

2019

Caw Golden Years Project – Final Evaluation



Roulston Consultancy

1/6/2019

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Appendices

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1. Introduction

This is the final stage of an evaluation of the Caw Golden Years Project funded through the Big Lottery's Reaching Out Connecting Older Peoples programme delivered by Caw/ Nelson Drive Action Group from June 2013- May 2019 with a total investment into the project of £421,674.

This is the culmination of a formative evaluation process, delivered intermittently throughout the life of the project, taking learning and guidance from service users and partners, to ensure direction continues to be impactful and value for money. This process supports the detailed monitoring return submitted to the Big Lottery by Caw Nelson Drive Action Group.

As consultants we have been involved in the project throughout and completed reports in June 2015, June 2018 and finally in June 2019.



2. Project Outcomes

The basis for the Caw Golden Years project is to provide a wraparound accessible service for local older people. As older people living in a Neighbourhood Renewal area, they are at risk of poorer health in later years than those living in affluence.

The annual Project Outcomes, are considered when consulting with participants and stakeholders, evaluated and recommendations for development made.

Project outcome 1: To ensure that a nutritional hot meal is provided to a minimum of 50 at risk older people living in the Caw area three days per week.

Project outcome 2: To offer a range of social activities and information services that will help older people living at risk within the Caw area, maintain their health and well-being and minimise isolation.

Project outcome 3: To provide a minimum of 20 vulnerable, housebound residents who have been identified through the Careline and Befriending scheme with a 'Meals on Wheels' service 3 days per week.

Project outcome 4: To set up a Steering Group of 10 senior citizens to represent the views of older people of the area, identify needs and gaps in services, be involved in planning and delivery of programmes and provide feedback to the community groups.

| Project Outcome | Indicator | Level | Year 1-5 Outcomes | Rationale for Variance |
|---|--|--|--|--|
| Outcome 1 Older People 'at risk' living in the Caw area will be provided with an affordable, hot nutritional meal 3 times per week through the provision of a Luncheon Club and a 'Meals on Wheels' service | The employment of a cook and assistant cook for 20 hours each per week | 1 Cook employed 1 Assistant Cook employed | 1 Cook employed throughout project 1 Assistant Cook employed throughout project | Complete Complete |
| | The number of at risk older people receiving an affordable, hot nutritious | Year 1 40 'at risk' older people | Year 1 42 'at risk' older people Year 2 | Lost original members through death and frailty. |

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| <p>helping to reduce isolation, promote social exclusion, increasing life expectancy and helping them to remain independent.</p> | <p>meal at the Luncheon Club 3 times per week.</p> <p>The number of housebound older people receiving an affordable 'meal on wheels' service 3 times per week</p> <p>The number of volunteers/trainees who receive relevant training</p> | <p>Year 2 50 at risk older people</p> <p>Year 3- 60 at risk older people</p> <p>Year 4 -65 at risk older people</p> <p>Year 5- 70 at risk older people</p> <p>Year 1 10 housebound older people</p> <p>Year 2 15 housebound older people</p> <p>Year 3 20 housebound older people</p> <p>Year 4 25 housebound older people</p> <p>Year 5 30 housebound older people</p> <p>Year 1 5 volunteers/trainees</p> <p>Year 2 6 volunteers/trainees</p> <p>Year 3 7 volunteers/trainees</p> <p>Year 4 8 volunteers/trainees</p> <p>Year 5 9 volunteers/trainees</p> | <p>41 'at risk' older people</p> <p>Year 3 – 44 at risk older people</p> <p>Year 4 – 46 at risk older people</p> <p>Year 5 – 49 at risk older people</p> <p>Year 1 5 housebound older people</p> <p>Year 2 8 housebound older people</p> <p>Year 3 15 households (older people)</p> <p>Year 4 17 households (older people)</p> <p>Year 5 19 households (older people)</p> <p>Year 1 14 vols/trainees</p> <p>Year 2 14 vols/trainees</p> <p>Year 3 31 vols/ trainees</p> <p>Year 4 41 vols/ trainees</p> <p>Year 5 86 vols/ trainees</p> | <p>Education Authority had planned to extend kitchen and <u>therefore reach</u>, but budgets did not allow from this.</p> <p>Availed of free training available with partnership organisations, which volunteers loved.</p> |
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| <p>Outcome 2 Older people 'at risk' living in an area of deprivation will be offered a wide range of social activities and information services affording them the opportunity to develop their skills base, maintain their health and well-being, minimise isolation and enhance their confidence and self-worth.</p> | <p>The number of older people participating in social activities, events and information services provided.</p> <p>The number of people who feel less isolated</p> | <p>Year 1 200 older people Year 2 225 older people Year 3 245 older people Year 4 265 older people Year 5 275 older people</p> <p>Year 1 Establish baseline Year 5 Increase by 15% (181)</p> | <p>Year 1 421 older people Year 2 319 older people Year 3 356 older people Year 4 328 older people Year 5 351 older people</p> <p>Year 1 157 people Year 5 189 (20% increase on baseline)</p> | <p>People came from further than the estate to participate in Social activities</p> <p>Complete</p> |
| <p>Outcome 3 To provide a community based telephone support service and Befriending Scheme for older and vulnerable people, supporting them to remain independent in their own homes as well as connecting them with local community activities</p> | <p>The number of older people who receive a telephone call each morning through the Caw Careline service.</p> | <p>Year 1 30 housebound older people per week Year 2 35 housebound older people per week Year 3 40 housebound older people per week Year 4</p> | <p>Year 1 24 housebound older people p/w Year 2 29 housebound older people p/w Year 3 33 housebound older people p/w Year 4 38 older people per day Year 5 44 older people per day</p> | <p>Although the numbers were slightly less, the calls were more frequent.</p> |

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| <p>and services thus reducing loneliness and isolation.</p> | <p>The number of vulnerable older people visited through the Befriending Scheme on a weekly basis</p> | <p>45 housebound older people per week Year 5 50 housebound older people per week Year 1 5 older people per week Year 2 7 older people per week Year 3 8 older people per week Year 4 10 older people per week Year 5 12 older people per week</p> | <p>Year 1 0 older people per week Year 2 3 older people per week Year 3 Year 4 11 residents Year 5 16 matches with residents</p> | <p>The project entered into a partnership with Foyle Hospice, through their Compassionate Communities programme which worked well.</p> |
| <p>Outcome 4 To set up a Steering group which will include senior citizens to represent the views of older people in the area, identify needs and gaps in services, empowering them to be involved in planning and delivery of programme, provide feedback and be part of the decision making process</p> | <p>The number of older people actively involved in the Steering group</p> | <p>Year 1 10 older people Year 5 15 older people</p> | <p>Year 1 8 older people Year 5 8 older people</p> | <p>Numbers have fluctuated between 8 and 11 over the years, but the 8 have stayed constant.</p> |



3. Recommendations from formative evaluation process

A Summary of Evaluations throughout the Life of the Project is provided below. Full reviews are contained within the Appendices.

Year 2 (2015)

Caw Nelson Drive Action Group is best positioned to serve the local ageing population, of a deprived community, where health outcomes tend to be poor.

There are clear benefits for the participants involved in the programme and have been cited to include;

- Keeping the mind active and mentally stimulated
- Reducing social isolation
- Meeting people
- Gaining confidence through developing skills
- Feeling useful and a sense of purpose
- Feeling dignified and independent

The project also met key themes including;

- Meeting strategic need
- Meeting targets as set out in the original application
- Developing a referrals pathway
- Developing staff and volunteers
- Involving stakeholders

Year 4 (2017)

The impact on individual lives was directly observed and experienced upon re-visiting the project for the second time. It is the change in atmosphere, the improved confidence and the environment of absolute inclusion which allows each older person to thrive within their own community and as one participant quoted; they decided to 'get busy living instead of getting busy dying!'

The strengths of this project include:

- Essential hot meal provision three days per week in the local EA Centre
- Vast range of programmes, courses, summer scheme activities and day trips available which are accessible to all
- High quality tutors and facilitators used for each programme who are aware of the needs and abilities of the older people
- Skilled volunteer base provides a range of excellent supports to the project
- Project staff are experienced in running high quality community programmes which both challenge and support the older people. The Project Manager leads on representing the area and creating a range of partnerships which adds value to the current project. A clear example of this is the Compassionate Communities project.

Year 5 (2018)

Participants by this stage of the project were confident enough to engage in planning, feeling at ease with anything said, without fear of offence, as they understood the concept of critical planning.

Whilst the target population is the Caw estate this project has attracted residents from the Cityside of Derry-Londonderry, Ballymoney, Greysteel and Eglinton. This has brought a wealth of skill and knowledge into the project and offered residents of the area a diverse range of participants to engage with. This has challenged their thinking as well as broken down traditional community barriers which would historically have inhibited many people around the City from attending events and courses within the Protestant/Unionist/Loyalist area of Caw/Nelson Drive. We would like to continue to build on this through the marketing and publicity which has continued throughout the project.

The project welcomed residents from a neighbouring Waterside estate, Curryneirin, a predominantly Catholic/Nationalist/Republican area who have unfortunately lost a range of community services over the last number of years. There is a large elderly population in this estate and there is a great need for services but no community capacity. There is a great opportunity to link with the Curryneirin residents allowing the sharing of skills, cross community engagement and capacity building across to other areas of multiple deprivation.

Some of the older people only use the current service however others have created a network of support across the City.



Recommendations by the external Consultants were made throughout the life of the programme have been discussed and acted on, as follows;

| | Recommendations | Actions Implemented | Outcomes |
|----------------------|--------------------------------------|---|--|
| Year 2 (2015) | Staff training | This project is complimented by the Compassionate Communities Initiative which has provided a range of free training to the volunteers including Dementia Awareness and Befriending Training. | A more confident, qualified volunteer workforce, able to respond to challenges faced by facilitating an older people's programme in a safe environment. |
| | Include health programmes | Plans included for Year 3 | Plans to include for year 3 |
| | Formalise WHSCT referrals pathway | Initial work started. | Relationships formed with health professionals within WHSCT Older people's social workers. Project utilised for referrals by WHSCT for older people at risk of social isolation. |
| | Promote Dementia Friendly programmes | Initial work via training with DEEDS Dementia Project through the Old Library Trust and CNDAG will work in partnership with their new Lottery funded project over the next 3 years. | Picked up later in programme, when Dementia patients became integral part of client group |

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| Year 4 (2017) | Service Development | The more formal approach to volunteering taken within the Compassionate Communities project has greatly benefited the volunteers and ensured their role is clear, valued and supported. This could be replicated throughout this project through utilising the Investing in Volunteers NI standards which will ensure optimum implementation of good practice in volunteer management. | Queens Award for Voluntary service won by group in June 2018. Range of volunteer training already listed and professionalization of the volunteers' role through the development of job descriptions has worked towards Volunteer Standards NI. |
| | | Co-production with participants arises via the Consultations. Participants would like to try new experiences. | A range of new services was put together for the following year, through the suggestions of the older people. Taster sessions run throughout the summer months and feedback gained as to which full programmes will be selected. A culture of consultation and engagement included within the work of CNDAG, programmes were devised by the service users with the aid of the Programme Support Officer |
| Year 5 (2018) | Training | Volunteers completed Roles and Responsibilities training, Needs Analysis training, Parkinson's Awareness, Virtual Dementia training and food allergy training. | Caw has a team of skilled and qualified volunteers who are up-to-date in all elements of essential and desirable training. CNDAG have formed links with community and voluntary sector projects leading in specialised elements of older people's work including DEEDs programme run by Old Library Trust in Derry/Londonderry |

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| | | Mental Health First Aid should still be explored by staff and volunteers | and now have established a weekly Dementia Support Group in the Caw Centre. |
| | Targeting Hard to Reach | <p>A formal referral pathway should be negotiated with Older Peoples Social Work Team within the WHSCT. Programme Support Officer should lead in the setting up of this referral and maintain quarterly meetings with social workers to develop the partnership.</p> <p>A more structured and detailed marketing plan should be put in place to ensure that people in the local area know as much as possible about what is available in the project and the impact it is having on their neighbours. Branding and marketing for formal referral documentation should also be developed</p> | <p>WHSCT Older Peoples team make direct referrals to the Project on a regular basis.</p> <p>Copies of the weekly timetable are produced and distributed which gives clear information as to what is on, where and when and how to attend.</p> |
| | Service Development | Support for Carers | Carers are offered places on trips and courses. Carers are often older people themselves and are an aid to social connectedness for them as well as the person they are caring for. |
| | | Luncheon Club extension to 5 days/ week | Funding and the use of EA owned Youth Centre does not permit this. However, a Men's Breakfast Club has been established in |

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| | | | the Community House providing healthy Breakfasts and activities for men, an underrepresented group at general activities. |
| | | Increase support to include Community Development Services Co-Ordinator | Funding within this programme not available. Public meeting held which supports this need, and the potential to apply to BLF People and Communities to extend current provision |
| | | Increase locality of project to include residential care homes and private housing in the outlying area. | By not restricting to Nelson Drive estate, integration has occurred which sees older people feeling connected as part of the project, rather than where they are from. This has raised self-esteem of local older people living in Caw estate. |
| | | Priority focus should be on the sustainability of the Luncheon Club | Sustainability models for the Luncheon Club should be looked at. The Luncheon Club plays a pivotal role in ensuring a large number of older people in the area live independent, healthy lives within the area and it therefore the most vital of all the services. |
| | | Celebration event should be a large scale Community event | Final showcase included local Primary School, Ebrington, School Choir of the Year, as well as a showcase of all work prepared throughout the year by the various classes/workshops. Information stands not included this year as the Showcase was sufficient focus and cause for celebration. This year the “Days of our Lives” book was launched. This was compiled by Leapfrog Communications telling the stories of 9 of our local women growing up in the City. |
| | | Role of Tutors is vital | Relationships have been built with a team of qualified tutors who are trained to deal with the needs of the older people. Sustainability models have been put in place for some classes |

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| | | | which do not require resources to run. This should be replicated where possible. |
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4. Programme delivery 2019-20

A wide range of programmes were co-produced and co-designed with the older people and delivered throughout the ‘academic’ year of 2018-19 (September – May), maximising participation and reaching good outcomes.

CAW/NELSON DRIVE ACTION GROUP

WEEKLY ACTIVITIES SPRING 2019

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|---|--|--|---|---|
| <p><u>Morning</u></p> <p>PINK LADIES OUTREACH CLINIC <u>9 am – 1 pm</u></p> <p>CAW PINK LADIES <u>11 am – 12 noon</u> (2nd Monday each month)</p> | <p><u>Morning</u></p> <p>COMPASSIONATE COMMUNITIES <u>10 am – 11 am</u></p> <p>HEALTHY KIDZ <u>Oakgrove Primary School</u> <u>10 am – 12 noon</u></p> | <p><u>Morning</u></p> <p>SEWING & SOFT FURNISHINGS CLASS (In The Rosses) <u>10 am – 12 noon</u></p> <p>CULTURAL QUILT PROJECT GWG <u>10 – 12 noon</u></p> <p>MENS BREAKFAST (2nd Wednesday each month) <u>10 am</u></p> | <p>Morning</p> <p>DEEDS DEMENTIA SUPPORT GROUP <u>10 am – 12 noon</u></p> <p>CAW WALKING GROUP <u>10 am – 11.30 am</u></p> <p>JOB CLUB <u>11 am – 12 noon</u></p> | <p><u>Morning</u></p> <p><u>HEALTHY KIDZ</u> <u>Ebrington Primary School</u> <u>10 am – 12 noon</u></p> |

| LUNCHEON CLUB (CAW CENTRE) | LUNCHEON CLUB (CAW CENTRE) | | LUNCHEON CLUB (CAW CENTRE) | |
|---|--|--|--|---|
| <p><u>Afternoon</u></p> <p>CREATIVE CRAFT CLASS <u>2 pm – 4 pm</u></p> | <p><u>Afternoon</u></p> <p>CROCHET CLASS <u>2 pm – 4 pm</u></p> <p>CITIZENS ADVICE CLINIC <u>2 pm – 5 pm</u></p> | <p><u>Afternoon</u></p> <p>PINK LADIES OUTREACH CLINIC <u>1 pm – 4 pm</u></p> | <p><u>Afternoon</u></p> <p>QUILTING CLASS <u>2 pm – 4 pm</u></p> <p>COMPASSIONATE COMMUNITIES <u>2 pm – 5 pm</u></p> | <p><u>Afternoon</u></p> <p>HORTICULTURAL CLASSES <u>3 pm</u> <u>in Community Growing Space</u></p> <p>CAW MINI SOCCER SCHOOL at 3G Pitch <u>5 pm – 6 pm</u></p> |
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| <u>Evening</u> CAW WOMENS GROUP <u>7 pm – 9 pm</u> CRESCENT CAMERA CLUB <u>7 pm – 9 pm</u> | <u>Evening</u> EXTERN YOUTH PROGRAMME <u>5 pm – 6.30 pm</u> OCN LEVEL 3 SPECIAL NEEDS COURSE <u>7 pm – 9pm</u> | <u>Evening</u> CAW FLUTE BAND PRACTICE <u>6.30 pm – 7.30 pm</u> BINGO <u>8 pm – 10 pm</u> | <u>Evening</u> PAINTING WITH OILS (in The Rosses) <u>7 pm - 9 pm</u> DRIVING THEORY TRAINING COURSE <u>7 pm – 9 pm</u> | <u>Evening</u> |
|--|--|---|---|----------------|

**** Classes/Workshops in RED are funded under the Lottery’s Reaching Out Connecting Older Peoples Programme**

Additional Programmes offered, as a result of leverage from this project:

- Cancer Support Outreach Clinic (Therapies & Counselling)
- Caw Pink Ladies monthly support meetings and outreach clinics.
- Compassionate Communities Befriending Scheme through the Foyle Hospice
- Citizens Advise Bureau outreach clinic
- DEEDS Dementia Support Group through Old Library Trust
- Horticultural Workshops
- Reading Rooms through the Verbal Arts Centre
- Accredited training through the NW Regional College

The planning process evolved throughout the life of the programme, as participants became more confident and at ease with the co-production process and as new people came into the estate, firstly as Tutors, then other agencies and lastly as participants. This widened the older people’s experiences and facilitated the planning process, as new learning emerged and an exchange of ideas took place.





5. Methodology

A series of focus groups and 1:1 interviews were held, as well as identifying some case studies. A questionnaire was completed by the Luncheon Club members.

Due to the nature of the client group, the STAR Outcomes for Older People Measurement tool was again used, though this time as an overarching guide to consulting. STAR Outcomes measures;

- Staying as well as you can
- Keeping in touch
- Feeling positive
- Being treated with dignity
- Looking after yourself
- Feeling safe
- Managing money and personal administration

In addition, in 2018 the PHA's Five Steps to Wellbeing were used, again as overarching guide. The Five steps are;

- **Connect** – engage with people around you. Think of friends, family, community members as the cornerstone of your life and invest time in developing them
- **Be Active** – exercise makes you feel good
- **Take Notice** – be aware of the world around you and what you are feeling. Reflecting on experiences will help you appreciate what matters to you
- **Keep Learning** – Try something new or rediscover and old interest, making you more confident as well as being fun
- **Give** – Do something nice for a friend or stranger. Feels rewarding and helps you connect to wider community.

STAR OUTCOMES FINDINGS

Throughout the formative evaluation years, the STAR OUTCOMES measurement tool was used to gauge key outcomes for Older People. This was measured through a range of methodology, including;

- 1 to 1 assessment using START tool
- Asking START outcomes related questions and gauging answers based on the Star Outcomes tool
- Observational assessment of Older People's behaviour and engagement
- On average 80% of the older people remained engaged in the project from year 1 to year 6.

| | Year 1 | Year 2 | Year 3 | Year 4 |
|--|---------------|---------------|---------------|---------------|
| | Average score | Average score | Average score | Average score |
| Staying as well as you can | 3 | 5 | 7 | 9 |
| Keeping in touch | 3 | 4 | 6 | 10 |
| Feeling positive | 2 | 3 | 6 | 10 |
| Being treated with dignity | 4 | 4 | 6 | 9 |
| Looking After Yourself | 3 | 3 | 7 | 10 |
| Feeling Safe | 4 | 4 | 7 | 8 |
| Managing money and personal administration | 3 | 3 | 4 | 5 |

The STAR Outcomes model shows a steady climb in increased outcomes, which was the result of continued support, engagement and social connectedness, leading to a rise in each of the Outcomes areas, particularly;

- **Staying as well as you can;** alluding to participation and social connectedness, adhering to the PHA 5 Ways to Wellbeing, eating well with the support from the Luncheon Club and participating in physical activity and health screening and long term conditions management support groups.
- **Keeping in touch;** the project allowed deep social connections to form throughout the life of the project. This is important in older years as people lose friends and spouses through bereavement and come to rely more on family connections. This creates independence for older people and provides a routine outlet for social connections
- **Feeling Positive;** the project has created a feeling of hopefulness for the future and one of gratitude for the activities it provides that the older people can participate in.
- **Being treated with dignity;** the project has facilitated an increased sense of self-worth amongst older people in the area. As well as not feeling they have to rely on family members as much, they also are able to create for their families, such as paintings, arts and crafts etc. They feel at the Centre of programme planning and are valued volunteers in many cases
- **Looking After Yourself** – At the beginning of the project, older people almost felt guilty about looking after themselves. As the project progressed, they became aware of the importance of self-care and the benefits for family members and society in general.
- **Feeling safe** – older people have always felt pretty safe in the estate, however, this has increased due to the fact they now know Community Safety Wardens in the area, linked to Caw Nelson Drive Action Group
- **Managing Money and Personal Administration** – this is an area not really covered by the project. However, Citizens Advice has become a regular service in the area, so people can access as and when required.

6. Consultation Findings for final year

The following is an overview of the services delivered and an evaluation of the impact on older people attending them.

Service: Caw Men's Breakfast Club

Consultation method: Focus Group with 8 participants

In implementing recommendations from previous evaluations, Caw Golden Years Project launched the Men's Breakfast Club within the last year. The purpose of the club was to engage and encourage men to be more involved in the life and organisation of the project. From the outset of our discussions it is clear that this is proving to be effective. Throughout the discussion with the men it is clear to see that attending the club is having a positive effect on their health and social well-being and that it has acted as a stepping stone to encourage them to avail of the other services offered through the project, with some men now also attending the luncheon club and a range of trips.

The club is especially popular during the winter months, where social isolation is felt more acutely by residents. The club meets on a monthly basis with up to 15 men in attendance, the smaller numbers have allowed for the men to get to know each other better and they enjoy the warm welcome and wholesome breakfast provided by the volunteers.

One attendee explained how he has suffered with mental health problems which caused anxiety in leaving his home however, through the encouragement of the volunteers; he has been able to sustain his attendance at the club and really looks forward to it. It was clear to see how the trust and social support had grown within the group, due to the openness with which the men spoke within the group.

Some of the members of the breakfast club are also residents of a local residential home. Availing of activities in the local community has allowed them to feel connected to society and given them a sense of belonging.

The Breakfast Club has, in the short time of existence, grown to include trips and good practice visits. The men reported travelling to a local Men's Shed project, history trip to local cemeteries and to The Siege Museum and Cathedral in the City. Again, this has greatly improved their social connectedness, mental, physical health and social well-being.

Developments: This is a simple, sustainable element of the project should continue to flourish with minimum investment. It is an asset-based community development approach which is allowing men, suffering from social isolation, to lead and become meaningfully involved in their own communities and it is clearly having a powerful impact on the wellbeing of the members. With the support of the centre this has potential to grow and encourage more men's participation. Developments should include more frequent group meetings, inclusion of workshops (in gardening for example) and trips away.

Service: Caw Sewing & Soft Furnishings Group

Consultation method: Focus Group with 7 participants

This group have been meeting for the duration of the Caw Golden Years Project and, as consultants, it is clear to see the visible improvement in the confidence of the attendees of this group. Primarily this group were not keen to verbalise their opinions and politely declined to give their opinions on how the project could expand or develop. In direct contrast to this now, the members are full of confidence in offering their suggestions for future development and are keen to discuss these plans. There are clear leaders within the group who promote new membership, find new items for them to make and encourage other members to ensure they feel included and welcome. This leadership should continue to be built upon and supported through the wider work of Caw Nelson Drive Action Group, in a community development approach.

The group love the social element and have formed deep social bonds. Social isolation is a re-occurring theme throughout the project and the sewing class is one element which is clearly a key lifeline to many at risk of social isolation. Many of the attendees have suffered bereavement and used the sewing group as a mechanism to re-ignite skills, which they have not utilised for a long time, and re-connect them with their community. Others had never engaged in stitch work before and have learnt this new skill to an extremely high standard.

As previously discovered throughout the evaluation process, the qualities of the tutor are paramount to the success of the classes. Members of the group continue to report that it is the meticulous differentiation in the teaching that helps them learn at their own pace, without criticism or pressure. The gentle and encouraging reassurance of the tutor, coupled with one-to-one time in each session, has ensured that all remain

engaged at their own level and indeed the results show that this approach has allowed them to achieve a much higher standard than they expected.

The group were keen to encourage all ages (3rd and 4th age) of 'older' people to attend this group to ensure a mix of skills, abilities and encourage longevity of membership. The social element of the group is continually highlighted as equally important to the learning element.

Service: Creative Crafts

Consultation method: Focus Group with 8 participants

The Creative Crafts group meet weekly in the community centre and have a facilitated session with a qualified tutor. As with the sewing class, this group showed a great respect and were keen to highlight the qualities of the tutor which encouraged them in their learning. In order to promote the sustainability of the class the group had sourced some donations from a local fabric shop however, as this group made their set pieces together materials were required to ensure everyone had all materials required.

There is a brilliant atmosphere in the group and all participants feel a high sense of achievement, making high quality crafts which are meaningful and useful to them, friends and family members. Crafts made range from pouffes to dolls, fairy doors, lighthouses, decoupage and outdoor planters. The skill and technique required is high and, again, all participants welcome the fact they can develop at their own pace.

One member discussed how she had no experience within creative crafts at all prior to starting the class. Since joining the class she has made bedspreads and pictures for her grandchildren and gave a very technical overview of her pieces. She outlined how she suffers from depression and how this class allows her to become mindfully engaged in productive tasks, this has had a very positive effect on her mental health. Socially, having returned from living abroad, this class allowed her to re-integrate into life within the estate. As with all members of the group, the success of the classes is put down to the kind and encouraging approach of the staff within the centre.

Another member openly described her journey as a cancer survivor and how attendance at the group had aided her recovery, allowing her to have an identity beyond her diagnosis and her appearance. She described how the tasks are completed so mindfully, allowing her to become so engrossed that, for that period of time at least, she was freed of worry of anxiety. Since starting the class she has attended every week and

the routine has given her a social structure to support her full recovery. She powerfully demonstrated how simple and accessible community interventions can have a profoundly positive effect on the lives of those with the most health needs within communities.

Other members described retirement, general ill-health and lack of family support as reasons why they engaged in this service. All suffered from social isolation which had caused a loss of confidence and had an anxiety about re-integrating into the community. It is a testament to the group that all who have attended have remained members. Over time their confidence has grown and if someone does miss a week, someone in the group will check in with them, this ensures everyone feels valued.

Service: Painting with Oils class

Consultation method: Individual 1:1 interview

Ellen, age 79, was representing the Painting with Oils Class at the end of year Showcase event held in May 2019 and proudly displayed two beautiful paintings as part of the event. Ellen was a complete beginner when she started the painting class, now she paints every day and it is her favourite past time. She explains how she is constantly thinking about new projects she can paint and this keeps her very active. She lives locally and can walk to her class. Ellen described how she felt very much a part of the group, that everyone is so friendly and staff and volunteers put their whole heart into the work.

Ellen explained how the class has improved her confidence so much. Previously, she wouldn't have spoken to anyone and now she is a key member of the group who interacts with everyone. She had a stroke 5 years ago and since starting these classes, she has improved cognitively and this has been recognised by her doctor. Ellen paints for family members and has also sold 6 paintings, such is the standard of her work, and she then re-invests money into painting materials.

The Showcase Event is an annual event held each in May/June as an opportunity for all participants to display their work to the wider community. Ellen explained how this is a very important event within the classes as it gives them all something to work for and it gives each of the participants in all the classes an opportunity to see what is going on in other classes.

The Showcase Event is also very important as family, friends and the wider community can attend and see on display some of the lovely work that their family member/friend has created. This has become a highlight each year with the participants and has installed a great sense of pride as they showcase their individual pieces.

Service: Luncheon Club

Consultation method: Individual 1:1 interviews and tabled focus groups

The Luncheon Club is a hub of activity, the busy volunteers flutter around the room and the sound of dishes, laughter and chatter fills the room. There is a welcoming atmosphere and, differing to the initial evaluation, the participants are keen to discuss the impact the Luncheon Club has had to their health and social well-being.

Of all the services it is clear from discussions that the Luncheon Club is pivotal in supporting the independent living of the older people living in Caw/Nelson Drive estate and wider community. Many residents have now been attending the club for up to 5 years, 3 days per week. They openly describe how this service provides them with a nutritional structure which is accessible, affordable and which provides the bulk of their weekly nutrition. Many of the older people live alone and feel that without the club they would continue to take the easier option of eating less nutritionally, if they did not have the Luncheon Club. Through previous consultations we have reported the high demand for an expansion and continuation of this service.

The staff engaged in the Luncheon Club continue to show great enthusiasm and interest in meeting the nutritional needs of the older people with each dietary requirement memorised with ease and dedication. The meals are all homemade and nutritionally monitored to ensure the highest of standards.

The Luncheon Club provides a meals distribution service, managed by able volunteers. Again, this service allows those not well enough to attend, support to live independently and enjoy a house call from a local volunteer delivering their meal.

For those who are able attend the Luncheon club is also pivotal to promoting social inclusion within older people living in the area. Many describe the limited social interactions they have without the Luncheon Club and also how they have created and sustained long-term

friendships through their attendance. They also explained how the club impacts on their carers by alleviating some of the pressure on them and giving them much needed free time.

The group also sees 3rd and 4th age participants with one carer of 60 plus attending with his mother who is a wheel-chair user. The service is accessible for both him and his mother and they enjoy integrating with other residents. It also helps alleviate the pressure of cooking every day.

At discussions with another table the group outlined how they are collected by a volunteer and brought to the Caw Centre. One of the attendees is 99 years old and they see the Luncheon Club as the reason they are able to remain living independently. The service has become an integral part of their lives and they feel residential care would be their only option, should the service be lost.

As well as the meals service the older people are also encouraged to attend trips away and do activities as part of the Luncheon Club. Most avail of these additional services also which included visiting Dobbie's Garden Centre in Lisburn, the Enniskillen cruise, Belfast Christmas Markets as well as Portrush this year. They also offer bingo, join in with the walking group as well as visits and talks from different support organisations.

Intergenerational working has also become a part of the work of the Luncheon Club having taken part in two projects this year with two local primary Schools, Ebrington Primary School and Oakgrove Integrated Primary School. This included two elements firstly, gardening within the shared community growing space, facilitated by a qualified gardener. This allowed for Primary 6 age children to engage with the older people, share knowledge, enjoy the outdoors and increase intergenerational community relations.

The second element was the Reading Rooms facilitated by the Verbal Arts Centre, this project included a visit from the Reading Rooms bus where children and older people were encouraged to engage in learning through literacy and sharing stories. Within the sessions a facilitator read the group a children's book which was then analysed by the intergenerational group, they discussed thoughts, feelings, memories invoked and personal experiences as part of the process. This created a shared and relaxed learning experience which encouraged all age groups to take part as well building intergenerational relationships.

In conclusion regarding the Luncheon Club and the far reaching, positive impact this has in maintaining the independence and quality of life of the older people within the Caw/Nelson Drive estate, this service is vital and this evaluation would recommend that Caw/Nelson Drive Action group create a sustainable 3-5 year action plan solely for this service. This service is essential to the health and social wellbeing of older people and has created a strong sense of community for them.

Service: Camera Club

Consultation method: Focus group of four

The Camera Club continue to meet weekly within the community centre. As previously evaluated this group have moved towards a more sustainable model as they have attracted expertise from across the City. This has allowed them to learn from the experienced members as opposed to having to pay a facilitator. Members have specialised in different elements of photography and have, in turn, taken a weekly session sharing their learning regarding each element.

Previously it was reported that the club was too far advanced for beginners to feel a part of the class and since this realisation the Club have set up a beginner's session which has allowed absolute beginners to benefit of the Club also. This group also avail of trips away to places of interest such as local parks and areas of outstanding natural beauty in the district. Again, through sharing transport and resources, the group have sustained this by themselves where possible.

It is refreshing to see that people from a range of backgrounds and abilities have been involved in this element of the project. It has attracted people from outside the Caw estate and this has brought sustainability and diversity into the photography sessions.

This model should be replicated, where possible, across the programme of activities.

Service: Reminiscence Group

Consultation method: Focus group of two

Reminiscence has been part of this project for a number of years since the love of story-telling became evident amongst the older people. This year this included the exciting development of having the stories recorded within a book as a legacy of the stories for years to come. Leapfrog Communications facilitated eight workshops capturing all the stories and this culminated in the publication of a book, 'The Days of Our Lives'. This book was proudly launched by the group members at the annual Showcase Event and is available within the centre to share with the wider community.

This is another example of the high calibre of work within the project by both participants and facilitators.



Case Study: May

Case Study review from 2015 Evaluation

May helps out with whatever is required for the older peoples programme. She completes tasks such as clearing tables, plates up meals on wheels and does the bingo. May is an older person herself, although sees herself first and foremost as a volunteer.

She is at the Luncheon Club every Monday, Tuesday and Thursday from 11am until 2pm each of those days.

May lives locally and walks to the centre most days. She is on the Board of the wider community centre and has been involved in committees most of her life. This retains her skills and utilises her experience.

She explained they had been on a bus run to Belfast and it was just lovely. They had a tour of the City Hall and then came back to a local Hotel for a meal. This type of communal trip is great, and aids in reducing social isolation whilst engaging in culture.

May feels this project gives older people company and reduces social isolation. May herself loves the routine of this programme and the fact the Luncheon Club provides 3 days of a managed project ensures the older people's needs are met, including the nutritional needs. She also said that she really enjoyed the Cooking on a Budget classes that the Cook had run as it had helped her plan healthier meals as she lives on her own.

May likes to keep busy and her daughter's joke they need to make an appointment to meet her. If this programme didn't exist, she could spend the time with her daughters and their families, but she feels it is important to have her own life and independence and also to give them space for their own lives. May's husband died 23 years ago and she felt very low for quite some time. She then gradually began to get involved with the community group and then gradually was elected on the committee. She hasn't looked back since.

May is very committed to her role as a volunteer and as she is going on holidays next week, she has her cover already in place, with another volunteer, to carry out her duties.

The interview ended, as May was very busy preparing the meals on wheels lunches. This demonstrates she is focused and deeply committed to the project and feels her voluntary work is of great value.

May, 2019

May continues to be one of the group's oldest volunteers and is now 81 years of age. She still volunteers 3 days per week with the Luncheon Club and helps to ensure that the Meals on Wheels are administered effectively. She has no plans of giving up volunteering and will continue for as long as she can. Everyone has specific roles and responsibilities and the team works well together. She feels the people involved in this programme have become like a family, of which she feels a valued member. The project has allowed her to sustain her independence and has had a very positive effect on her own mental health and social well-being as she continues to be out and about, giving to her community.

May is an excellent example of how an asset based community development approach can impact on the lives of older people, indeed she is the epitome of active aging in an age friendly environment. May is at the heart of her local community, well into old age and has maintained her interest in learning and developing new skills.

Case Study: Jewel

Case Study review from 2017

Following the loss of her husband, Jewel found it very difficult to re-build her life. She heard about the Caw project from a friend and bravely began to attend classes. This developed into becoming a volunteer at the Luncheon Club and helping out with other activities.

Jewel is highly valued by the staff and participants of the project as the role she plays is vital to the smooth running of the Luncheon Club especially. She attends the centre on a Monday, Tuesday and Thursday from 9am-1.30pm and her tasks include preparing labels for the dinner deliveries, collecting the money for lunches, setting the tables, serving the dinners, tidying up and setting up for whatever activity follows the lunch. It is a varied and demanding role but one which Jewel takes great pride and satisfaction in, in her own modest way.

Volunteering provides Jewel with a purpose and a reason to get out, the older people like a chat and Jewel enjoys the company and conversation as much as they do. Jewel has become particularly friendly with two other Luncheon Club members both of whom had been admitted to hospital, one in Altnagelvin and one in Belfast. Jewel explained how she has regularly made time to visit both ladies and that,

whilst this is not part of her volunteering role, it is something she especially wanted to do as she was acutely aware that neither lady had any family to visit them. Both ladies are now fully recuperated and back attending Luncheon Club

Jewel went on to discuss how she sees a lot of extra work which could be done if there was more help. A lot of the older people need additional help and support around their own home as well as keeping up with their health and social care needs. She wishes she could do more but is aware of her own limitations. This is something she would like to see incorporated in future, that there would be people within the centre who can assist older people with everyday errands and appointments. The older people spend a lot of their time worrying about how to make appointments, collect prescriptions etc. and this would provide great reassurance for them, most especially in the winter months.

Jewel, 2019

Jewel continues to be a valuable member of the Caw Volunteer Team in 2019. She dedicates 3 days per week from 8.30am-4pm to the project and works within the Luncheon Club. Jewel clearly describes the positive impact the project has had on her own life giving her purpose, independence and a sense of belonging. Jewel is now 72 years of age and lives a full and active life; she is keen to highlight the benefits of volunteering and sees the project as a lifeline to her own wellbeing. She continues to encourage others to become involved and supports them, where possible, to attend. Jewel also attends the Creative Crafts class and day trips and has found that trying new things and developing new skills has supported her to remain healthy and well within her own community.

Both of these case studies reflects the longitudinal and positive impact this project has had on the lives of older people who have the accessible opportunity to become active within their own communities. The ownership of this project has transferred to the older people themselves and this has given the project a firm basis from which to continue to grow. Both ladies are great examples of how volunteering in a healthy environment can promote active aging and support independent living.

7.



8. Sustainability and Development

As part of sustainability planning, a public meeting was held, as a Planning for Real event. This was in response to the findings of this evaluation, which see the need for a focus on;

- Embedding and sustaining an older peoples programmes in Caw/Nelson Drive estate
- Building intergenerational work to bridge the confidence gap
- Building on the excellent work of the Caw Golden Years project, by a sustained development approach to the whole community and build confidence as has happened with older people in the area.

So as not to leave the community with consultation fatigue, some elements were met within a few months, achieved via no cost, including;

- Meeting held with the Education Authority, who have responsibility for youth provision and manage Caw Youth Centre. The EA identified several avenues to improve youth service, which the community are exploring, which include training of local parents as volunteers with the potential to become paid staff.
- proposing opening some of the existing intergenerational programmes, e.g. Breakfast Club

The results of which are in Appendix III.

There have been changes in the strategic and funding landscape since the projects inception including;

Active Ageing

The Active Ageing Strategy 2016-21 recently published by OFMDFM outlines steps for Northern Ireland to become a more age friendly region.

In the decade between 2003 and 2013 the number of adults in Northern Ireland aged 65 and over increased by 22 per cent. This trend is expected to continue with the proportion of older people projected to increase by 63 per cent to account for almost half a million people by 2033. The recent Active Ageing Strategy 2016-21 aims to tackle challenges faced by the older population including:

- Poverty and fuel poverty;
- Appropriate housing; better access to transport;
- Appropriate health and social care provision;
- Social isolation and loneliness; access to education;
- improved access to leisure opportunities;
- Better employment opportunities; and
- Freedom to live without fear of crime.

The strategy aims to make Northern Ireland an age friendly region in which people, as they get older, are valued and live actively with their rights respected and dignity protected. It is in line with the European Innovation Partnership on Active and Healthy Ageing which aims to increase the average healthy lifespan of each EU citizen by two years by 2020.

It highlights additional problems facing older people who are members of minority groups, including the black and minority ethnic groups and those from the lesbian, gay, bisexual and transgender communities.

It also covers people in their forties and fifties approaching older age as well as addressing the needs of older people. It aims to combat negative attitudes held towards older members of society and the ageing process. Research suggests that young people with negative attitudes experience poorer health and a shorter life expectancy as they begin to age themselves than those with positive views on ageing.

The strategy is divided into five aims:

Independence

As society shifts towards an ageing population, there is a need for older people to be able to live independently. This involves delivering suitable warm housing to remain in their own homes and access to reliable transport (in both rural and urban areas). It is important for older people to have an adequate income and a feeling of community safety by tackling fear of crime. They also require access to user-friendly information.

Participation

This aim includes creating social participation and volunteering opportunities to tackle isolation and loneliness as people get older. This includes involving older people in decision-making on policies and the provision of services that will affect them.

Care

This involves providing high quality health and social care services for older people tailored to individual need including appropriate domiciliary care support for those with long-term conditions.

Self-fulfilment

In order for older people to feel self-fulfilment they need to achieve their potential and look at their overall well-being. This involves implementing flexible practices in the workplace, appropriate training and re-skilling and by providing education, training, leisure and cultural opportunities.

Dignity

The strategy aims to respect the dignity of older people in society as they age and protect them from exploitation, physical and mental abuse. Older people should be treated equally and have their human rights protected. It also covers additional challenges surrounding disability, sexual orientation, race, gender and transgender.

The strategy will enable older people in Northern Ireland to live independently for as long as they are able in suitable and safe homes without experiencing poverty. Older people need to feel involved in their family, community and civic life. It aims to ensure that people are healthier for longer and remain in employment for as long as they wish. The strategy will encourage participation in cultural, educational and physical activity. As the ageing population increases there is a need to effectively safeguard the dignity and human rights of older people.

In the Waterside area of Londonderry, the Public Health Agency work has enabled increased access to Councils Foyle Arena – with free swimming and older people’s fitness classes and by utilising improvements in local infrastructure to enable older people to travel easily from Caw.

Age Friendly and Community planning process.

Community Planning is a process led by Derry City & Strabane District Council in conjunction with partners and communities to develop and implement a shared, long-term vision to improve the social, economic and environmental well-being of the Derry City & Strabane District area. It will also guide how our public services will work together locally to plan and deliver better services.

Derry City & Strabane District Council adopted a significant co-design process to develop the Strategic Growth Plan for the Derry & Strabane District. This included engaging with statutory organisations, business, community and voluntary organisations and interested citizens to agree the way in which the plan should be developed.

There are 3 Pillars:

• **Social Well-being** – to improve the quality of life of all our people now and in the future • **Economic Well-being** – to grow and sustain our economy to create more and better employment opportunities for everyone • **Environmental Well-being** – to live in a low carbon, sustainably designed and connected region

8 Local Growth Plans have been developed for Strabane Town and the 7 District Electoral Areas (Ballyarnett, Derg, Faughan, Foyleside, Sperrin, The Moor and Waterside). Extensive consultation has been carried out in each of the local community planning areas with 48 workshops held over the 2016 – 2017 period. The local community growth plans will feed into the overarching Strategic Growth Plan and their key purpose will be to develop local actions to address local needs.

Waterside Growth Plan 2017-2022

Geographically, the Waterside is a small, compact area of Derry City that lies on the East Bank of the River Foyle and has a population of 27,500 (11,250 households). It is a diverse community with more ethnic minorities than other parts of the City as well as having both Catholic and Protestant neighbourhoods.

The Waterside has resources and energy on which community regeneration approaches can be soundly based. The Voluntary and Community sector is strong and proactive; with cross/inter community working and co-operation continuously improving based on the tradition of self-help. The re-development of areas, such as Ebrington, St Columb's Park and Foyle Arena has opened many opportunities not only for the

Waterside but also for the City and district. The Waterside has proximity to key services, such as transportation networks, energy and communications networks, the provision of education, healthcare, retail, and a wide range of community based facilities. Within the Waterside, opportunities for leisure and recreation range from everyday activities such as walking and cycling, to dedicated sports and adventure pursuits. Developing, managing and promoting the numerous ways in which people can experience and enjoy what the Waterside has to offer is fundamental to encouraging active and healthy lifestyles.

Under Outcomes and Actions for Community Development, under the Community and Social Pillar, the key outcome is to live in a shared, equal and safe community. Actions particularly relevant to the development and sustainability of the Caw Golden Years project include;

- Establish a Local Community Planning Partnership to take the lead in helping to develop and regenerate the Waterside DEA
- Consult residents on the Local Development Plan
- Explore opportunities and support groups and organisations to develop partnership working in relation to service and programme delivery
- Develop a Volunteer Strategy to support community groups to promote volunteering opportunities and recruit and manage volunteers
- Audit community based programmes and identify gaps in service delivery, accessibility and resources

Linking Generations NI

Linking Generations Northern Ireland is an Intergenerational Practice Programme creating opportunities for older and younger people to meet and learn from each other. It is managed by the Beth Johnson Foundation.

Initiatives include; Intergenerational schools, linking Age Friendly principles with education, Singing generations and a small grants scheme, funding innovative intergenerational projects.

Northern Ireland Frailty Network

Frailty is where someone is less able to cope and recover from accidents, physical illness or other stressful events. The Network has been established using Transformation funding secured through the Department of Health and will bring together a wide range of people and organisations all with a part to play in caring for our population living with frailty, as well as having a strong focus on prevention.

There is a current call out to those seeking to join the NI Frailty Network, by emailing frailtynetwork@hscni.net

DEEDS

Dementia Engaged and Empowered in Derry and Strabane is a project initiated by Old Library Trust Healthy Living Centre, in Creggan.

Caw has been involved with DEEDS since early on in the Caw Golden Years project and avails of much of the support provided to ensure inclusivity of older people with Dementia in all their programmes.

Social Prescribing

Social prescribing allows GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services in addition to appropriate medical care. It aims to address people's needs in a holistic way and also help support individuals to take greater control of their own health.

Social prescribing schemes can involve a variety of activities provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of physical activities. There are many different models for social prescribing, but most involve a link worker or navigator who works with people to access local sources of support.

Pioneered by Integrated Care Partnerships within Northern Ireland Health and Social Care, some of their examples include;

- Belfast's Connected Community care service which launched earlier this year and offers a single point of access through which GPs and Trust social work community teams can refer people to community and voluntary groups close to their home so they can remain independent and have a good quality of life.

- IMPACTAgewell® (Involving Many to Prescribe Alternative Care Together to Agewell) initiative is a community development approach to support and improve the health and wellbeing of older people aged 65 years and over, by integrating health services and linking them with sources of support available within the local community.
- the social prescribing scheme in the Western area, offering older people who suffer from loneliness, bereavement and anxiety a chance to link up with a range of activities within their local community

There is an opportunity for Caw Golden Years to link with this scheme as a key prescription for isolation and loneliness faced by local older people.

9. Conclusions and Recommendations

Caw Golden Years Project has been a resounding success. Key outcomes for the project have been;

- i. The creation of a strong, vibrant, confident peer supportive older people in an area of deprivation
- ii. Deep social bonds created, reducing social isolation and limiting ill health
- iii. A healthy coping mechanism for older people in the area, when faced with life's challenges and those which come with getting older, bereavement, lifelong conditions, loss of independence and loss of sense of purpose, loss of motivation.

However, some of the local community feel left behind and it is vital now to invest the same level of community capacity which is evident amongst the local older people.

This should include;

- A sustained approach to supporting older people in the area, funding programmes where possible, as this remains an area of high deprivation
- Building on the excellent work and opening facilities intergenerationally, e.g. courses, Men's Breakfast Club and creating food based community events by widening the remit of the Luncheon Club chefs.

- As volunteering capacity is high within the Caw Golden Years project, there is now an opportunity to set up a Caw older peoples group, outside of CNDAG. This would enable CNDAGs re-focus on housing, employment, physical regeneration projects, work with young families and supporting intergenerational work.
- There is an opportunity for the Caw Golden Years project to fit into wider work as per above, Active Ageing, Community Planning, Frailty Network and Linking Generations.
- A sustainability plan for Luncheon Club should be developed, based on business planning to include effective pricing strategies and purchasing.
- There should be continued volunteer development, with a robust volunteer development policy by linking with Investors in Volunteers
- Exploration of free programmes, tapping in to PHA funded programmes, such as walking, Foyle Arena Everybody Active programme, WHSCT Health Improvement training sessions
- Link older people with age friendly forums/ council-wide initiatives to continue to allow them to develop/learn/meet new people. Growth in self-esteem has allowed for this to happen.
- CNDAG – re-focus on housing, physical regeneration, early intervention work due to loss of staff member and changing needs of the community.



Appendix I

Recommendations from 2015 Report

Caw Nelson Drive Action Group is best positioned to serve the local ageing population, of a deprived community, where health outcomes tend to be poor.

There are clear benefits for the participants involved in the programme and have been cited to include;

- Keeping the mind active and mentally stimulated
- Reducing social isolation
- Meeting people
- Gaining confidence through developing skills
- Feeling useful and a sense of purpose
- Feeling dignified and independent

The remaining conclusions and recommendations are themed, as follows;

Meeting Strategic Need

The project meets key strategic health objectives, such as Transforming Your Care, including 6 of the 11 proposals for change and 3 out of 4 Western priorities.

The project meets the Community and Voluntary sector DHSSPS Service Framework for Older People, as well as Making Life Better theme 2 and OFMDFM Active Ageing Strategy's 5 priority areas.

The project contributes well to key delivery goals within WHSCT and voluntary associations such as Beacon.

Meeting Targets

All 4 Project Outcomes are progressing well, with options appraisals completed for any variance, as detailed below.

Recommendations

- Deliver house to house audit in the Caw area, to target all isolated hard to reach older people
- Provide training, developed by WHSCT Management Steering Group member to equip staff and volunteers to effectively carry out above and deal with any crisis they may come across
- Build a training portfolio, i.e. staff/ volunteer name and training completed for each year of project. Review at Stakeholder Steering Group level any training gaps, identify and deliver
- Assess options to increase capacity for hot meal provision
- Further develop Befriending and Careline service, delivered in the Caw area

Participants

The programme is meeting key indicators of good health and emotional wellbeing, including;

- Reducing social isolation
- Providing a sense of purpose and usefulness
- Setting goals
- Planning for the future
- Reflection (through Reminiscence work)

Recommendations

- Continue the approach and programmes in existence, as they are of great benefit to the participants

- Consider offering training for the tutors on working with older people with specific conditions, e.g. dementia, learning disabilities, mental health, hearing loss, mobility problems etc.
- Mental Health First Aid training would enable the staff and volunteers to recognise symptoms of mental ill health and enable first response, support and signposting
- Training for Participants on recognising and putting in place coping mechanisms for mental health and emotional wellbeing would enable self-care and encourage getting help
- Health programmes are welcomed by participants, with specific elements which may meet need, such as nutrition and physical activity which addresses pain management
- Continue to use the showcase event model in celebrating the end of the academic year, making a break into summer and facilitating transition into the autumn term in September.

Referrals

Referrals are made informally by friends and family and carers. However there have been a number of incidents where referrals have been made informally by statutory services, e.g. the Hospital Dietician contacting the Cook following a participant diabetes diagnosis and Mental Health services recommending a client attends the Quilting as part of their recovery.

Recommendations

- Establish a referral mechanism, with a recording system and possible progression report
- Link in with WHSCT Health and Wellbeing plans, to establish low level health and social needs
- Deliver information session to the Older Peoples Directorate Teams within WHSCT on Caw Golden Years Project

Staff and Volunteers

The project contributes to the wellbeing of volunteers by enabling them to feel useful, building confidence by utilising existing skills and encouraging lifelong learning by developing new skills. Volunteering helps maintain independence and the volunteers are committed to

providing an excellent service, by attending each session, such as the Luncheon Club and the current rota works very well to engage all 20 volunteers who are engaged in the life and work of the Caw/Nelson/Drive Action Group.

The Cook is central to the Luncheon Club service, providing a high quality nutritious range of meals from scratch, 3 times per week, with themed events, which add to the social element. The BLF funding allowed a very basic lunch Club service to expand, be part of a co-ordinated programme and offer high quality food and retain a level of service, by securing a salary for a cook and assistant cook.

Recommendations

- Whilst the Cook has attended specialist training with Derry City Council (Allergens workshop) she could also link with WHSCT on specialised diets, e.g. coeliac, low salt, high fibre etc.
- All Staff and Volunteers associated with the programme could undertake an induction programme, outlining key aspects of working directly with older people. This could be developed with key stakeholders at Management Steering Group membership level
- A training portfolio should be developed, displaying the range of training undertaken and identifying gaps

Stakeholders

Stakeholders are fully engaged in the development and delivery of this project.

The majority of recommendations overall have been identified by the Management Steering group and are not new.

The Rosses works extremely well with the local community and the relationship and programme meet their Corporate Responsibility targets.

Coach trips could be focused on attached programmes, e.g. art, culture, health, history

Recommendations

- Complete a full community audit outside of this exercise, by training staff and volunteers as frontline workers and to target the most isolated older people in Caw/Nelson Drive area
- Design and deliver training so staff and volunteers; recognise, respond, support and signpost older people with specific age related health and social needs
- Schedule a training calendar a year in advance
- Schedule additional health fairs
- Add equipment needs analysis to evaluation forms
- Look at attaching programme specific trips e.g. oil painting trip for Oil Painting group

Programme

The programme offered is excellent and is responding directly to consultation with local older people.

Recommendations;

For future planning key recommendations, as highlighted at focus groups and through the participant survey, include;

Arts Development – Painting fieldtrips, Camera Club, creative writing, theatre nights, basket weaving

Health Programmes – cookery, pamper session, armchair aerobics, swimming classes, GP Q&A session

Inclusive – Dementia proof programmes and add Dementia Friendly trips to the programme, perhaps link with Alzheimer’s Society on how to take this forward. Caw/Nelson Drive Action Group are currently in discussions with the DEED Project (Derry Engaging & Empowering Dementia) which is run by the Old Library Trust Healthy Living Centre to organise Dementia Awareness Training for staff and volunteers in the Autumn 2015.

Survey Results:

- Top 5 programmes in survey results were Crochet, Creative Craft, Oil painting and Summer Scheme
- Top 5 trips were Portrush, Local Mystery tour, Garden Centre/ Magherafelt, Mount Stewart/ Bangor, Theatre
- Most people prefer after lunch for activities
- Most people are happy to make a contribution to an overnight stay

All happy for taster sessions to continue to take place as part of the summer scheme before a full length programme being organised in September

Observations;

Key observations were made by the consultants, whilst speaking with the range of people involved in this project.

1. All people involved were extremely complementary as regards the project manager, the fact the project is being co-ordinated and the fact it is being funded in a high area of need.
2. Participants were largely very pleased with how the project was running and happy with the positive impact the activities were having in their lives. They were therefore unable to come up with any additional activities, programmes or courses to run as they felt everything was very well covered within the current programme.

Analysis of the above can be viewed as the following;

- Volunteers and Participants are actively engaged. They feel most comfortable, competent and therefore confident when fully immersed in activity that assists the programme to run well
- The high levels of competency of the Project co-Ordinator allows all others involved to feel at ease in the running of the programme and therefore fully immerse in the practical aspects
- Relationships are key to the success of the project
- There is complete trust held in the local area in the ability to deliver
- For staff and volunteers, Health & Social Care informal training workshops would be of benefit and raise confidence in dealing with the health and social changes older people experience.

Appendix II

Recommendations from 2018 report

I) Where possible, encourage and work towards the sustainability model already in operation with the Camera Club.

II) To ensure accessibility to programmes, where possible, have equipment for residents to borrow and ensure that beginner's classes are always available to welcome new membership. Some felt the Club was too advanced and a lot of expensive equipment required to join.

III) Physical activity was included as a small proportion of the programme this year however participants are keen to have more physical activity sessions. Suggestions include dance and yoga. As several participants reported being unsteady on their feet it would also be recommended that strengthening and balance falls prevention courses could also be included in the programme. It is recommended that 2 physical activity opportunities per week are offered for a period of 12 weeks to aid the older people make a lasting change in lifestyle (NICE guidelines). Sustainable walking Club also to be included.

IV) Condition-specific programmes were requested by participants namely diabetes, arthritis and lung conditions but this could be expanded to other common conditions for the older people.

V) Whilst the target population is the Caw/Nelson estate this project has attracted residents from the Cityside of Derry-Londonderry, Ballymoney, Greysteel and Eglinton. This has brought a wealth of skill and knowledge into the project and offered residents of the area a diverse range of participants to engage with. This has challenged their thinking as well as broken down traditional community barriers which would historically have inhibited many people around the City from attending events and courses within the Protestant/Unionist/Loyalist area of Caw/Nelson Drive. We would like to continue to build on this through the marketing and publiCity which has continued throughout the project.

VI) The project welcomed residents from a neighbouring Waterside estate, Curryneirin, a predominantly Catholic/Nationalist/Republican area who have unfortunately lost a range of community services over the last number of years. There is a large elderly population in this estate and there is a great need for services but no community capacity. There is a great opportunity to link with the Curryneirin residents allowing the sharing of skills, cross community engagement and capacity building across to other areas of multiple deprivation.

VII) Due to the prevalence of bereavement within the local community it is recommended that Bereavement Care or counselling service is provided as part of the programmes for the incoming year.

VIII) Participants were keen to utilise music more as part of the programme both to lift the mood during classes as background and encourage sing-a-longs while you work. Also to use country music and dance. Work with a local choir, Allegri, to be built upon.

IX) It is recommended that this project looks further into opportunities for intergenerational working. A new school moving into the estate and the development of the Older Peoples programme offer an opportunity to explore intergenerational working which is evidenced to impact positively on academic achievement as well as on the mental health and social well-being of older people. The one-to-one discussions with the older people reflect the wealth of experience and talents they have and should be utilised.

X) Some of the older people only use the current service however others had created a network of support across the City. It is important to highlight how accessible other programmes running across the City have become and, where possible, market these as social and educational outlets for the older people. This will aid in sustaining services as well as breaking down barriers across the community divide.

XI) Continue to explore options for the inclusion of men and programmes tailored to meet their needs to redress the current imbalance.

XII) Younger volunteers need to be offered a tailored opportunity to become involved in the project with a package of training and experience which meets their needs for education and employment. The current volunteers are all older people themselves and will not be able to sustain their contribution over the next decade, it is important to build community capacity in volunteering to sustain projects of this nature.

XIII) The success of the crochet class should be explored. The Tutor operates as a private business, and once participants attend her class, they begin following her around the City as they enjoy her style of teaching. There is a possibility of the crochet being reminiscent of the factories, as many of these women would have worked in the many factories around the City. They all talk about the craic had and meeting up with others, all of which was prevalent in textile manufacturing throughout the Troubles era and was a welcome daily relief.

Appendix III

Feedback from Public Consultation Event held on 26th September 2018 in the Caw Youth Centre.

Public Consultation Event

60 local residents in attendance.

1. What are the current issues within Caw/ Nelson Drive Area?

Environmental:

- Dog fouling (14)
- Litter (7)
- Appearance of estate
- Tin cans
- Broken glass
- Respect for other people's property
- People not cutting lawns
- More landscaping in the green areas
- Need a chemist (2)
- Lack of things to do for young and middle aged people
- Nothing for kids, all for the elderly
- Street Lighting
- Graffiti
- Community Safety
- Noisy dogs
- Separate dog areas, so people with young children / allergies have their own space
- Some of the trees in Sperrin Park – very dangerous when high winds
- Leaves fall off trees and footpaths slippery

2. What are the current issues within Caw/ Nelson Drive Area?

Social:

- Loneliness (3)
- Cars speeding (9)
- Large amount 1 parent families, parenting
- Need better bus service (10) (only every hour and none at night) (no timetables at bus stop), (more routes)
- Educational courses (4), (Educational classes held during the day – need at night time e.g. crafts), (courses for the middle aged)
- Lack of activities available to young/ middle aged people
- Better guarding of play park, for safety of children, playpark behaviour
- Bad language
- Community Events needed
- Better communication on events –more frequent newsletters, local radio.
- Access to services
- Small independent community market
- No funding for caw football team
- Pot holes in roads
- Fireworks

3. What are the current issues within Caw/ Nelson Drive Area?

Community Issues:

- Anti-social behaviour (8) (drinking in walking park), (ASB within new park), (use of drugs causing ASB)
- More activities for all ages (9), (more social activities for all ages), (community centre for all ages), (nothing for the young ones), (need more activities available for young/ middle age),(need more for 12-16 year olds), (activities, schemes for young people), (Trips, like older ones get)

- Nothing for Caw football team (2), need more football – currently too costly
- Drink and drugs (2)
- Broken glass
- Crafts
- Training/ apprenticeships for individuals in the area
- More jobs
- More talks about mental health

4. What are the current issues within Caw/ Nelson Drive Area?

Physical:

- Need outdoor gym
- Lack of facilities
- Speed limits
- Fireworks – little for kids to do. One night the bonfire committee arranged to take kids to NI match. Difference in the estate that night proved keeping them occupied works!
- More kids facilities and more things to do (10), (More Summer Clubs for kids), (not enough for 4-21), (more facilities for young people), (nothing for middle age or teens), (youth need more choices), (not enough for younger children, birth – 4 years), (a good mum and tots on Friday mornings 9.30-11.30am 0-4 years), (Bad youth facilities), (more for younger babies/ children 0-2 years and 2-5 years)
- Kids, 3-7 years playing and riding bikes on roads, without any parents watching
- Not enough for middle aged

5. What is good about living in the Caw/ Nelson Drive Area?

- Handy to bus (3)

- Luncheon Club (9) (we care about our elderly)
- Friendly neighbours (9)
- Community spirit (6)
- Caw football team
- Quiet where I live, some nice people (4)
- Handy to shops (4), (good location)
- Nice houses
- Nice area to walk
- Generally tidy
- Lovely green spaces
- Good lighting
- Good volunteers
- Really good community and cultural centre
- Family
- Friends (5)
- Football (2)
- Youth Club (3)
- Swimming
- New park (9)

6. What services do you currently use as provided by Caw/ Nelson Drive Action Group?

- Luncheon Club (15)
- Older Peoples programmes (7)
- Community Safety
- Bingo (3)
- Craft activities (6)
- Gardening (2)

- Bus trips (4)
- Welfare rights (4)
- Health programmes (5)
- Crochet (3)
- Patchwork (2), (sewing)
- Walking group (3), (great wee group on a Thursday)
- Painting with oils (2)
- Men's Breakfast group (2)
- Educational courses
- Youth Club (6)
- Older peoples activities provided is what is needed, to get us out when you are on your own, (7), (meeting other people and company is much needed especially when you live alone as you get depressed), (I love the company of people attending – I now have lots of friends as I live on my own), (most of what is offered), (company), (good at night time, especially during the dark nights)
- Playgroup
- Driving theory
- Anti- bullying programmes
- Didn't know about any of these activities. Need more leaflets and info (new to area)
- Nothing (9), (all for older people), (haven't used anything over the years, never felt there was much for our age and especially ages 8-17..we need to be able to use our youth centre as a community centre!), (none, as working during day – need more activities after 7pm), (Community Centre is all for older people, do nothing for our kids), (none – work full time so little on offer for 30+ community), (I don't use them, as never hear about the courses)

7. Ideas for New Programmes:

Pre-Schoolers (0-3 years)

- More pre-school places in Playgroup (3), (Playgroup places for Caw children) (needs to be more affordable)
- Sports
- Soft play areas

- Sensory classes
- Sunday school
- Something for past toddler but before P1 – youth Club only starts at P1! Youth Club only on 3 hours/ week

Primary School (4-11 years)

- Homework Club (4)
- More Arts needed
- Sunday school and Good News Club
- Dog park
- Anti-bullying programmes
- Building resilience
- Anti-Social Behaviour awareness
- Disco (2) (once a quarter)
- Gym
- Trips out
- Football
- Swimming trips
- More for young people to take them off the streets
- Teddy bear park
- Gymnastics (5) (Cheerleading team)
- Netball team
- Street clean up
- Would love to live in New York
- Would love to live next door to Derry based YouTuber The Newadamb99 (4)
- Fun day (4), (one per Season)
- More youth club hours (2)
- Activities to make Youth Club more enjoyable
- Careers information – skills for life

- Football (3), (Kids football team)
- Tayto Park trip (2)
- Mental Health Programmes

Post Primary (12-18 years)

- Safe place
- Exciting drop in centre (3), (more interesting things on so they want to come to youth club), (for 12-18)
- Mental health promotion
- Learn life skills (2)
- Homework Club (2)
- 15+ cooking lessons
- 13+ pregnancy talk
- Classes for 12-18 years
- Suicide awareness programmes
- Involving younger ones in volunteering (3)
- Lots for children to do but they don't go to the things
- Work skills
- Apprenticeships
- Crafts – old and new technology (2)
- Money management
- Drug and alcohol programmes
- Our youth will be left behind with arts etc. We need photography skills, art and music – Instil some confidence!!

Programmes for Parents:

- Drop in Centre for parents to have chit chat and advice (3)
- Need proper community centre (2), (more use of community centre by adults), (band needs place fit for purpose to practice in, as room we use is too small)
- Classes activities at night for ones that work during the day
- More crèche facilities for young parents
- Ramp on main road - speeding
- Parenting classes
- Mental health programmes
- Health checks (6 monthly clinic)

Men's Programmes:

- Men's Health programme
- Men's Breakfast on a Wednesday for local chat (2)
- Men – safe place to talk
- General house maintenance
- Cooking classes
- Basic car care etc.
- Mental Health promotion (2)
- Computers
- Fishing

Women's Programmes:

- A safe place to talk – bring kids

- Drop in Centre, meet and greet
- Younger women's Clubs
- Life skills
- Dance classes – jive, ballroom, line dancing (4)
- Mental health promotion (2)
- Walking group
- Health promotion (2)
- Exercise group
- More programmes at night
- Crafts
- Gym facilities
- Yoga
- Healthy eating and cooking programmes

Programmes for Older People:

- Cooking classes for one (3)
- Computer classes
- Already well looked after (4)
- Help for pensioners e.g. with gardening and maintenance (3)
- get together meetings once a month
- would like Luncheon Club to keep going (3)
- a lot more for elderly needed especially at night e.g. chit chat – loneliness is a problem
- music night
- tea dance for over 50s
- more for over 50s
- would like Older Peoples programmes to continue, craft, bingo, gardening, bus trips, etc. (2)

- Spanish classes

Family Support/ Intergenerational Programmes:

- Programmes for families in difficulty
- Community Playgroup need to be more affordable (2)
- Childcare needs to be included to allow parents to take part
- Learning to cook for one
- Skills swap/ barter
- Big play park – children don't use it.
- More cross community programmes
- Mental Health talks – ok to not be ok, beat the stigma (2)
- Help in garden (4)
- Clearing paths when snow comes
- Upcycling workshops
- Parenting skills (especially for young mums)
- Counselling
- More family activities
- Family fun nights – games and food for all ages – bit of craic!!
-

8. Ideas for new regeneration projects:

- Extension to the current community centre
- More flowers throughout the estate
- More speed ramps (3), (speed ramps in estate)
- Outdoor gym in Kilfennan park
- Clean Valley park – full of glass and dog poo

- Fill pot holes in roads
- Better fencing in gardens – keep out cats and dogs running around
- Clean up after grass cut – untidy and messy and brought into home
- Allotments for growing own veg
- Better street lighting in the walkway
- We need the use of the youth centre!

