

## OTHER SUPPORT INPUTS

- **Transport Concessions**

People over the age of 65 receive a pass, free of charge, enabling them to use public bus services not only in the Borough, but throughout the County, and from 1 April 2008 throughout the rest of England.

- **Dial-A-Ride**

People over the age of 65, and those with a disability, have access to the Dial-A-Ride service, which, through an appointment service, will provide customised journeys, for example to the shops or to a surgery or hospital appointment. This service runs suitably modified vehicles that can accommodate people with mobility problems or who use a wheelchair.

- **Shopmobility**

Redditch Borough Council, through registration and a booking service, provides wheelchairs or scooters to older people and those with a disability to enable them to independently access town centre shops and services.

- **One Stop Shop**

Redditch Borough Council information and services can be accessed through its One Stop Shop at the Town Hall in the Town Centre. The Town Hall centre also provides services as part of the Worcestershire Hub, a county-wide advice and information service.

- **Care and Repair**

The Care and Repair Agency, funded by grants through Redditch Borough Council, Worcestershire Supporting People, and charitable and fee income, provides a comprehensive support facility for repairs, improvements and adaptations to privately owned homes of the elderly and those with disabilities, among other groups, to enable them to stay in their homes. Grants may be the mandatory means-tested Disabled Facilities Grant, or a discretionary Lifetime Grant.

- **Equipment and Adaptations for Council Tenants**

Redditch Borough Council will install physical aids and adaptations to the homes of older people and those with a disability to enable them to live safely in their homes. Installations, following a full assessment, may include handrails, grab-rails, keysafes, ramps and level access showers in place of baths. Works are carried out within the capital works programme and are not means tested.

- **Community Meals**

This service, commonly known as 'Meals on Wheels', is provided by the County Council, through the Women's Royal Voluntary Service. Community meals are for people who have difficulty in catering for themselves, for a variety of possible reasons. Access to the service is through a standardised assessment process.

- **General Practitioners**

The GP is a key resource to older people with any form of health problem, and is an essential service to support people to live independently, and in the best possible health.

- **National Health Service**

Through hospital based services, older people receive medical support to address health issues, and through its community network enable people to return to their homes after treatment.

- **Worcestershire County Council**

The County provides a range of social services to support people with special needs. Of prime importance is the funding of older people's support services, in particular the Community Warden Service by Supporting People, a national programme of support led by the County Council in Worcestershire. Services include Physical Disability Support and Home Care. The County also provides day centre support and minor adaptations and mobile equipment for private home owners, up to the value of £1000.

- **Voluntary Agencies**

Voluntary agencies, such as Age Concern Redditch, provide older people with local services such as advice and day centre activities. Age Concern also provides a low-cost Handyman scheme, supported by the County Council, and a mechanical aids and adaptations service. From April to October 2006 over 140 jobs were done under the first of these services, and 100 under the second. The Agency runs a social club and provides activities such as yoga, art, bowls and chiropody, attended by 30-50 people a day, mostly aged 75 or more, from all over the Borough. They also provide 'Wellcheck', a low-level assessment and signposting service for older peoples' needs. Age Concern nationally produces advice and literature for older people.

- **Local Community**

More informal support is available to older people through the communities in which they live or operate. Local shopkeepers can play an important role through their regular contact with older people. Fellow church, chapel or mosque members are likely to look out for the well-being of their older congregation. Fellow neighbours, especially when of a similar age can help keep people socialised and help avoid loneliness. Community centre activities, whether social or recreational can offer real opportunities for contact that helps maintain people's sense of well-being.

- **Family**

The role of family in an older person's, where the person is fortunate enough to have them, and particularly where the family is local or supportive, cannot be underestimated. Sons, daughters, grandchildren and other relatives play a vital role, not only in offering practical support and emotional support, but also in helping to keep older relatives socially connected across generations and across a wider community.