



**Northumberland**  
County Council

## **Ageing Well Network**

**Wednesday 1st February 2023**

**Kay Yeo**

**Health Improvement Practitioner Specialist and Network Lead**

**[www.northumberland.gov.uk](http://www.northumberland.gov.uk)**

# Ageing Well Update

- Ageing Well is currently under review but is continuing to work in the community supported by the Health Trainer service and community partners.
- For more information about the Health Trainer Service please call 01670 623840 or email [healthtrainers@northumberland.gov.uk](mailto:healthtrainers@northumberland.gov.uk)
- If anyone has anything they would like forwarding to the Ageing Well Network, please email this to [ageingwellnetwork@northumberland.gov.uk](mailto:ageingwellnetwork@northumberland.gov.uk) and either Helen or Kay will forward this on for you.

# Ageing Well Training

## Falls Prevention

- Wednesday 7th June 2023 – 2.00 to 3.30
- Tuesday 3rd October 2023 – 10.00 to 11.30

## Dementia Awareness

- Wednesday 14th June 2023 – 10.00 to 12.00
- Thursday 5th October 2023 – 1.00 to 3.00

This training is available to anyone who lives or works in Northumberland and must be booked through the online platform Learning Together.

Please go to [ncc.learningpool.com](https://ncc.learningpool.com) to log in or create an account and if you need any assistance to register, please contact [learningandod@northumberland.gov.uk](mailto:learningandod@northumberland.gov.uk).

# Presentation #1

## Newcastle Building Society Work in the Community

Stewart Nicol  
Area Manager, Branch Network



# Newcastle Building Society and Our Communities

Stewart Nicol

Area Manager, Branch Network,  
Northumberland

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with a better financial future



# Newcastle Building Society: Our Purpose

*Connecting our communities with a better financial future.*



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# Video clip

# Highlights 2021





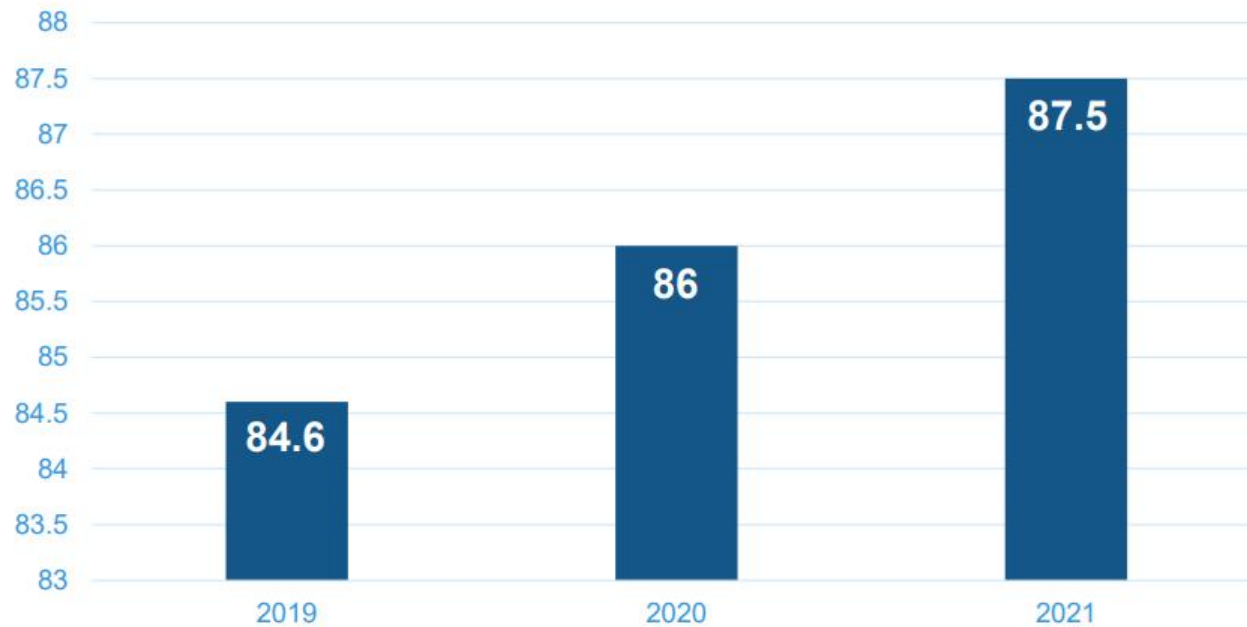


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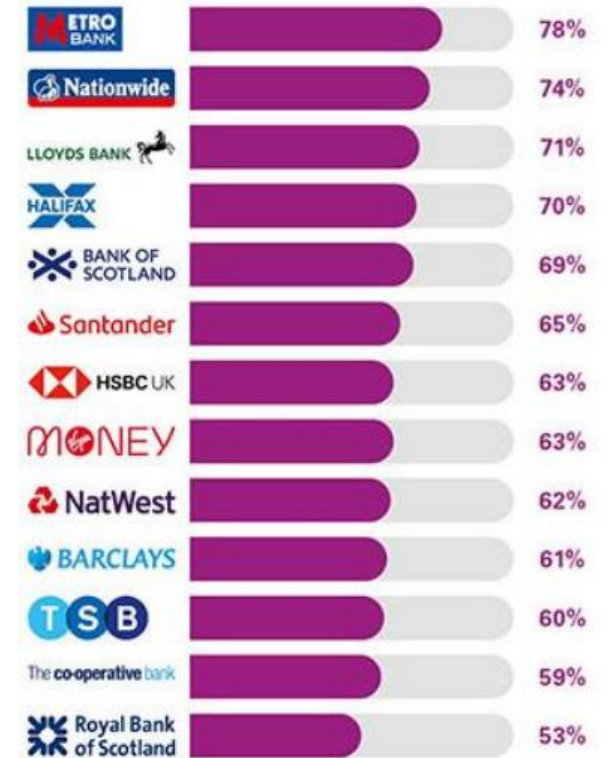


# Customer Satisfaction: Branches

Customers were asked how likely they would be to recommend their provider's branch services to friends and family:



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Source: Ipsos Mori Personal Banking Service Quality, August 2021





We believe in **branches.**

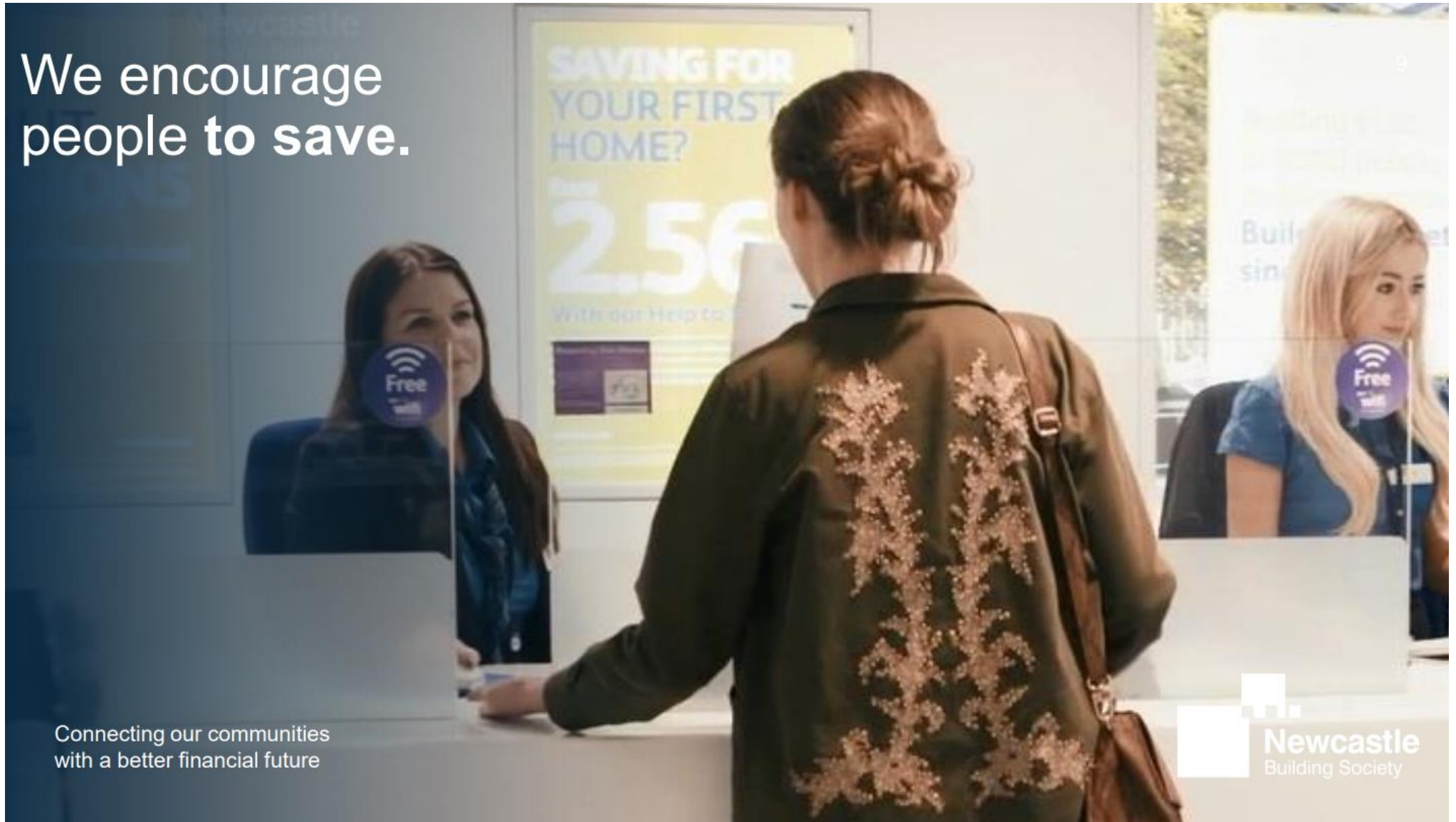
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We encourage people to save.



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We help people  
own their own  
homes.

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# We provide financial advice.

- Retirement planning
- Investments
- Pensions
- Estate planning
- Inheritance Tax planning
- Life Protection

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We awarded **£179,000** worth of grants to good causes within our communities

Including ongoing support for: The Bobby Robson Foundation, The Prince's Trust and working closely with the National Innovation Centre for Ageing and onHand.

We donated **£100,000** to launch the region's **Coronavirus Recovery and Response Fund**

Including: supporting those most affected by the pandemic, food banks, hospices, charities providing support for cancer care, dementia and older or isolated adults.

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## We volunteer within our communities.


**2,939 hours** volunteered

Companionship phone calls, shop drops, errands, vaccine centres, sports coaching, charity trustees, employability skills etc.

Over **3,200 trees** planted on behalf of Newcastle Building Society

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We announced a £1.1m partnership with **Newcastle United Foundation** to deliver the redevelopment of Murray House Recreational Centre in the city centre into a hub for sports, education and wellbeing. The new centre will be known as **'NUCASTLE**, powered by Newcastle Building Society'.

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# Talks

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## Retirement - Why do they keep changing the rules?

During this engaging talk you will learn about:

- When you will be able to retire.
- How much income will you need for retirement?
- How to find out what you will receive in retirement.
- What are the tax implications?

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## Locks, Stocks, and Conmen - Is someone trying to steal your money?

During this event you will learn about:

- What is cybercrime? And how can you avoid being a victim?
- Is your password safe?, find out how easily someone can crack yours.
- How can you lose your money without a crime being committed?
- Hear some real life stories about doorstep crime and scams and what happened to our customers.

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## Investment - You worked hard for your money, it's time it did the same for you!

Here are some things to consider:

- Is your money working hard enough for you?
- Is your money in the most tax-efficient place?
- Not sure where to go for advice or who to ask?

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## Dementia Friends - Why not become a Dementia Friend?

In just under an hour you will learn about:

- Dementia is not just about losing your memory, but how does it change a person?
- Why can people with Dementia remember things that happened years ago, but not what they did yesterday?
- Practical ways to support people living with Dementia

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## First-Time Buyers - Helping you take your first steps on the property ladder

If you're thinking about buying your first home, some of the questions that you may have are:

- How much deposit will I need?
  - How much can I borrow?
  - What is a survey and how much does it cost?
  - Why do I have to pay for a Solicitor?
-

**The Prince's Trust** believe that every young person should have the chance to embrace exciting opportunities.



"I have come so far since starting the apprenticeship. I'm so much more confident and I've had so many great experiences – working with the local community, visiting different departments and doing things I never thought I'd have been able to. I'm so proud of myself and excited about what the future holds."

Rob Carter  
Customer Adviser Apprentice, Ashington branch

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As part of the UK's biggest ever initiative to change the way people act, think and talk about dementia: colleagues from across our Society are trained as **Dementia Friends**.

Number of sessions delivered

**208**

Number of friends made

**2583**

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## We've supported charities



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# Thank you.

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# Presentation #2

## Northumberland Domestic Abuse Service

Sharon Brown  
Chief Executive Officer





# Northumberland Domestic Abuse Service

Serving Northumberland 2003-2023





- Background to NDS
- NDAS county-wide offer
- DA and older adults



# Northumberland Domestic Abuse Service

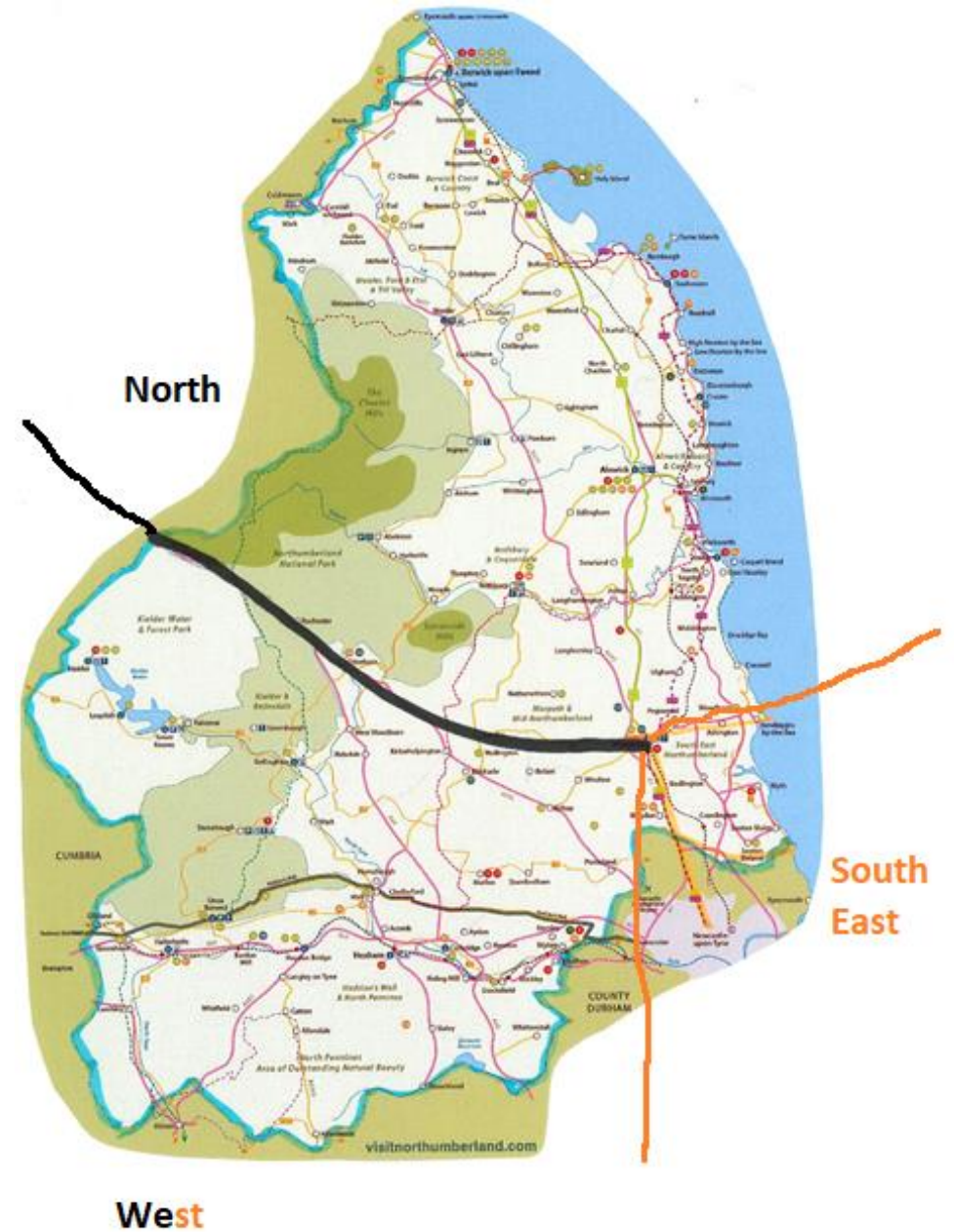
Northumberland Domestic Abuse Services (NDAS) is an independent charitable organisation that provides support for anyone experiencing or affected by domestic violence or abuse.

- Established as a registered charity in 2003 as '608030', we relaunched as Northumberland Domestic Abuse Services, (NDAS) in 2015 responding to an urgent need for support across Northumberland.
- NDAS launched with the aim of addressing domestic violence from an inclusive and holistic perspective. We are committed to breaking the cycle of abuse by providing practical and emotional support to victims of domestic abuse and breaking the cycle of abuse through prevention education and awareness raising.
- Over the past three years we have focused on addressing a number of key concerns and areas of unmet need: LGBT+ community, men, children and young people, older people, people from minority groups and rural communities.



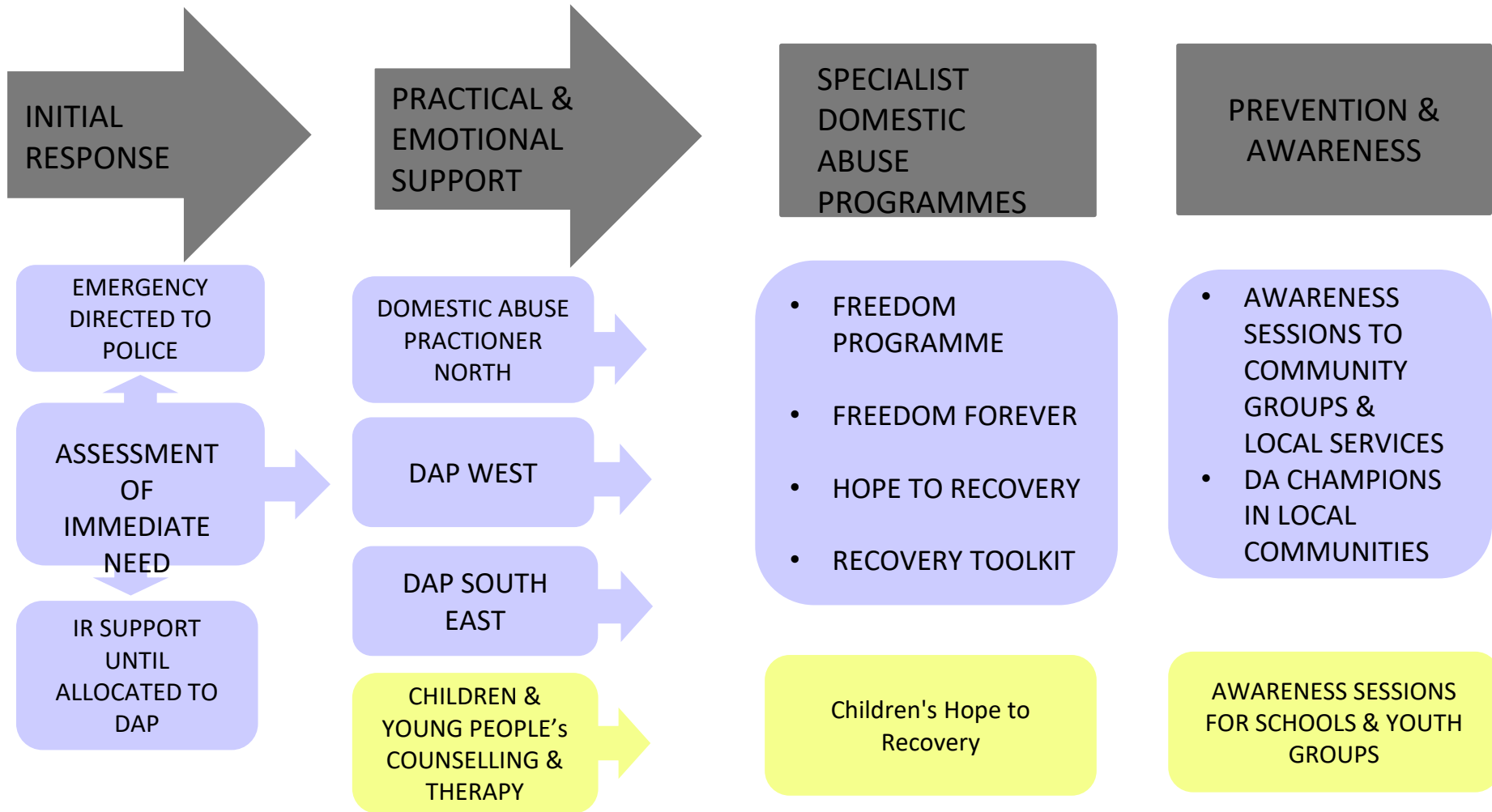
## Where we work

- NDAS work across Northumberland.
- Support for victims of domestic abuse is provided by three specialist Domestic Abuse Practitioners focusing on the following geographic areas:
  - North (rural)
  - West (rural)
  - South East – urban conurbation
- Our services for children and young people, and prevention and awareness raising activity are provided across the county.





# Overview of the NDAS Offer





# Domestic Abuse and Older Adults

- *1 in 3 women (and approx. 1 in 6 men) experience physical or sexual violence during their lifetime*
- *1 in 6 – 15% - of adults 60+ in community experience abuse – most of which is DA – each year*
- *Yet.... Assumed to be a problem affecting younger women and men.....*

Dr Hannah Bowes, Durham University



## It's not domestic abuse, it's 'elder abuse'

Although the British Crime Survey includes respondents aged 16 and over, the questions on interpersonal (domestic) violence were only asked of those aged between 16 and 59.

This was for two main reasons;

1. Older people have greater difficulty with or resistance to using a computer in this way ... those ages 59 and over!
  2. It was thought that issues of elder abuse (from family members other than intimates) might get confused with responses about violence from intimates. (Walby and Allan, 2004, p.118)
- Physical abuse by partner of victims under 60 = domestic abuse
  - Physical abuse by partner over 60 = elder abuse

Dr Hannah Bowes, Durham University



## But, it is domestic abuse

### Domestic Homicides

- 221 homicides (43% total sample)
- Equates to 44 homicides per year, meaning around **1 in 4 domestic homicides involving victim 60+**
- 67% victims female; 81% perpetrators male
- Gender differences (relationship, method of killing)

### Parricides

- Almost equal chance of IPV (n=102) and parricide (n=97)
- 59% victims female
- Most victims 60-79 (n=66)
- 82% perpetrators male
- 40% cases involved stabbing
- V&P 'white' but higher number of Asian victims compared to intimate-partner homicide sample

Dr Hannah Bowes, Durham University





## Next steps ...

- Plan to work with Dr Hannah Bowes using research to inform our work
- To continue to reach into all communities particularly the most rural and isolated
- With a focus on reaching people aged 59 and over



## Contact us and find out more

Phone: 01434 608030

Email: [admin@nda.services](mailto:admin@nda.services)

Website: [www.nda.services](http://www.nda.services)



# Presentation #3

## Age UK Northumberland Scam Awareness

Robert Foggett and Jo Linton  
Scam Awareness Team

## **Scams are an increasing problem in the UK affecting both individual victims and communities.**

Age UK Northumberland can provide :

- Group presentations – Delivered throughout the county to community groups and organisations, who cater for the over 50 age group. This is supplemented by information packs handed out to participants, as well as Q & A format to help reinforce the key messages.
- Individual one to one sessions – For those who request it, we can offer more tailored individual advice sessions focusing on their specific concerns and vulnerabilities.
- Call blocker requests – Age UK scams team can apply for a call blocker device to be supplied to clients who may be especially vulnerable to phone scams, this is totally free to the client, and can be installed by our staff.

## Summary and benefits for partner groups :

- No cost – This programme is nationally funded via sponsorship from Lloyds Bank until December 2023, there is no charge for the service we offer.
- Community confidence – Scam offences can have an adverse impact on entire communities, as they can often be targeted at specific groups e.g. more elderly residents. Knowledge can reduce the risk of becoming a victim
- Support – The presentations provide an opportunity to engage with individual clients and offer referral into other aspects of Age UK services which may be of benefit e.g. advocacy, bereavement support and benefits checks.

## Who to contact :

Address: Age UK Northumberland  
The Round House Café  
Lintonville Parkway  
Ashington  
Northumberland  
NE63 9JZ

Office telephone: 01670 784800

Scams awareness team: Robert Foggett & Jo Linton

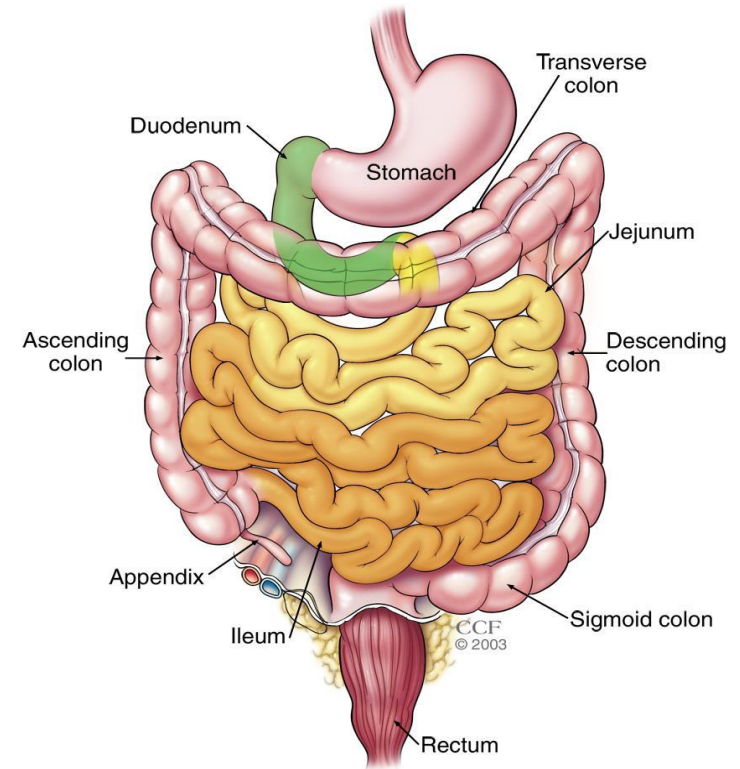
# Presentation #4

## Northumbria Healthcare Bowel Cancer Screening Service

Emily Dunwoodie  
Specialist Screening Practitioner

# Bowel Cancer Statistics

- Bowel cancer is the 4<sup>th</sup> most common cancer in the UK
- Around 43,000 people are diagnosed with bowel cancer every year in the UK
- Early diagnosis and treatment improves patient outcomes and reduces mortality





# Bowel Cancer Screening Update January 2023

## Programme Overview

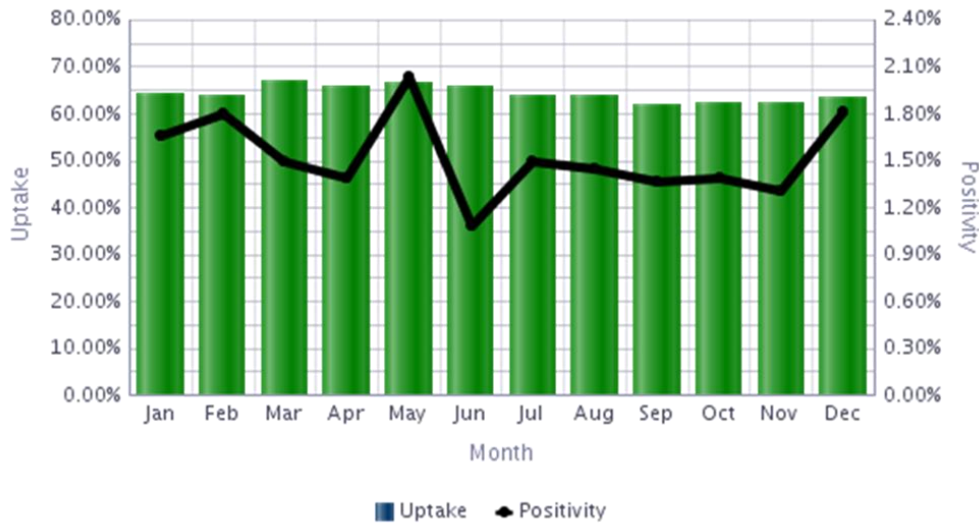
- Bowel Cancer Screening was established in 2006 and was fully rolled out by 2009 (Logan et al. 2012)
- The aim of the programme is to reduce mortality from colorectal cancer and prevent cancer by removal of adenomatous polyps
- North of Tyne Screening Centre covers eligible Bowel Cancer Screening patients from GP practices in:
  - Newcastle
  - North Tyneside
  - Northumberland

# Introduction of FIT Kit in Bowel Cancer Screening

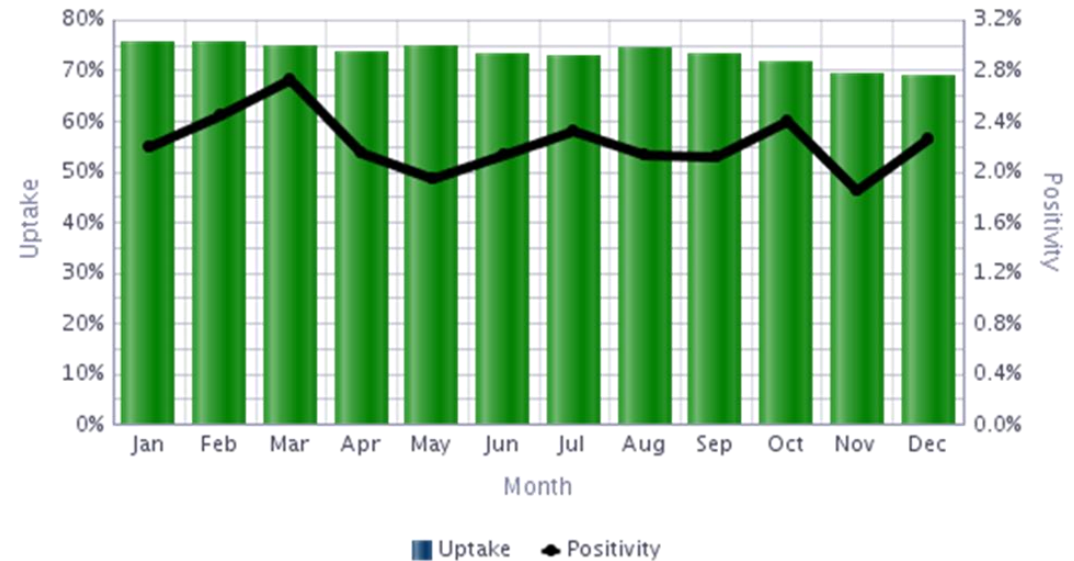
- The FIT kit replaced the gFOBT kit in Bowel Cancer Screening in 2019
- Uptake of Bowel Cancer Screening improved following the introduction of FIT for various reasons, including FIT being easier to complete



## FIT vs gFOBT Uptake in North of Tyne



**gFOBT Uptake in 2018**



**FIT Kit Uptake 2021**

# Bowel Cancer Screening Update January 2023

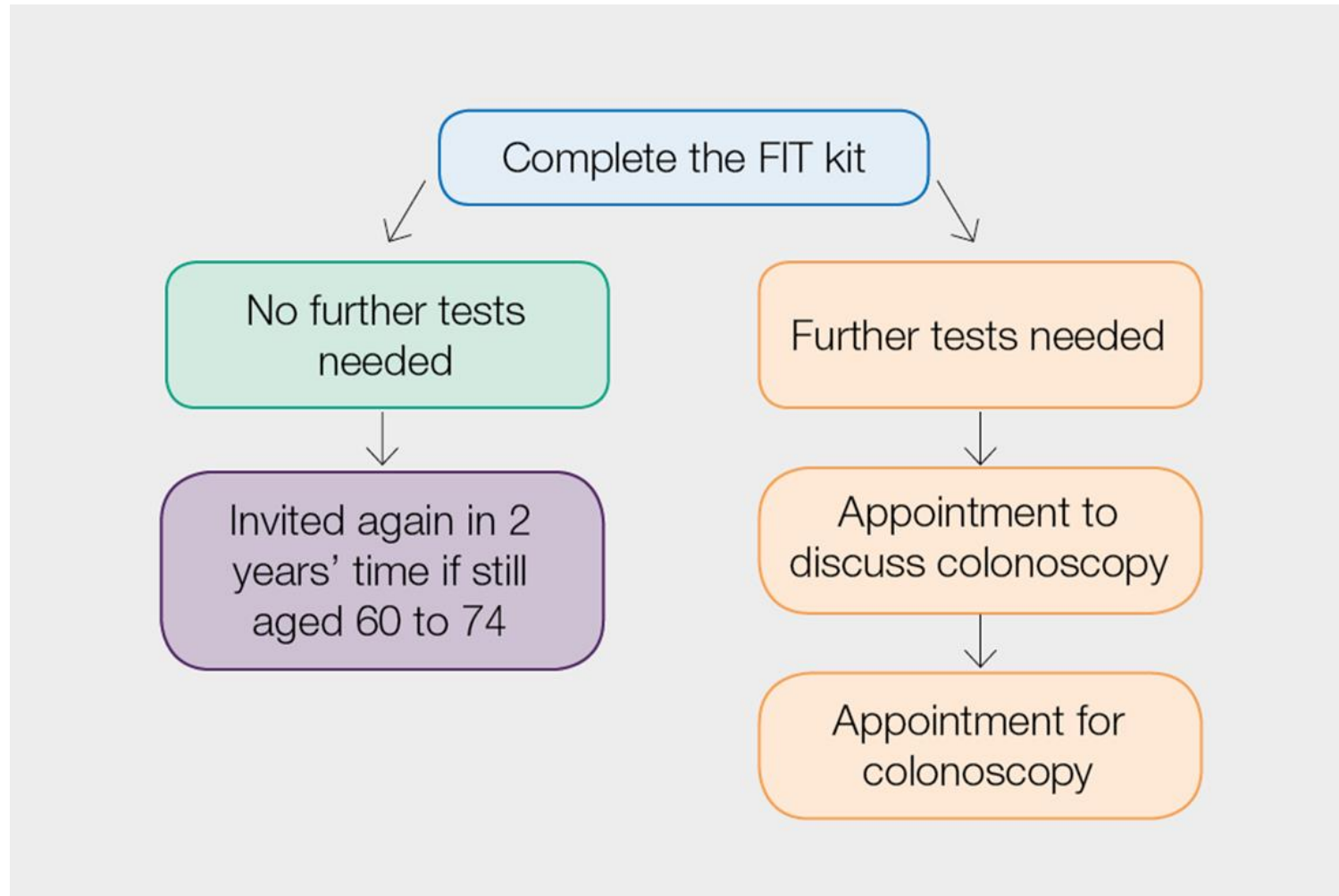
## Age Reduction

- Patients aged 60-74 years who are registered with a GP are automatically invited for Bowel Cancer Screening every 2 years
- Age reduction is being rolled out, but the rate of rollout differs in all screening centres
- The plan is to reduce the Bowel Cancer Screening age in England to 50 years old
- North of Tyne commenced age reduction rollout in September 2021, inviting 56 year olds – to compensate eligible patients for the decommissioning of Bowel Scope
- The full rollout will take 4 years

# COVID Pandemic and Bowel Cancer Screening

- Patients were not invited for Bowel Cancer Screening for a total of 14 weeks during the COVID pandemic
- This resulted in a large backlog of patients waiting for screening invites
- North of Tyne Screening Centre is now back on track with no backlog remaining

# Patient Journey



# Presentation #5

## **Northumbria Healthcare NHS Foundation Trust Development of a Carer Strategy**

Jo Mackintosh  
Chief Experience Officer

# Valuing Carers

- Northumbria Healthcare is committed to ensuring that our patients have the best experience possible, whilst feeling valued and listened to. We also want families and carers of our patients to feel well supported, listen to, and involved in the decisions made about the care and treatment of their loved ones.
- The trust recognises that carers are at the front line of providing care and support. They know first-hand what works and what does not work for the person that they care for.
- To support the value the trust places on carers, a group of key staff from across the organisation have come together to undertake the development of trust policy for carers across acute, community and intermediate care.

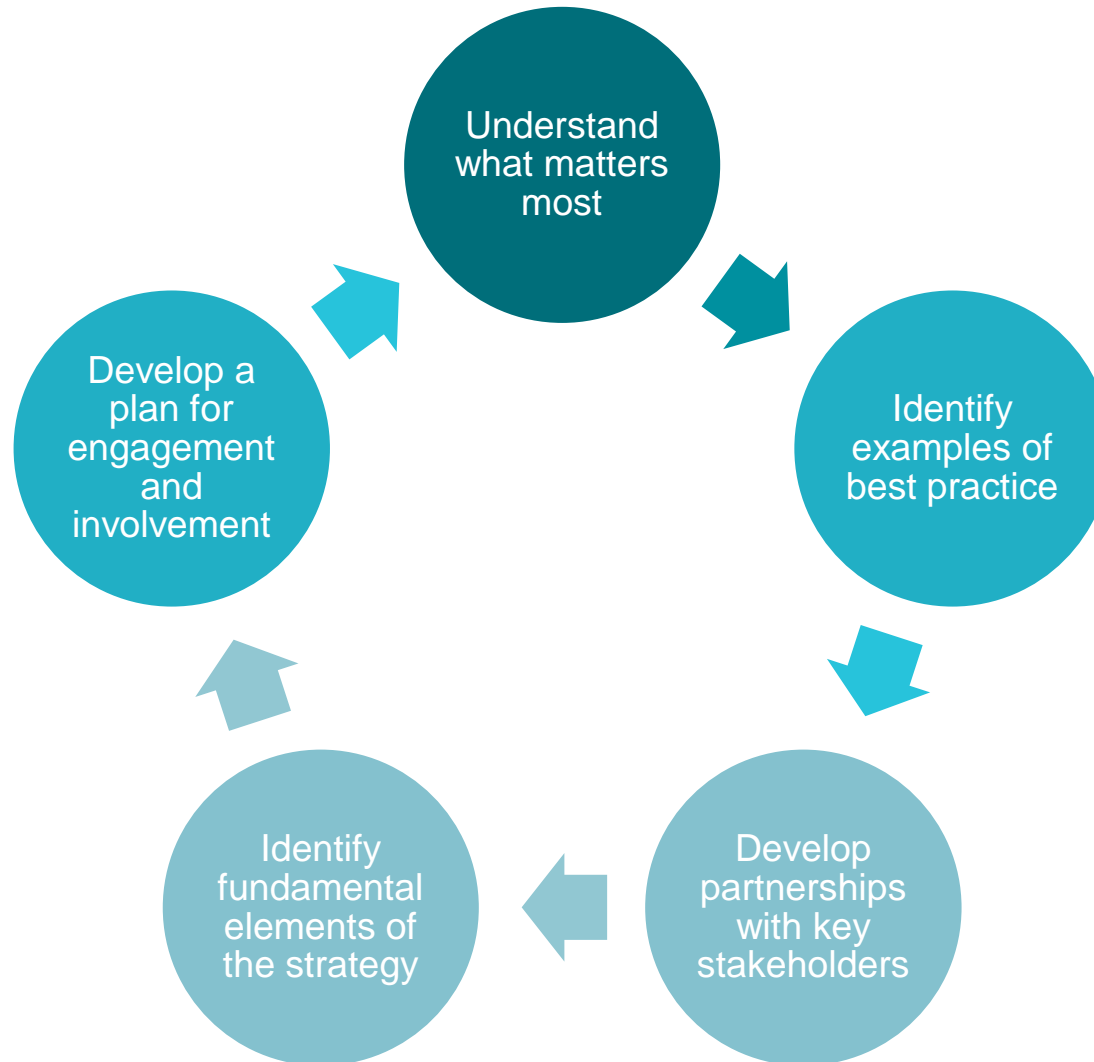


# Developing a Trust Carer Strategy

The key objectives of strategy development group are:

- Effectively involve a wide and diverse group of carers and other relevant partners.
- Identify particular issues that carers may face due to their ethnicity, disability, age, sexual orientation and any other of the protected characteristics and ensure these are addressed within the strategy.
- Develop supportive relationships with key organisations.
- Ensure that the needs and interests of carers identified in the strategy are embedded within the business of the trust.
- Promote the effective involvement of carers in the development of trust services that an impact upon the needs and interests of carers and the people they care for.
- Develop a work plan that supports the effective implementation and monitoring of the strategy.

# Next Steps



**Thank you for listening**

[Joanne.mackintosh@northumbria-healthcare.nhs.uk](mailto:Joanne.mackintosh@northumbria-healthcare.nhs.uk)

# Presentation #6

## Digital Voice for Communities

Julie Nicholson  
Managing Director

# Digital Voice

## for communities

Creative digital skills projects with older people

# Digital Voice

for communities

## Who we are



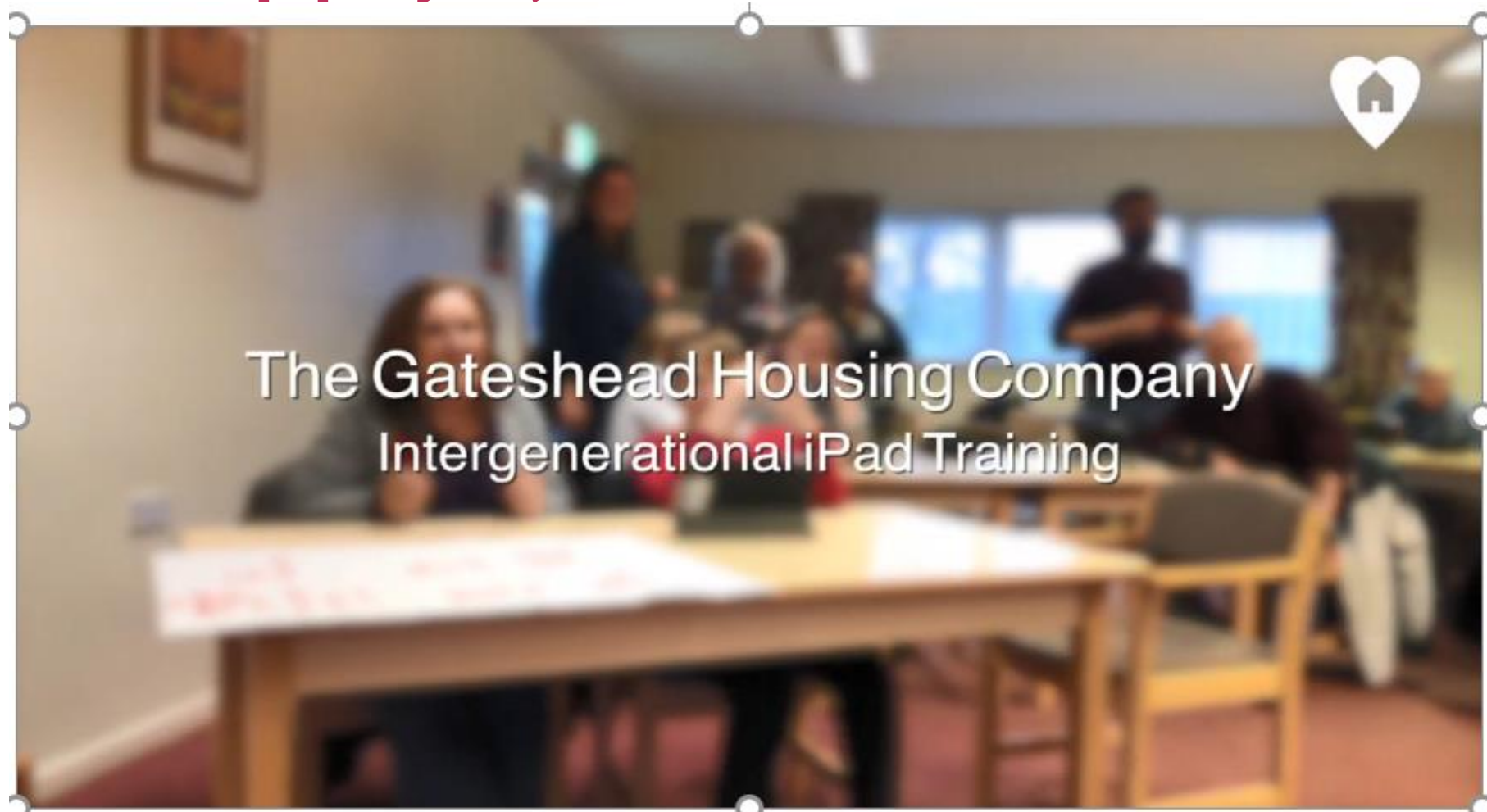
Technology and Dementia | 25 May 2021

# Digital Voice for communities

## Intergenerational Digital Skills



# Digital inclusion through creative digital projects (video clip played)





# Digital Voice for communities

## Digital skills and heritage



# Digital Voice for communities

## Winlaton's Industrial Past



## Winlaton's Industrial Past – Hoppings (video clip played)



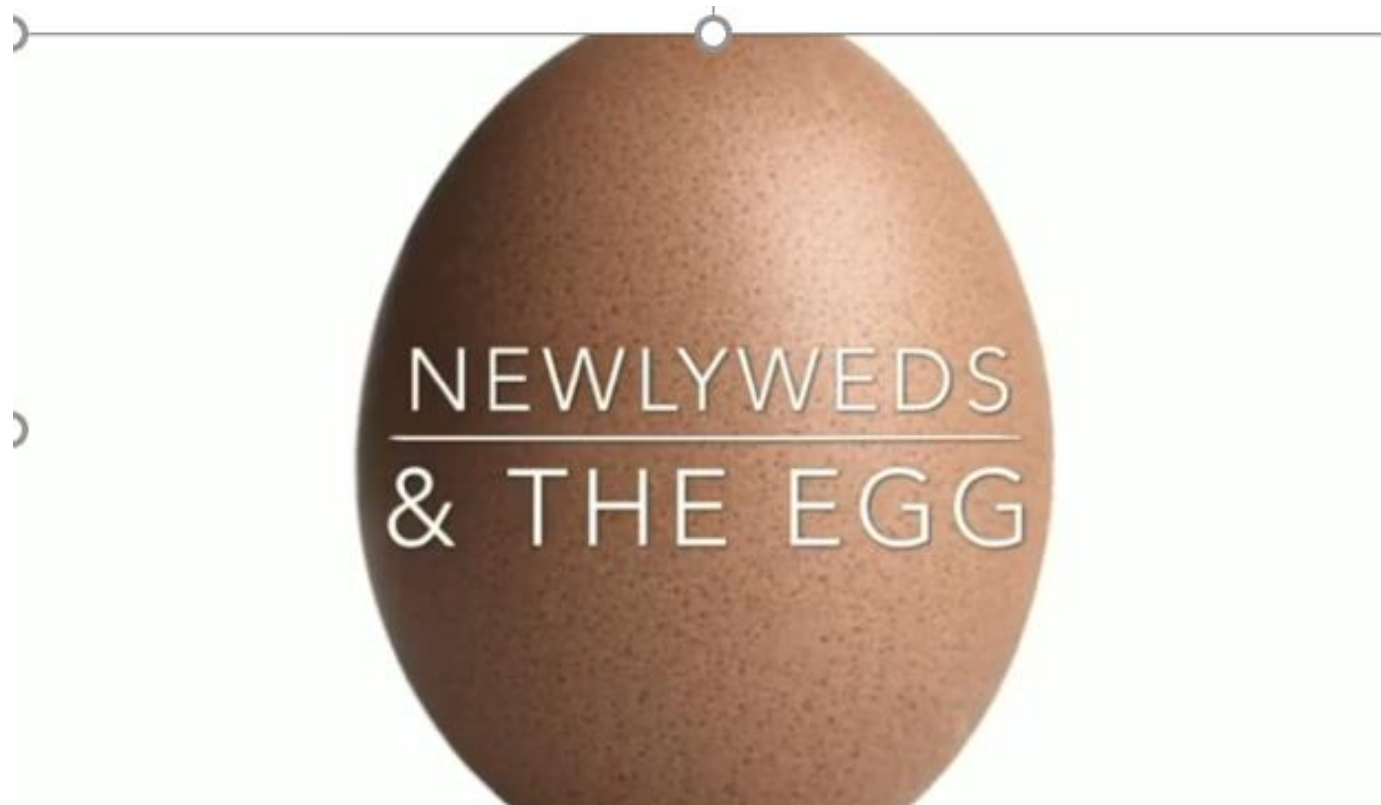
Technology and Dementia | 25 May 2021

**Digital Voice**  
for communities

# History Clubs and Digital Storytelling



## Georgie's digital story (video clip played)



## More information about Digital Voice

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- Website – [www.digitalvoice.org.uk](http://www.digitalvoice.org.uk)
- Phone – 01207566866
- Email – [Julie@digitalvoice.org.uk](mailto:Julie@digitalvoice.org.uk)
- Social media –
  - Facebook @digitalvoiceforcommunities
  - Instagram @dvdigitalskills
  - Twitter @dvdigitalskills

# Next Meeting

- Wednesday 3rd May 2023, 9.30 am to 11.30 am  
Via Microsoft Teams