likely to require care and living support services.
- 6.2 In Whitburn, the proportion of older people in the population may fall, or grow more slowly, than in other areas because there will be a major increase in the numbers of younger people moving into the area as a result of new housing developments. However, the numbers of older people, and their needs, will continue to increase.

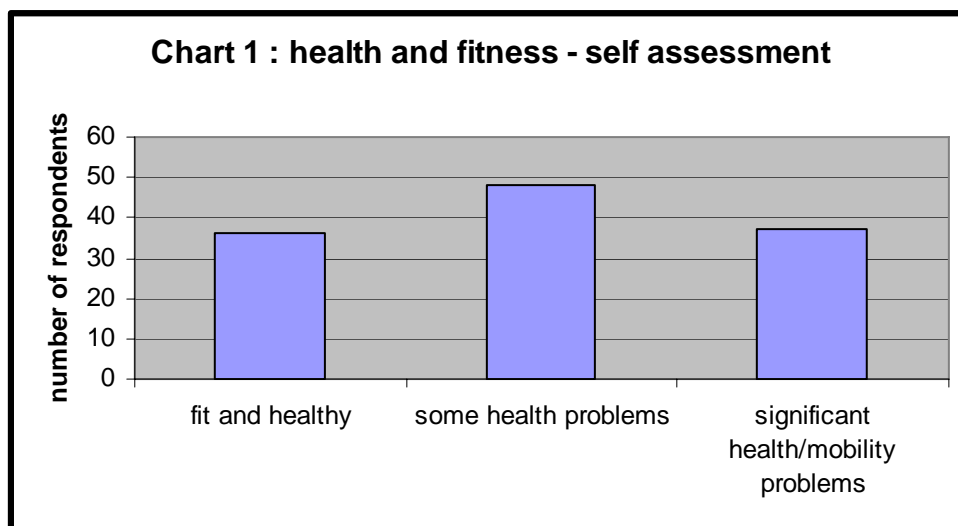
Survey of older people – the sample

- 6.3 A survey of the views of older people was carried out as part of the feasibility study. The findings of the survey are reported below together with findings from work carried out as part of the locality planning community engagement process.
- 6.4 The survey was based on a questionnaire which was distributed to older people by members of the Whitburn Older People's Group and other service providers. While every effort was made to ensure a representative sample, and the findings are significant, they should be treated with some caution as some groups of older people are underrepresented in the sample, and others are overrepresented. The survey findings are reported in detail in Appendix 1.
- 6.5 123 older people (over 60 years of age) completed the survey in November/December 2006. 35 of the respondents are male; 84 female; and 4 have not indicated their gender. 16 are in the 60-65 age band; 51 are 65-75 years of age; 43 are aged 75-85; and 11 are over 85.
- 6.6 56% of respondents live alone; 39% live with their husband/wife partner; with small numbers living with other family members or friends (6 respondents) or in an old people's home or nursing home (1 respondent). 48% are owner occupiers; 23% Council or Housing association tenants; and 27% live in sheltered housing.
- 6.7 91% of respondents are retired from work, although the sample includes 6 full time and 3 part time workers.
- 6.8 92% of respondents live in Whitburn; and 7% in East Whitburn.

- 6.9 Compared to the overall profile of older people in Whitburn, the sample
- over represents women; and under represents men
 - over represents sheltered housing residents; and under represents Council tenants.
- 6.10 However, with these reservations, for the purposes of this feasibility study, the sample is of a significant size, and it is reasonable to draw some broad conclusions from the views and experiences of the respondents.

Survey of older people – general health and fitness

- 6.11 30% of respondents say that they are generally fit and healthy; 40% say that they are reasonably fit and healthy; and 31% say that they have significant health or mobility problems.



Survey of older people – volunteering

- 6.12 Volunteering was identified from the outset as a key element in the feasibility study. Of the respondents, 13 (11%) do volunteer work at least once a week, and a further 20 (16%) volunteer occasionally. Given the distribution of the questionnaire, this may over represent the level of volunteering amongst older people in Whitburn.
- 6.13 However, 7 respondents who do not currently volunteer indicate that they would be interested in volunteering to help other older people in Whitburn. There is no reason to believe that this is an over representation, and, on that basis, there could be a significant number of over 60s in Whitburn – perhaps around 100 to 150 – who would be

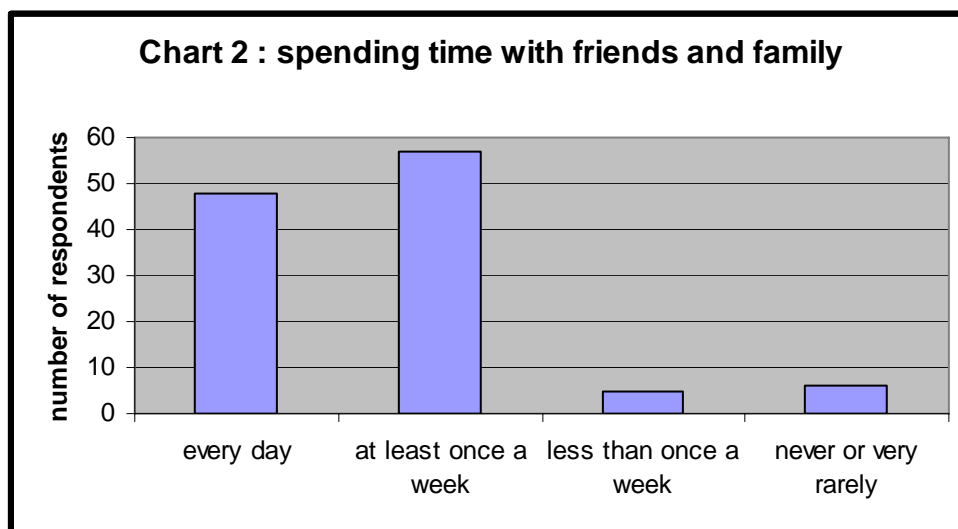
willing to volunteer. To this number can be added potential volunteers who are under 60 years of age.

Survey of older people – caring responsibilities

- 6.14 21 respondents (17%) say that they are looking after someone who has a disability/illness and cannot manage on their own. This would suggest that there are 300-400 people over 60 in Whitburn with major caring responsibilities.

Survey of older people – friends, family and loneliness

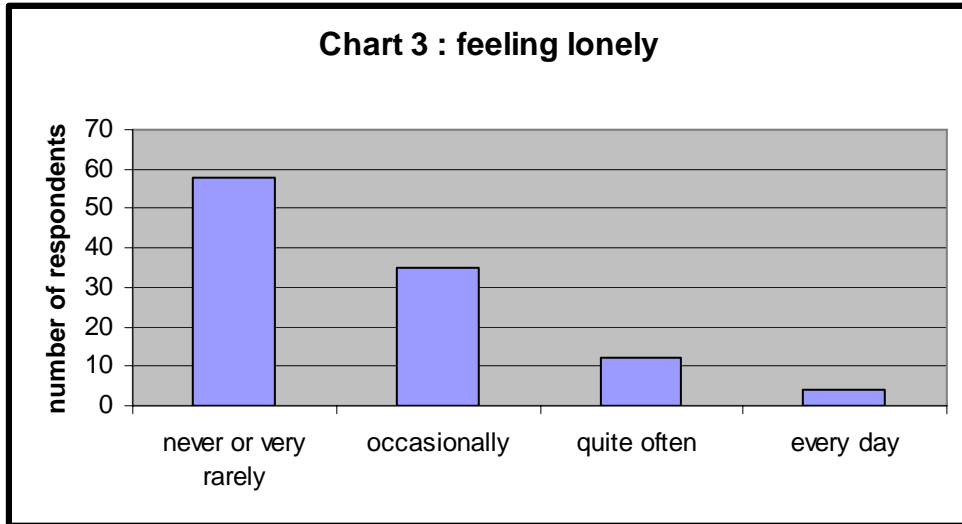
- 6.15 Whitburn has a strong sense of community. This is reflected in the finding that 41% of older people spend time with friends and family every day with a further 49% doing so at least once a week. However, this still leaves 4% spending time with friends and family less than once a week, and 5% doing so never or very rarely.



- 6.16 53% of respondents say that they feel lonely never or very rarely, and a further 32% feel lonely occasionally. 11% feel lonely quite often, and 4% feel lonely every day. This would suggest that across Whitburn, there are 50 -100 older people who feel lonely every day, and a further 200 – 250 who quite often feel lonely. These figures are significant when considering any extension of befriending activities.

"In summer time, a lot of clubs and classes close which can close loneliness."

Woman, aged 65-75, occasional volunteer, living alone.

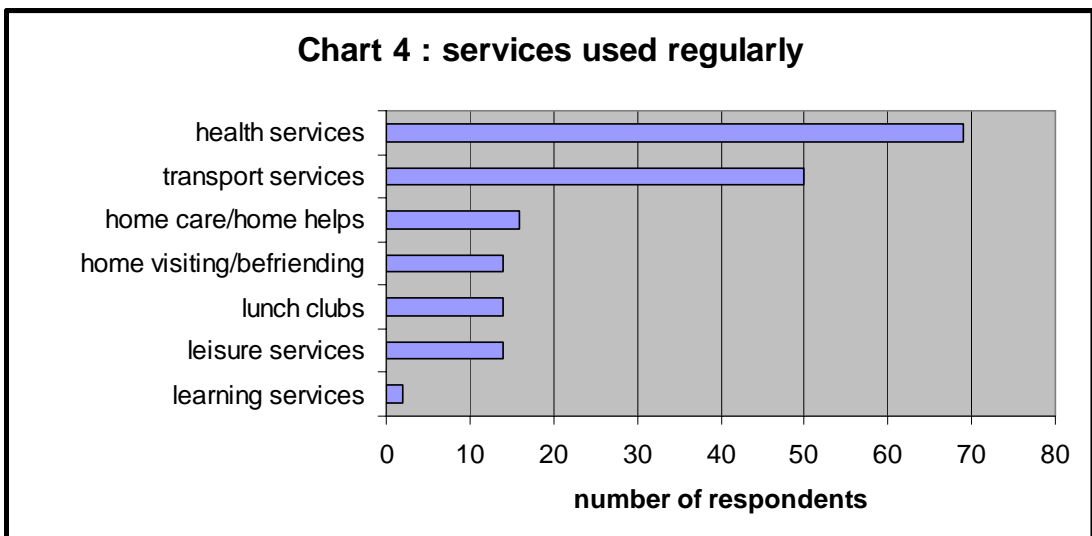


"I would like a regular befriender because I'm housebound."

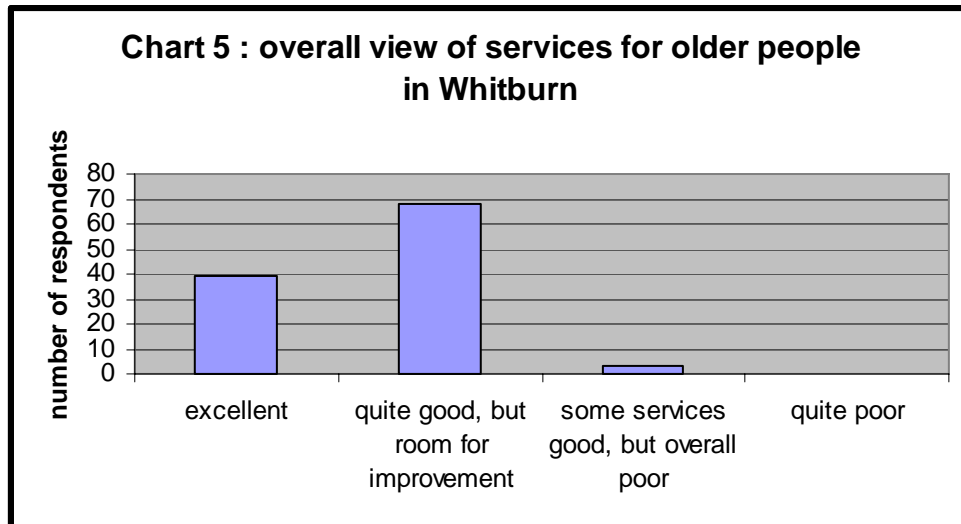
Woman, over 85, lives alone, has significant health or mobility problems.

Survey of older people – accessing services

- 6.17 Respondents identify health services (including GPs, district nurses and community psychiatric nurses for the elderly) and transport services as the services they use most on a regular basis.



- 6.18 Respondents are extremely positive about the quality of the services they use. 35% describe services as “excellent”; and 62% say that services are quite good with some room for improvement. 3% say that some services are good, but that overall services are poor; and no respondents describe services as “quite poor”.



“Elderly people are well cared for in West Lothian.”

Woman, aged 75-85, has significant health or mobility problems.

- 6.19 A high number of respondents (41 or 33%) identify poor health/lack of mobility as a barrier to accessing services, while 19 respondents (15%) identify lack of transport as a barrier. A reasonable estimate would be that 700-750 older people in Whitburn see poor health/lack of mobility as a barrier to accessing services, and that lack of transport is a barrier for 300-350.

“If I was fit enough, there are loads of services I could use.”

Woman, aged 65-75, lives alone and has significant health or mobility problems.

- 6.20 Relatively small numbers of respondents had specific likes or dislikes about services, or made specific suggestions for improvements. The most commonly expressed likes are local bus services/wanderer bus service (11 respondents); local community managed clubs/projects (9 respondents); and free travel on the buses (8 respondents).

“The Whitburn Wanderer service is great for getting about.”

Woman, aged 65-75, lives alone, has significant health or mobility problems.

- 6.21 The most commonly suggested areas for improvement are better bus services/improved wanderer bus service/weekend and evening services (13 respondents); and more home visits from GPs/reduce waiting time for GP appointments (7 respondents).

“The Whitburn Wanderer should be on at the weekend.”

Man, aged 65-75, lives alone, volunteers occasionally, has significant health or mobility problems.

“We need better responses from GPs about home visits, and quicker appointments – a one week wait is not acceptable.”

Woman, aged 65-75, lives with partner, reasonably fit and healthy, occasional volunteer.

The Locality Plan – community engagement

- 6.22 A community engagement exercise, including traditional and innovative techniques, was undertaken as part of the locality planning process. The process aimed to engage with all sections of the community, including older people.
- 6.23 The findings which are most specific to older people are
- *“Older people had issues with the closure of clubs and older people’s groups over the summer months and highlighted a need for improving information on what’s available for older people in the town, particularly for those older people who may be isolated or less able*
 - *Older people valued the Whitburn town centre bus service (The Wanderer) but thought it finished too early in the afternoon. Improved bus services particularly at weekends were desirable.*
 - *Length of time it takes to get a doctor’s appointment in Whitburn and limited parking at health centre.”⁴*
- 6.24 These findings, particularly in relation to public transport and doctors’ appointments/health centre parking, also emerge from the survey of older people (6.3 to 6.21 above), thus reinforcing confidence in the key findings from both the community engagement process and the survey.

⁴ Whitburn Locality Plan 2006-08, West Lothian Council, 2006

7.0 KEY FINDINGS

National trends

- 7.1 Older people are very different in their life experiences, and their current needs and aspirations. Some older people have excellent health and live very active lifestyles. Others may suffer from varying degrees of ill health and/or have a range of care needs.
- 7.2 Financial circumstances also vary enormously. Nationally, and locally, there is evidence of financial polarisation. Older people who have an occupational pension are often significantly better off than pensioners who rely on the state pension and means tested credits.
- 7.3 Older people are more likely to experience ill health, and are major users of health and care in the community services.
- 7.4 Older people are less likely to have access to a car, and are more likely to depend on public transport. Free bus travel has been of major benefit, particularly to poorer pensioners, but its value depends on the frequency and relevance of services, and their accessibility to people with health or mobility problems.

Whitburn

- 7.5 All these national trends are evident in Whitburn, and are detailed in chapters 4 and 6 of this report. In summary
 - 47% of older people do not have access to a car
 - 33% live alone
 - 54% have a long term illness which limits their activity
 - 34% claim pension credits
 - 17% have major caring responsibilities
 - 15% feel lonely every day or frequently
 - older people identify health and transport services as the services they use most frequently
 - 97% believe that local services are excellent or good
 - 33% identify poor health or lack of mobility as a barrier to accessing services
 - the Wanderer bus service, in particular, is identified both as a valued service and as a service which should be improved

- the availability of doctors' appointments and accessing the Health Centre are issues of concern.
- 7.6 Whitburn has a strong sense of community. 41% of older people spend time with friends and family every day with a further 49% doing so at least once a week. There is also evidence of a community response to the needs of older people through clubs, a befriending initiative and organisations like MOOD and ANSWER.
- 7.7 Major issues identified during the fieldwork for the feasibility study and in the locality planning community engagement work are

Isolation/loneliness

It is estimated that several hundred older people in Whitburn feel lonely every day or quite often. Loneliness and isolation are often associated with a decline in mental and physical health leading to a need for packages of care. Service providers confirm that there is an unmet demand for befriending services.

Health and mobility

According to the census, 27% of older people say that their health is not good. 54% have a long term illness, health problem or disability that limits their activity.

33% of respondents to the feasibility study survey say that poor health or lack of mobility is a barrier to accessing services.

Public transport

47% of older people in Whitburn do not have access to a car. Public transport is important in the lives of many older people, and is regarded both as a valued public service and as a service where there is significant room for improvement.

Caring responsibilities

According to the Census and the feasibility study survey, 17% of older people have significant caring responsibilities.

Pensioner poverty

34% of pensioners in Whitburn claim pension credits. National research suggests that more than 25% of eligible pensioners do not claim means tested benefits, so the percentage of pensioners eligible for means tested benefits is probably over 40%.

Volunteering

The feasibility study survey confirms the view of the Whitburn Older People's Group that there is potential support for a volunteering initiative to provide additional services and support to older people. Findings from the survey suggest that around 100 to 150 older people (over 60s) would be willing to volunteer for this kind of activity, and there will also be younger volunteers.

8.0 OPTIONS ANALYSIS

8.1 The options set out below are not mutually exclusive. The Older People's Group may wish to take forward some or all of these options. Options 1, 2 and 3 below could be taken forward in the short to medium term. Options 4 and 5 demand a longer term approach. Options 4 and 5 would require the support of the main statutory service provider organisations and might be viable as a pilot approach (three year programme to be evaluated and possibly implemented West Lothian wide). This approach would also require discussion with the team who are reviewing the West Lothian Strategy for Older People.

Short to medium term options

8.2 Options 1, 2 and 3 can be taken forward by the Whitburn Older People's Group in its present form. An application to the Community Regeneration Fund to support the employment of a part time development worker will be critical to the successful pursuit of these options.

8.3 Option 1 – A Volunteering Initiative

Demand exists from older people for befriending, odd jobs, gardening, and driving – all tasks which can be undertaken by volunteers. Evidence exists from the feasibility study survey, from previous surveys (such as an ANSWER survey) and from national surveys. There is also evidence of a group of potential volunteers who are over 60. There will also be a number of under 60s who are willing to volunteer. A template for a service of this type exists in the Good Neighbour Network schemes which operate in other communities in West Lothian (although these projects have a wider scope), and it would be worth visiting the Dedridge project if this option is to be pursued. The local press could be a good way to reach older people who might become volunteers. The "host" project could be a voluntary organisation as this opens up other possible funding sources.

Requirements – funding for a part time post, associated staffing costs, and a budget for volunteers' training, security checks, expenses etc.

8.4 Option 2 - A Carers Initiative

The feasibility survey returns and the Census information identify significant numbers of older people who are carers. Are they all receiving the support to which they may be entitled, given that many

older people are reluctant to claim financial and other entitlements? It might be possible to work with Carers of West Lothian on a publicity drive – local press, leaflets, drop in session etc.

Requirements – meeting with Carers of West Lothian, publicity budget.

8.5 Option 3 – A Financial Inclusion Initiative

West Lothian has been identified by the Scottish Executive as one of the local authority areas in Scotland which has major problems associated with financial exclusion, and has been awarded additional funding in 2006/07 and 2007/08 to address a range of financial exclusion issues. A programme of activities is now being delivered in West Lothian. The programme is being co-ordinated by the Advice Shop. Pensioner poverty has been identified as an issue in this feasibility study. It would be possible to approach the Advice Shop to discuss a joint initiative on income maximisation for older people in Whitburn. The Older People's Working Group would contribute information on older people most likely to benefit from the service and where they might be contacted; the Advice Shop would provide experienced staff. The local press might also be used.

Requirements – Older People's Working Group to arrange a meeting with the Advice Shop.

Medium to long term options

8.6 Options 4 and 5 are longer term, and require some fundamental decisions about the future of the Whitburn Older People's Group; the involvement of older people in its activities; and the linkages between the Whitburn Older People's Group and the West Lothian Strategy for Older People which is currently being reviewed. For options 4 and 5 to be taken forward, the following issues should be addressed.

- **Membership of the Whitburn Older People's Group**

The Group should secure additional members particularly from key Council departments and from the NHS. The Group has done excellent work to date and has secured the participation of the Council's housing services, front line NHS staff and voluntary organisations. For the Group to be effective in the longer term, and on strategic issues, it should secure broader representation. This could be an issue for discussion with the Community Health and Care Partnership and other key organisations.

- **Older people's involvement**

The Group is aware that it needs to involve older people in its meetings and activities. If options 4 and 5 are to be addressed, such involvement becomes essential. There already is a range of

older people's organisations in Whitburn, and they are to be invited to a launch/discussion of this feasibility study.

- **Strategic linkages**

Options 4 and 5 address issues which could be seen as pilot approaches which could be rolled out in other communities in West Lothian or across the county. Before embarking on either of these options it would be important to have discussions with the Community Health and Care Partnership and with the group reviewing West Lothian's strategy for older people. The purpose of these discussions would be to see whether these options fit with broader strategic priorities, and to see whether Whitburn could be recognised as a West Lothian pilot in these areas.

8.7 Option 4 - Health and mobility issues

Many older people identify health and mobility issues as barriers to accessing services (35% of questionnaire respondents). Can some of these barriers be reduced or overcome so that more older people can access services? An approach might be to establish a group or panel of older people who can comment on how services are delivered and how they might be reconfigured to make them more accessible.

Requirements – willing group of older people and staff time to support group and negotiate with service providers.

8.8 Option 5 - Public transport issues

Transport and specifically the wanderer bus service were identified both as services which are well liked and as services where there is scope for improvement. Lack of transport is also identified as a significant barrier to accessing services. An approach might be similar to Option 4 above – a group of older people, staff support, and discussions with service providers (in this case, including bus companies).

9.0 RECOMMENDATIONS

- 9.1 The Whitburn Older People's Group should apply for CRF funding to employ a part time Development Worker to progress options 1,2 and 3 – a volunteering initiative, a carers initiative and a financial inclusion initiative (paras 8.2 to 8.5) above.
- 9.2 The Older People's Group should discuss its own role and composition. If the Group sees itself as having a longer term role, then it should address the issues identified in para 8.6 – membership of the Group, older people's involvement and strategic linkages, before progressing options 4 and 5 – health and mobility issues and public transport issues.

APPENDIX 1 : SURVEY OF OLDER PEOPLE IN WHITBURN

**SURVEY OF OLDER PEOPLE IN
WHITBURN 2006**

ABOUT YOU

Q1	Are you	<i>Male</i>	35	<i>Female</i>	84
				<i>not known</i>	4
Q2	Are you aged	<i>60-65</i>	16	<i>65-75</i>	51
				<i>75-85</i>	43
				<i>over 85</i>	11
				<i>not known</i>	2
Q3	Do you live				
	<i>(please tick one box)</i>				
	<i>At home, with your husband/wife/partner</i>	47			
	<i>With other family members or friends</i>	6			
	<i>On your own</i>	68			
	<i>In an old people's home or a nursing home</i>	1			
Q4	How would you describe your general health and fitness				
	<i>(please tick one box)</i>				
	<i>I am generally fit and healthy</i>	36			
	<i>I am reasonably fit and healthy but have some health problems</i>	48			
	<i>I have significant health or mobility problems</i>	37			

WORK AND ACTIVITY

Q5	Are you		
	<i>(please tick one box)</i>		
	<i>Retired from work</i>	109	
	<i>A part time worker (employed or self-employed)</i>	3	
	<i>A full time worker (employed or self-employed)</i>	6	
Q6	Are you involved in any unpaid volunteering activity ?		
	<i>(please tick one box)</i>		
	<i>Yes, I do volunteer work at least once a week</i>	13	
	<i>Yes, I volunteer occasionally</i>	20	
	<i>No, I never do any volunteer work</i>	82	

Q7 If you answered no to question 6, would you be interested in volunteering to help other older people in your area?

Yes	7	No	70
Not applicable (already do volunteer work)			8

Q8 If you answered yes to question 7, what kind of volunteering might you be interested in doing?

(tick as many boxes as you like)

visiting people at home	2	providing transport	1
gardening or odd jobs	2	other (please specify)	0

.....

WHERE YOU LIVE

Q9 Where do you live ?

(please tick one box)

Whitburn	110	East Whitburn	8
Other (please specify)			1

.....

Q10 What kind of accommodation do you live in ?

(please tick one box)

<i>I am an owner occupier</i>		57
<i>I am a Council or Housing Association tenant</i>		28
<i>I rent from a private landlord</i>		2
<i>I live with friends or relatives</i>		0
<i>I live in an old people's home or a nursing home</i>		1
<i>I live in a sheltered housing complex</i>		
a) Council/ Housing Association		29
b) owner occupier		3

CARING RESPONSIBILITIES

Q11 Do you look after someone who has a disability/illness and cannot manage on their own ?

Yes **21** No **93**

FRIENDS AND FAMILY

Q12 How often do you usually spend time with friends and family?
(please tick one box)

<i>Every day</i>	48	<i>At least once a week</i>	57
<i>Less than once a week</i>	5	<i>Never or very rarely</i>	6

Q13 Do you ever feel lonely?
(please tick one box)

<i>Every day</i>	4	<i>Quite often</i>	12
<i>Occasionally</i>	35	<i>Never or very rarely</i>	58

SERVICES FOR OLDER PEOPLE

Q14 Which of the following services do you use on a regular basis?

<i>Health Service – GPs, District Nurses, Community Psychiatric Nurses for the Elderly, Health Visitors etc</i>	69
<i>Home care, home help service</i>	16
<i>Transport services – buses etc</i>	50
<i>Leisure services – swimming, exercise etc</i>	14
<i>Learning services – classes, courses</i>	2
<i>Lunch club</i>	14
<i>Home visiting, befriending</i>	14
<i>Any other services (please specify)</i>	

.....

Q15	Overall, what do you think about services for older people in Whitburn? (please tick one box)	
	<i>Services for older people are excellent</i>	39
	<i>Services are quite good, but there is room for improvement</i>	68
	<i>Some services are good, but overall services are poor</i>	3
	<i>Services are quite poor</i>	0
Q16	Are there any barriers which stop you making better use of services?	
	<i>Lack of transport is a problem</i>	19
	<i>The cost of some services is a problem</i>	4
	<i>Poor health/lack of mobility is a problem</i>	41
	<i>Any other barriers (please specify)</i>	5
	caring for my wife	
	if I was fit enough, there are loads of services I could use	
	memory loss	
	need access to good toilet facilities	
	need company to go out	
Q17	What do you most like about services for older people in Whitburn?	
	local bus services/wanderer bus service	11
	local community managed clubs/projects	9
	free travel on the buses	8
	NHS services/nursing	5
	home care services	3
	keep fit/sports/swimming	3
	library services	2
Q18	List up to three problems/things you would like to see improved in services for older people in Whitburn	
	better bus services/improved wanderer bus service/weekend and evening services	13
	more home visits from GPs/reduce waiting time for GP appointments	7
	better information on availability of services	4
	more home care services	3
	improve state of pavements/better gritting service in winter	3
	more parking spaces at health centre/for disabled/in town centre	3
	improve safety after dark	2
	more day care services	2
	more befriending services	2
	improved street cleaning	2

APPENDIX 2 : INTERVIEWEES

Ronnie Barnes	Service Development Officer, Adults and Older People's Services, West Lothian Council
Robert Cook	Project Leader, MOOD
Margaret Currie	Manager, Sheltered Housing, Weavers Court (Hanover Scotland Housing Association)
Jim Dixon	Project Co-ordinator, Ageing Well Project
Doreen Frost	District Nurse, Whitburn Health Centre
Jim Gallacher	Manager, Volunteer Centre West Lothian
Phil Harrison	Services Manager, Mental Health/Elderly Continuing Care, West Lothian Community Health and Care Partnership
Doctor Kerr	General Practitioner, Whitburn Health Centre
Margaret McCabe	Student District Nurse, Whitburn Health Centre
Mary-Denise McKernan	Manager, Carers of West Lothian
Jeanette Russell	ANSWER project
George Scott	Social Policy, West Lothian Council
Susan Scavizzi	District Nurse, Whitburn Health Centre
Alison Shaw	Health Visitor, Whitburn Health Centre
Liz White	Housing Manager, West Lothian Council
Wilma Whitelaw	Dedridge Good Neighbour Network

DIRECTORY OF SERVICES FOR OLDER PEOPLE IN WHITBURN

Commissioned by Whitburn Older People's Group

Compiled by Archie Fairley (Research and Consultancy)

February 2007

This directory provides a snapshot of services in February 2007. The directory includes West Lothian wide services and more local Whitburn services. West Lothian wide services are detailed in the “*New Horizon Guide*” to services for older people, produced by West Lothian Council. The guide is updated annually; is distributed to older people in the county; and is also available online at www.westlothian.gov.uk.

General health services		
Whitburn Health Centre	1 Weavers Lane, Whitburn, EH47 OSD Tel : 01501 740297	Access to a wide range of primary care and community based health services
Mental Health Services In The Community		
Elderly Mobile Day Service	Mental Health Unit, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH Tel : 01506 771875, 07736 659682, 07736 659683	NHS mobile service for older people with mental health problems (including people with mild to moderate dementia). The service operates in the ANSWER House Day Centre two days a week.
MOOD	Mental Health Options for Older People with Depression (MOOD), PO BOX 15419, Whitburn, EH47 8YL Tel : 01501 749974, 07932 540181 Email : robert@moodproject.org.uk Website : www.moodproject.org	Well established voluntary organisation (based in the ANSWER House Day Centre) which provides a range of activities for people over the age of 60 who have depression or mental health problems, or are at risk of developing these problems. The project also supports carers.

Support At Home		
<p>Support at home services</p>	<p>Bathgate Social Work Centre, 69 Whitburn Road, Bathgate, EH48 1HE Tel : 01506 776700 Website : www.westlothian.gov.uk/content/social_care/olderpeople/</p> <p>Information leaflets can be found from the website above or from Council libraries, information services centres and community centres.</p>	<p>Major support at home services, provided by West Lothian Council (and partner organisations) include</p> <ul style="list-style-type: none"> • personal care to enable older people to continue to live safely and independently at home • home meals • home shopping (in conjunction with Scotmid) • community laundry (jointly with Lothian Health) • community equipment – to help people to continue to live in their own home or in the community • occupational therapy • home safety – a technology package to protect the older person and their own home.
Befriending		
<p>Brucefield Church Befriending Service</p>	<p>Helen Brown, 16 Kepscaith Crescent, Whitburn, EH47 8JF Tel : 01501 740202</p>	<p>Befriending service mainly for older members of the Church who are unable to attend Church.</p>

Specialist Housing Services		
West Lothian Council	Whitburn Housing Office, 5 East Main Street, Whitburn, EH47 0RA. Tel : 01501 678084	Advice and assistance on all housing issues. Information on Council houses modified to meet the needs of people with medical conditions. Facilitate access to home security package as well as money advice.
ANSWER Housing Support Service	ANSWER, PO BOX 15419, Whitburn, EH47 8YL Tel : 01501 749974 Email : answerproject@ukonline.co.uk Website : www.answer-project.com	Housing support service to people over 50 who require support to maintain their housing tenure because of physical or mental disability. The support package can include support for every day activities, living skills, and support to access other services.
Care and Repair West Lothian	Care and Repair West Lothian, Leving House, Fairbairn Place, Livingston, EH54 6TN Tel : 01506 424148 Email : careandrepair@horizonhousing.org	West Lothian wide small repair service for older people and people with disabilities (owner occupiers and tenants). The service is managed by Horizon Housing Association, and co-funded by West Lothian Council and Communities Scotland. Also offers independent advice and assistance to help people repair, improve or adapt their homes so that they can live in comfort and safety at home in their own community.
Day care		
West Lothian Council	Whitdale Day Care Centre, 110 East Main Street, Whitburn, EH47 0RH Tel : 01501 742924 Email : whitdalehouse@westlothian.gov.uk Website : www.westlothian.gov.uk/content/social_care/olderpeople	Service for older people living in Whitburn and the wider west of West Lothian area who need support during the day due to physical or mental frailty. Eligibility depends on social work assessment.
ANSWER Day Care	ANSWER, PO BOX 15419, Whitburn, EH47 8YL Tel : 01501 749974 Email : answerproject@ukonline.co.uk Website : www.answer-project.com	Day care in ANSWER House Day Centre for older people who are experiencing memory loss. Fridays and Saturdays.

Respite care		
West Lothian Council	Bathgate Social Work Centre, 69 Whitburn Road, Bathgate, EH48 1HE Tel : 01506 776700	West Lothian Council funds respite care breaks for frail older people (including people with dementia, and for their carers). Depends on assessment of needs.
Residential care		
Southern Cross Healthcare	Redmill Nursing Home, Lady Court, East Whitburn, EH47 0PN Tel : 01501 745777 Email : redmill@schealthcare.co.uk Website : www.schealthcare.co.uk	Private nursing home.
West Lothian Council	Whitdale Care Home, 110 East Main Street, Whitburn, EH47 0RH Tel : 01506 744445 Email : whitdalehouse@westlothian.gov.uk Website : www.westlothian.gov.uk/content/social_care/olderpeople	Council care home.
Sheltered housing		
Bield Housing Association	Mansewood Court, Mansewood Cres, Whitburn, EH47 8HA Tel : 0131 273 4000 (Edinburgh office) Website : www.bield.co.uk	31 tenancies
Dunedin Canmore Housing Association	Brucefield House, McMartin Court, Whitburn, Bathgate, West Lothian EH47 0HZ Tel : 0131 478 8888 (Edinburgh office) Website : www.dunedincanmore.org.uk	7 tenancies
Hanover (Scotland) Housing Association	Weavers Court, Bowling Green Road, Whitburn, EH47 0PZ Tel : 0131 557 0598 (Edinburgh office) Website : www.hsha.org.uk	30 tenancies

West Lothian Council	Brucefield House, McMartin Court, Whitburn, EH47 0HZ Tel : 01506 7775000 (main Council switchboard)	15 tenancies
“Housing with care”		
Dunedin Canmore Housing Association	Brucefield House Tel : 0131 478 8888 (Edinburgh office) Website : www.dunedincanmore.org.uk	Both West Lothian Council and Dunedin Canmore Housing Association provide “housing with care” tenancies in Brucefield House. “housing with care” provides a much higher level of support services than is available in sheltered housing
West Lothian Council	Brucefield House Tel : 01506 7775000 (main Council switchboard)	
Lunch clubs		
Burgh Halls	Mrs Bell Tel : 01501 740556	Lunch Club open to all OAPs in the Burgh Halls Tuesdays and Fridays. Run by volunteers.
Support for carers		
Carers of West Lothian	Carers of West Lothian, Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH Tel : 01506 771750 Email : office@carers-westlothian.com Website : www.carers-westlothian.com	Provides support, information, a voice for carers and works with others to ensure a better quality of life for all carers.
Transport		
Special access transport	Dial a Bus Tel : 01506 633336	Transport for elderly and people with disabilities to shopping centres at Bathgate, Linlithgow and Livingston.
	Handicabs Tel : 01506 633953	Specialist door-to-door transport for elderly and people with disabilities.

Financial advice		
The Advice Shop	Advice Shop Units, 9-12 Waverley Street Industrial Estate, Waverley Street, Bathgate EH48 4HY Tel : 01506 776444 Email : advice.shop@westlothian.gov.uk	<ul style="list-style-type: none"> • welfare benefits advice, including pension credit, state pension etc. • money advice. • energy advice including a free assessment on saving energy use in the home. • housing advice including rent arrears, advocacy and advice. • advice on legal issues
Leisure activities		
East Whitburn Community Education Centre	Jeanette Wood, East Whitburn Community Education Centre, Hens Nest Road, East Whitburn, EH47 8EX Tel : 01501 740938, 07747 767556 Email : jeanette.wood@wled.org.uk	Sequence dancing Monday & Saturday, 7-10pm Over 50s keep fit, Thursday 10-11am Line dancing, Thursday 11am – 12 noon.
Whitburn Community Education Centre	Archie Munro, Co-ordinator, Whitburn Community Education Centre, Manse Road, Whitburn, EH48 8EZ Tel : 01501 678888 Email : archie.munro@wled.org.uk	Line dancing Monday, 10.45 – 12 noon 50+ keep fit Tuesday 10-11 am 50+ dancing Wednesday, 1.30-3.30pm Art club Wednesday 7-9pm Golden Age Club Thursday, 1-3pm
Generation Arts Group	Isobel Ross, Project Co-ordinator, 07765 023615	Free fortnightly clubs for older people (over 50) across West Lothian. Whitburn meeting in Brucefield House – gentle exercise followed by entertainment.
West Lothian Leisure	Whitburn Leisure Centre, West Main Street, Whitburn, EH47 0QD Tel : 01501 678070 Website : www.westlothianleisure.com	Special reduced price “Prime of Life” membership for over 60s, and specifically targeted activities.

Ageing Well Project	Jim Dixon, Ageing Well Co-Ordinator, Whitburn Leisure Centre, Whitburn, EH47 0QD Tel : 01501 678048 Email : jdixon@westlothianleisure.com	West Lothian wide initiative jointly funded by West Lothian Leisure and NHS Lothian to promote more active lifestyles for over 50s. Regular activities include tea dances in Whitburn bowling club
Clubs and social organisations		
East Whitburn and Redmill OAP Association	Jean Brown (Secretary) Tel : 01501 743317	Meets in East Whitburn Community Education Centre, first Tuesday of the month. Speakers and social activities
Whitburn Probus Club	John Sneddon (Secretary) 13 Northfield Meadows, Longridge, EH47 8SA Tel : 01501 770911	Meets every Wednesday morning. Speaker every week, also social, leisure and charitable activities.
Whitburn Scottish Pensioners Association (No 1 branch)	Gunniss Meek Tel : 01501 740233	Meets every second Monday in Miners Welfare. Mostly social activities
Whitburn Scottish Pensioners Association (No 2 branch)	Elizabeth Fairley Tel : 01501 744474	Meets every second Monday in Burgh Halls. Mostly social activities
West Lothian 50+ Network	West Lothian 50+ Network, Unit 48G, Linbar House, North Bridge Street, Bathgate, EH48 4PP Tel : 01506 635510 Email . wlothian50plus@btconnect.com Website : www.hometown.aol.com/plusntw	Open to anyone in West Lothian over the age of 50. Pre-retirement courses, healthy living, social, educational and recreational activities.