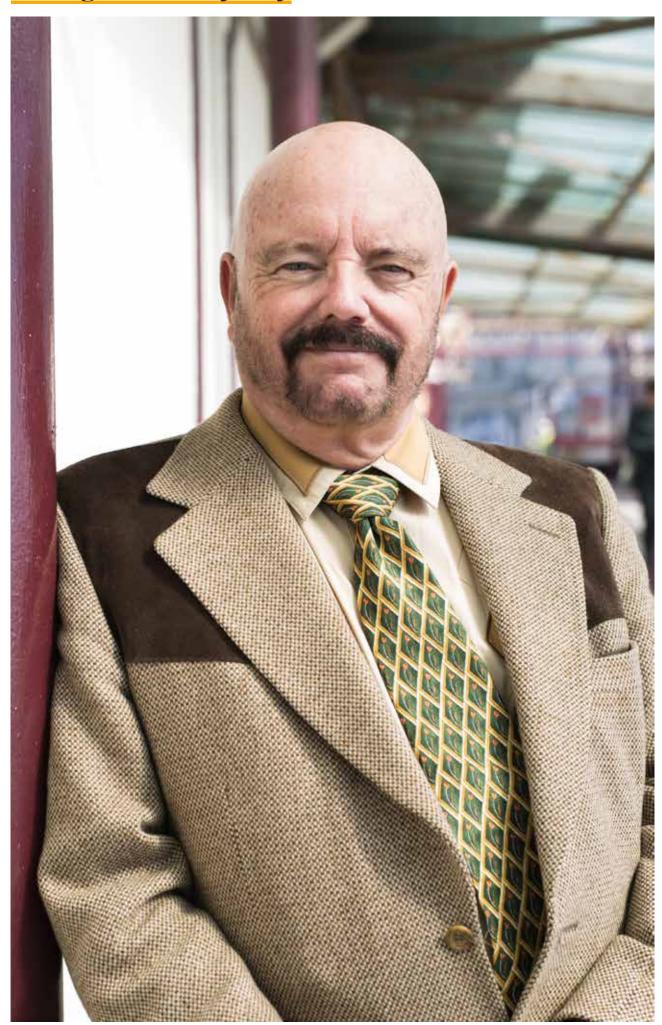
Living in Manchester – our age-friendly city



Introduction

We want to make our city a better place in which to grow older and in turn improve the lives of older people.

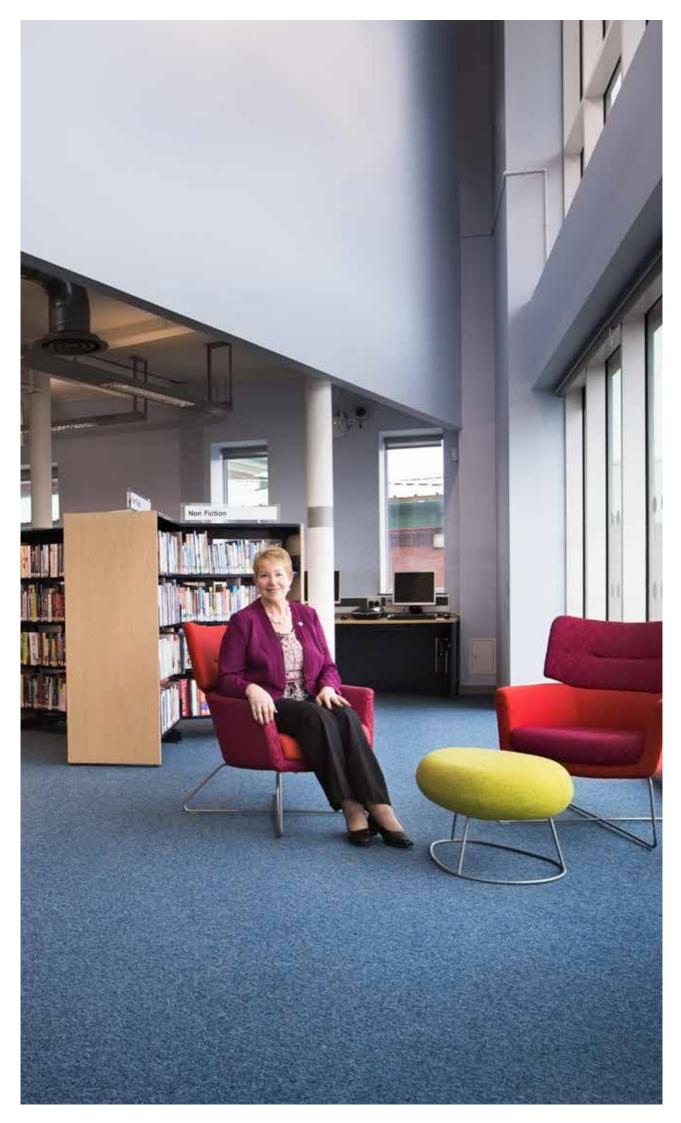
To achieve this, Age-Friendly Manchester works with older people and organisations across the public, private, voluntary and community sectors.

What does 'age-friendly' mean for older people in Manchester?

- The right to be treated with dignity and respect
- The right to live independently
- The right to information, advice and guidance in appropriate formats
- The right to lead a healthy life
- The right to influence decisionmaking that affects their lives
- The right to be safe and secure.







Foreword

I am very proud that the city I call home is recognised as being age-friendly.

Over the past 15 years I have worked with many people in the city to try to make Manchester a better place in which to grow older. In 2010 our efforts were recognised by the World Health Organization – so that we are now called Age-Friendly Manchester.

The ethos of Age-Friendly Manchester is that older people feel truly part of their community, and are able to contribute to their neighbourhood and their city. It is about being part of Our Manchester. In reality, we can only be successful in making the city age-friendly if older people are actively involved in our decisions and our work.

In the past year our work has gone from strength to strength – with increased investment in age-friendly projects and activities, and recognition of our work in the local and national media.

So we felt it was a good time to tell the story of our work. We have chosen to do this by putting together a series of profiles of just a few of the older people who play a leading role in their local communities and groups – as members of the Older People's Board and Older People's Forum, as Culture Champions, or in their contribution to local projects.

Each person's experience is different and you can read about the wide range of ways to be involved. I hope this inspires you to join some of our activities, and I look forward to working with you to ensure that Manchester continues to be an age-friendly city.

Councillor Susan Cooley

Lead Member for Age-Friendly Manchester, Manchester City Council

Age-Friendly Manchester in numbers

5

year partnership – Greater Manchester and the Centre for Ageing Better.



Over

100

organisations involved in the age-friendly locality networks.

members of the AFM Older People's Board.



34

cultural organisations in the Age-Friendly Manchester Culture Group.



£650,000

Ambition for Ageing investment for reducing social isolation in Manchester neighbourhoods.

The first age-friendly park.



18

Age-Friendly Manchester Charter pledges received.



Our highlights:









In 2003 Valuing Older People was launched. In 2009 we launched the Manchester Ageing strategy. In 2010 we achieved age-friendly status.

In 2016 we launched the Older People's Charter.



49,774

(9.4% of the population)

people over 65 living in Manchester.



116,715

(22% of the population)

people over 50 living in Manchester.

direct recipients of

AFM e-bulletin.



Over

100

members of the AFM Older People's Forum.



Manchester is one of **287** age-friendly cities and communities worldwide.

18

older people trained as co-investigators in the Manchester Ageing Study.



Age-Friendly Manchester – our priorities

Age-friendly neighbourhoods

 To create age-friendly neighbourhoods that enable older people to be involved in their local area.

Age-friendly services

To improve the delivery of the city's services through age-friendly working.

Involvement and communication

 To enable older people to access all the information they need, and to influence decision-making.

Knowledge and innovation

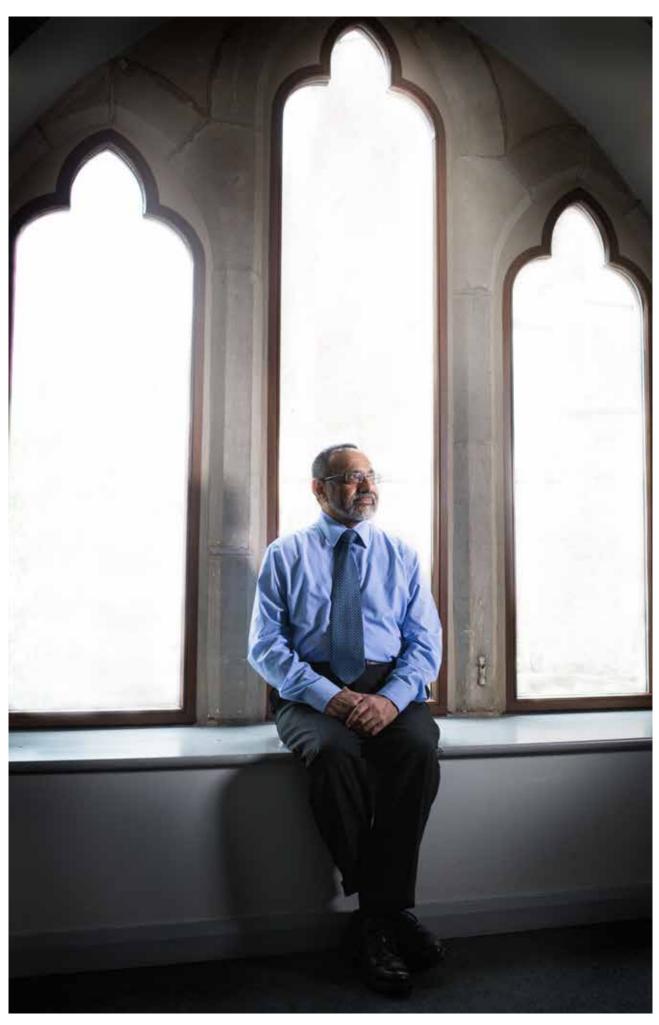
 To develop and test the city's worldclass evidence base on age-friendly approaches.

Influence

To strengthen Age-Friendly
 Manchester's external partnerships.

In this book you can read about some of the older people who live in Manchester and play a part in making it an age-friendly city. You can also find out how to get involved.





Jamil is pictured at Levenshulme Inspire – a community hub in the heart of Levenshulme. Jamil is a member of the Levenshulme Inspired People's Project.

Jamil's story

I have lived in Levenshulme for many years, and what I enjoy most is that it is a multicultural neighbourhood with many opportunities to get involved in the community.

I am part of the Levenshulme Inspired People's Project, which is a community organisation. Its members are all over 50 and they work together to address loneliness and social isolation in the area. It is run by the people for the people. It is based at Levenshulme Inspire.

Being part of Levenshulme Inspired People's Project, I also get to volunteer in the community, take part in befriending projects and participate in service user work to improve local services.

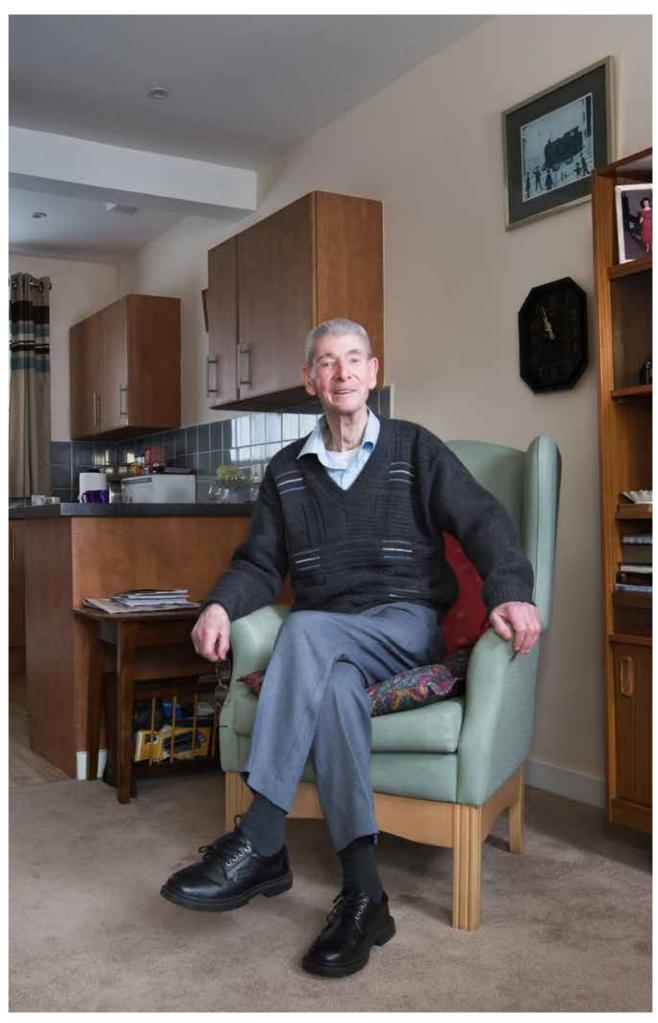
We also have an age-friendly task force, which has been featured in the national news for the work it has done to highlight issues for older people.

One project has involved older people taking to the streets with biodegradable green graffiti paint to highlight trip hazards in the area. Another project is promoting businesses in the area that have made their toilet facilities open for public use.

All this work means I am very aware of the issues that affect older people, as well as the opportunities to improve things. I feel that in Manchester, older people are very much at the heart of decision-making and are always consulted and involved.

Age-Friendly Manchester is a great way to meet people, be part of varied projects, hear new views, and understand more about people. I always look forward to the events, meetings and activities I am involved in.

The groups I work with are all busy carrying on their good work and planning ahead to make sure we continue to make the area a better place to grow older.



Derek is pictured in his new home in Old Moat. His bungalow is part of an age-friendly development constructed by Southway Housing.

Derek's story

I live in Old Moat, which is part of Withington. Old Moat is a great area to live. The people are friendly and there is a good assortment of local shops. We are also close to the tram and bus routes.

There is also an Age-friendly Old Moat project, which began last year. I have been involved from the start, attending consultation events and workshops as well as some of the activities on offer for older people. I have also become an Age-friendly Champion for this work.

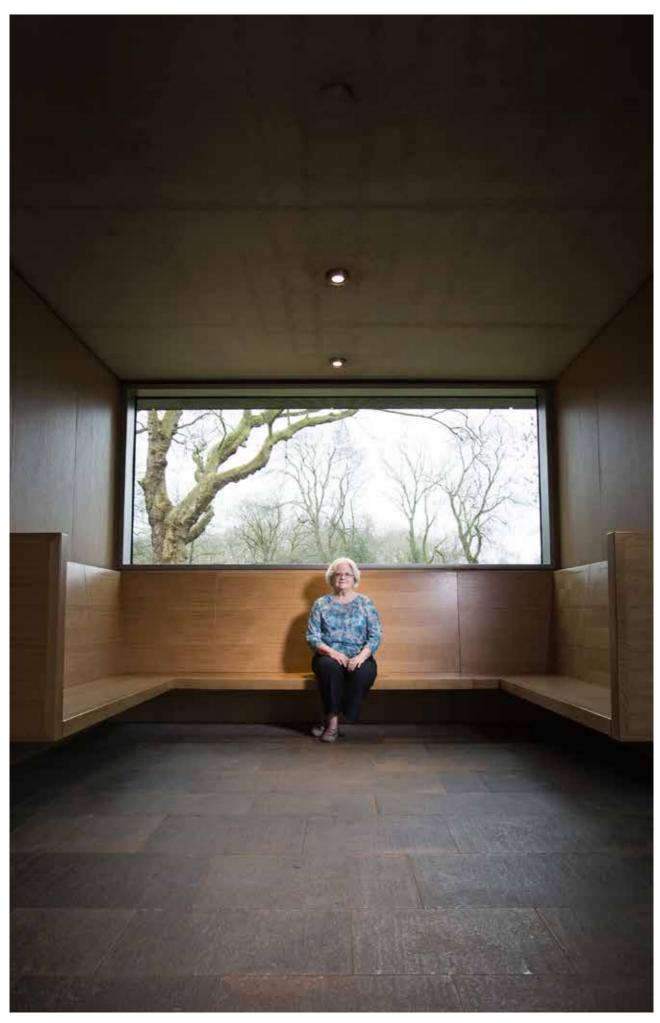
I am involved in all sorts of local activities, including coffee mornings and gardening, and have been involved in pushing for improvements in the local area, such as getting bus shelters put up at the bus stops. I think resource centres in local neighbourhoods are essential places for some of these activities to take place for older people.

Coffee mornings are an ideal chance to discuss current events, including plans for future projects for the over-50s, and how homes and neighbourhoods can be designed to be age-friendly.

I have recently moved into a new onebedroom bungalow, which is part of a small development designed for older people. There is a real community feel to the area, and moving into the bungalow was the best decision I could have made. Some time ago I wrote a set of ten top tips for reducing loneliness. These are simply the things I have done to keep myself active and involved, and I thought they might be useful for other older people living on their own. I have been surprised by how popular my top ten tips have been – they have even appeared in the news! I hope you enjoy reading them.

From time to time we can all feel lonely. I'd like to share my top ten tips, which helped me to feel less lonely:

- Make an effort to make new friends
- Join a hobbies club
- Visit your local community or resource centre and find out what's on offer
- Learn to use a computer at your local library
- Seek help from your local social services
- Consider taking in a lodger or paying guest
- Use your telephone more often to contact people; don't wait for people to contact you
- Contact friends and relatives you haven't spoken to recently
- Make friends with your neighbours
- Do voluntary work if you are able to.



Kath is pictured at the Whitworth Art Gallery taking a break from the Handmade craft session. The gallery works with older people on age-friendly cultural activities and events.

Kath's story

I have lived in Greece for the past eight years, but recently returned to Manchester.

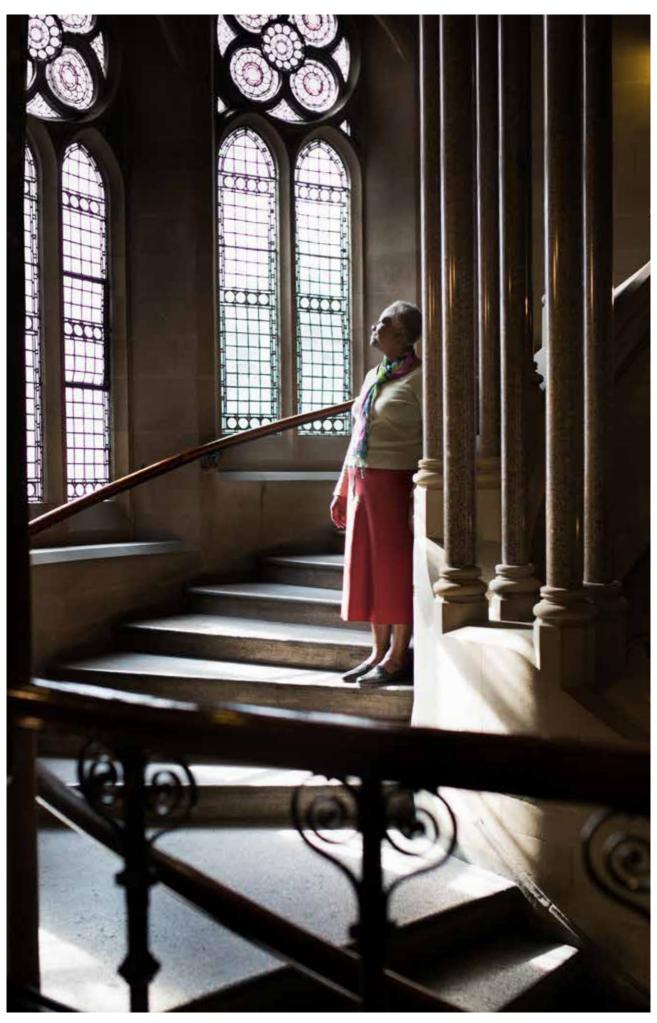
One of the big draws for me in moving back to Manchester was the range of things to do – in particular the many cultural venues to visit in the city.

Initially, I started to attend the Handmade sessions, which are part of the age-friendly activities available at the Whitworth Art Gallery in Manchester city centre. The classes are free and provide an opportunity to learn arts and crafts while meeting new people.

Each workshop has a different focus, such as printmaking, collage or paper-making. The classes are very enjoyable because of the varied activities, and the tutors are highly skilled. I have tried many things that I would not previously have thought of doing.

Having settled back into life in Manchester I also decided to become an Age-friendly Manchester Culture Champion. This means I volunteer to spend my time working with Manchester's cultural venues on developing activities for the over-50s, and promote what's on with people I know. I thoroughly enjoy being a Culture Champion as it offers a really varied experience, and there are so many different types of activities and events for older people.

For me, involvement in age-friendly cultural activities is one of the best things about living in Manchester.



Elaine is pictured in Manchester Town Hall, where she attends meetings of the Age-Friendly Manchester Older People's Board.

Elaine's story

I live on the border of Whalley Range and Chorlton and I have been involved in Age-Friendly Manchester for many years following my career in the health service.

I am involved in a locality network where I live called Age-Friendly Whalley Range and Chorlton. As part of this, last year I trained as a community researcher and interviewed older people for the Manchester Ageing Study.

I became a member of the Age-Friendly Manchester Older People's Board several years ago. This is a group of older people who have shaped Manchester's approach to developing an age-friendly city and to making the city a better place to grow older. We meet every six weeks to discuss and take action on the issues that affect older people. I value being on the board and being able to learn from other members, as well as influencing the planning and developing of services.

I have been very fortunate to represent the Older People's Board externally. I have attended regional, national and international events where I have spoken of Manchester's work, and also developed my knowledge of other initiatives.

I represent the board as a member of the Manchester Leaders Forum.
This group is responsible for leading Manchester's plan as a city. Over the past year, the Manchester Leaders Forum has developed Our Manchester, which is the city's strategy for the next ten years. This means I can personally bring the voice of older people to important discussions about the future of the city.

I am very pleased that older people are strongly reflected in the final version of Our Manchester, and I am now part of the development of the action plan to make sure the plan becomes reality.



Bren is pictured in the shed at the NEPHRA Good Neighbours allotment in New Moston.

Bren's story

I am a founding member of NEPHRA, which is a Good Neighbours Group based in New Moston in north Manchester.
The group does a range of things, but in particular it provides services and activities for older people.

I spend a lot of time working with volunteers to shape the activities on offer in the centre, which include a luncheon club, befriending project, a film club followed by afternoon tea, day trips, escorted holidays, a choir, classes in IT, family history, crafts and foreign languages.

It is very important that older people feel part of NEPHRA and that we provide any support older people may need to live their lives as members of a wider community. We actively encourage our older service users to volunteer and help out where they can – some of our volunteers run and manage our activities and services.

Through this work I became a member of the Age-Friendly Manchester Older People's Board a few years ago. I joined the board because I felt very passionately that I could be doing more to improve the lives of older people living in the city.

I believed that what Manchester really needed was an Older People's Charter – and last year I put forward my idea to the Older People's Board. I then worked with other members of the board to develop the Charter, and to consult with others about what it should say.

The final Charter, which was launched in October 2015, sets out the principles of an age-friendly city. These are principles that all the city's organisations and services should be aware of and sign up to. We are now encouraging organisations to adopt the Charter and to put forward a pledge or an action within their work. I hope that by doing this, older people living in the city will start to notice a real difference.



OLDER P

This Charter reinforces the existing Manchester has a diverse population This includes gender, ethnicity, sexu

The Charter recognises the diverse

The Charter is for all older people, organisations in the city to adopt it

VALUE

Older people have the right to be treated with dignity and respect and to be free to live a life that has meaning and purpose. Their contribution is a significant economic and social asset to the city. Older people work in the city with all generations to make it a better place.

HEALTH AND WELLBEING

Older people have the right to lead a healthy and proactive life wherever they live, with access to social and creative opportunities. They have the right to access health and wellbeing services and to be fully involved in later-life decisions.

INDEPEN

Older people have to where they live, how they they live. They have services and travel without hindran

DECISION AND V

Older people have the control and to meaning decision-making procedures. They have the rain shaping all aspectinvolvement in the design services that are provided.

NCHESTER, 2015

EOPLE'S CHARTER

rights of all older people in Manchester to live in an age-friendly city. on, and the charter recognises the diversity of older people. all orientation, religion and disability.

roles that older people have in the city and all that they bring.

as they are often marginalised in society, and we encourage all major . It will be embedded through action.

IDENCE

he right to decide ey live and with whom the right to access around their city ce or barriers.

INFORMATION

Older people have the right to information, advice and guidance that is up to date, appropriate and relevant, in a range of formats.

-MAKING OICE

e right to choice and ngfully influence the sses that affect their ight to be engaged as of life, including gn and delivery of the ded to support them.

SAFETY, SECURITY AND JUSTICE

Older people have the right to be taken seriously when they are afraid. When they need the law to protect them, they should not be treated differently because they are older.



Winnie is pictured inside Christ the King Church in Newton Heath, where she is an active member of the church community.

Winnie's story

I live in Newton Heath and I have always been actively involved in my local Catholic church – Christ the King. For a long time I have been involved in a luncheon club with other members of the church.

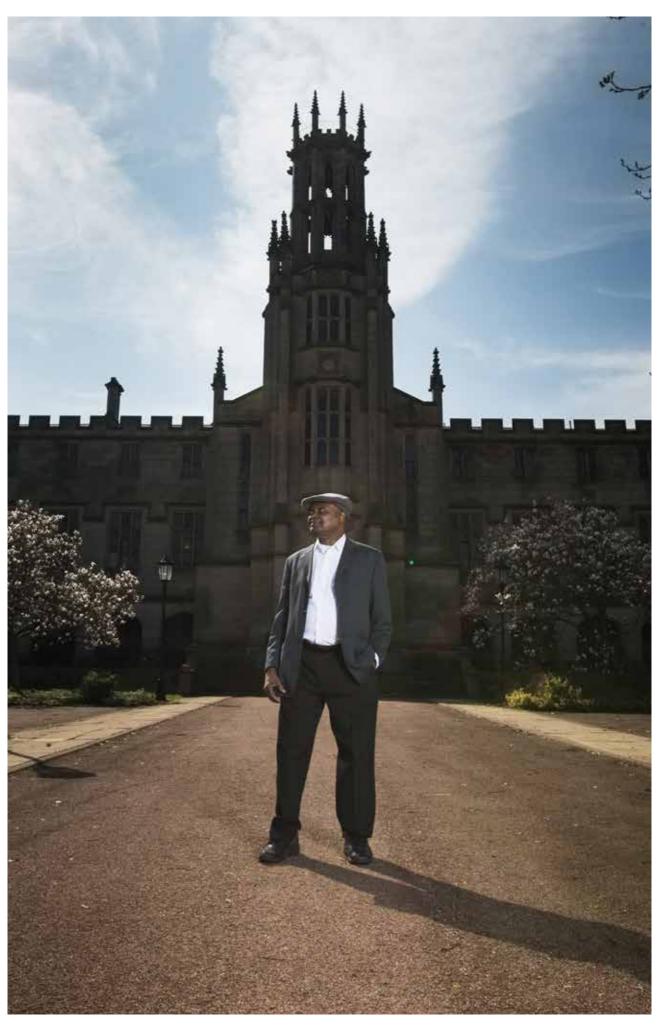
About eight years ago I asked some members of the local Anglican church if they would like to join our luncheon group – and as members of churches working together we became the Ecumenical Luncheon Group. We have continued to expand and currently have 36 regular members.

I am known as the chief organiser of the group, and in this role I try and make everyone feel welcome and happy.
I search out age-friendly places we can visit for lunch – places that welcome older people and that make us feel valued and respected.

I would describe our group as a nomadic luncheon club. I sometimes combine lunch with a visit – for example, to a garden centre – so that people have a day out, as I know that many of our members can feel lonely.

Although most of our members come from local churches, the group is open to all older people who live in Newton Heath and beyond, and not only those connected to a faith. In fact, we do not discuss religion on our outings at all, but concentrate on building up a community spirit like we had during the war, which I feel we have achieved.

Being part of a group like this can be really important for older people. Many of our members live alone, but when we are able to get together we talk about all sorts of things, as friends do. It is something to look forward to and this can be important in reducing any feelings of loneliness or isolation that people might have.



Bill is pictured in front of the British Muslim Heritage Centre, which is one of many local organisations involved in the Whalley Range Community Forum.

Bill's story

I have lived in Whalley Range for 20 years, and before that I lived in Chorlton. There were many problems in Whalley Range when I moved here – especially with community safety and crime – and I quickly volunteered my time to be involved in groups and projects that worked to improve the community. This included helping to set up the Victoria Road Residents Association and later working to bring this group of people together with the Whalley Range Community Forum, which I now chair.

A few years ago we set up the Age-Friendly Whalley Range project. The project is about working with the local community to make Whalley Range a better place to grow older. We started by holding consultation events and developing a plan for the work, which has been really successful. I have chaired all the meetings of the Age-friendly Whalley Range Steering Group and have been proud to watch this work develop.

One of the highlights of this work was the Manchester Ageing Study, which took place in Whalley Range, Chorlton and Chorlton Park last year. Eighteen older people from the community – including myself – were trained as community researchers as part of the project, and we used the skills we learned to carry out interviews with some of the more socially isolated members of the community. Through these interviews we have learned a lot about the issues that make a place age-friendly, and the actions we need to take to make improvements.

One of our next projects is to encourage businesses in Whalley Range to think about the needs of older people, and to create a map showing age-friendly businesses and activities.



Sue is pictured at the Age UK offices in Manchester city centre, from where she co-ordinates Out in the City.

Sue's story

I work for Age UK and I spend most of my time supporting the lesbian, gay, bisexual and transgender community in Manchester.

Ten years ago I started working with Out in the City. The group was set up to provide more social support for older people – somewhere to meet socially and to feel safe.

I organise weekly drop-in sessions, where people can come along and chat to friends. I also co-ordinate a planned activity each week, such as visiting a museum, the cinema or the park.

I also spend a lot of time trying to find resources for the group. One of the most important things for the group is a regular safe place to meet – somewhere the group can call their own.

Out in the City currently has 16 members. When we started out, the group met once a fortnight, but over the years we have grown and now we meet twice a week.

The group is made up of people from all walks of life and backgrounds, and everybody has different experiences to share. While the group is for older people, we also welcome a very wide range of ages. Some of our members are in their early 50s, while others are in their 80s.

Although I have worked with the lesbian, gay, bisexual and transgender community for many years, I have not seen enough change in attitudes. Younger people who are coming out today will have a very different experience. So I enjoy being involved in the group, as I think it makes a difference.



Norman is pictured on Blackpool pier during one of the North City Nomads day trips.

Norman's story

I live in Harpurhey and I am involved in a great deal of age-friendly work, including the North City Nomads.

The North City Nomads is a community group which started in October 2014. It aims to reduce the loneliness and isolation of older people in north Manchester by organising day trips. We started with a visit to Southport, then Llandudno, following that with the Christmas markets in Chester and, most recently, Blackpool. We are now planning trips to the Lake District, Liverpool and York.

It's amazing how popular the trips have become. Through a small amount of advertising via housing associations and other groups, we quickly gained 200 members, which have now tripled to over 600. The group is non-profit-making, and tickets for day trips are just £10 or under.

I was one of the original founding members and now I sit on the management committee. It's very rewarding, as people say it's the first time they have been out of the house for years. Lots of people have made new friends, gone on to join new social groups and get out and about far more. Loneliness and isolation is a real problem for older people and we are helping to address this.

The outlook for the group is positive with more members joining and more opportunities being identified. We have had strong support from the Age-Friendly Manchester team and, based on our success, other models are starting across the city, such as Wythenshawe Wanderers. I'd love to see this sort of thing happening right across the city.

I'm looking forward to the trips this year and will continue to be involved. Everyone we have taken out has come back and the only thing we have lost is a shoe!



Sheila is pictured in Failsworth Town Hall, which is where members of the C3A recently enjoyed afternoon tea.

Sheila's story

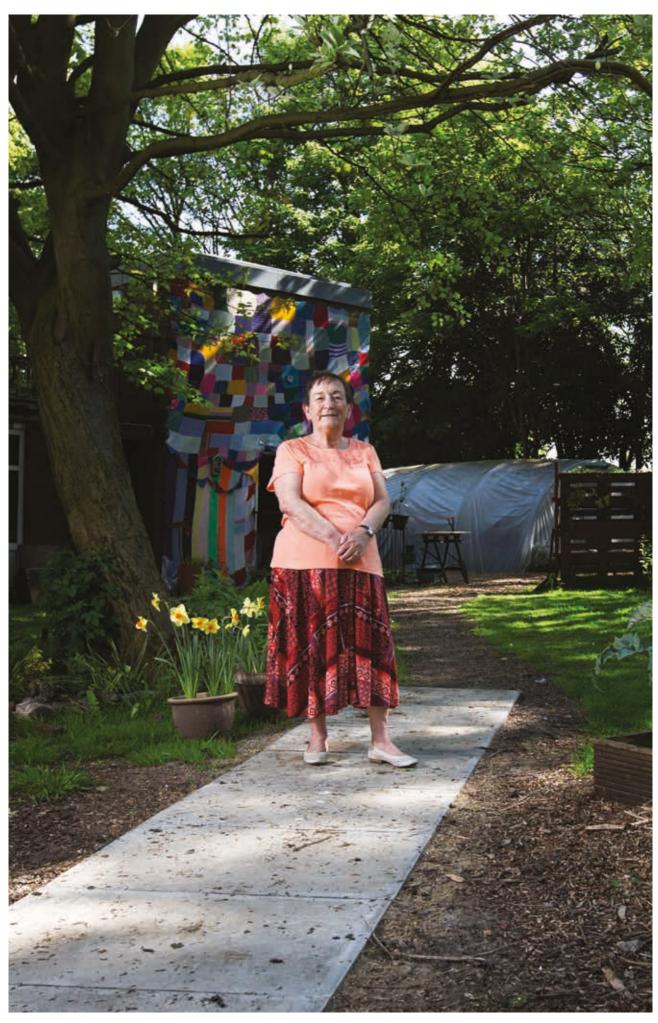
I live in Ancoats and I co-ordinate my local College of the Third Age (C3A) Group, which meets at Heathfield Hall.

Heathfield Hall is located next to the Heathfield Day Centre in east Manchester, where there is always something going on for older people. Activities and clubs include the Front Row Film Club, line dancing, Active Lifestyles exercise sessions, the Newton Heath History Group, and a Holistic Therapy Group. There are also groups for particular health conditions, including Sound Heart and Breathe Easy.

I have been involved in the activities at Heathfield for 17 years and I always remember how I first became involved. A poster about a gentle exercise class at Heathfield caught my eye in the GP surgery, and I went along. Straight away I found out about all the other activities on offer, and I have been going ever since.

Heathfield Hall has a User Committee made up of representatives from all the activity groups, and as the co-ordinator for C3A I am a member of that committee. The committee is responsible for managing the Hall and promoting the groups. It works closely with the Age-Friendly Manchester team and buzz (the new Health and Wellbeing Service) to promote activities that improve the health and wellbeing of older people.

I take as much information away from the committee meetings as I can to share with my group, and also use the meetings to promote what C3A is doing, including any trips or places of interest we have been to. C3A has 22 members and it is a great place to learn new things – we have done everything from glass-painting to flower-arranging.



Kath is pictured in the garden at Crossacres Community Resource Centre in Wythenshawe, where she volunteers with Age UK.

Kath's story

I live in Wythenshawe and retired in 2010, having worked the last 25 years of my career in the public sector.

I have been a volunteer with Age UK Manchester at the Crossacres Centre since just after I retired. I'm able to put to use the skills I gained during my career to help the centre with fundraising, produce newsletters and posters, and organise social events.

More recently I have been involved with their Silver Click initiative. This is aimed at getting older people more familiarised with new technology, including use of the internet, through workshops and one-toone assistance.

The response to the classes has been very positive. The older people involved are now able to join in with something they once felt completely excluded from.

It has helped with social interaction, such as video calls with family and friends, and is particularly useful for more everyday tasks given that so much has moved online these days.

I enjoy volunteering because of the difference I can make to people who may feel lonely or who are not quite active enough. I also enjoy the flexibility volunteering provides, enabling me to enjoy my retirement but remain connected with the community and meet new people.

It is important that we keep engaging with older people in the decisions that affect them and make sure our city and village centres are places for everyone to enjoy, younger and older.

How to get involved

Find out what's on in your area

Go along to your local library, leisure centre or community group and find out what activities and events are planned.

Get involved in age-friendly activities

A wide range of age-friendly activities take place in Manchester every month. These include arts and culture, social events, exercise, luncheon clubs and trips out, to name a few. Many of these activities and events are listed on our website:

www.manchester.gov.uk/olderpeople

Sign up to our mailing list

The Age-Friendly Manchester e-bulletin is a monthly email with age-friendly news, features and events.

www.manchester.gov.uk/ebulletin

Join the Age-Friendly Manchester Older People's Forum

The Older People's Forum is a consultative body that provides an opportunity for older people to voice their questions, concerns and advice to decision-makers. The Forum meets twice a year and receives regular communications between meetings.

Talk to members of the Age-Friendly Manchester Board

The board meets every six weeks and represents older people living in the city.

Take a look at the Older People's Charter

See how organisations across the city have pledged their support. Visit www. manchester.gov.uk/olderpeoplescharter

Become a Culture Champion

Culture Champions are older people who have a passion and interest in the arts, who work with older people, or who are older artists. The role includes working with the city's cultural organisations to co-design activities for older people, and promoting arts and cultural activities in their neighbourhood and networks.

Join your local age-friendly locality network

Locality networks are groups of people that work together in a neighbourhood to improve the quality of life for older people. They develop age-friendly action plans, organise or promote age-friendly events and activities, consult with the community and provide information.

How to find out more from the Age-Friendly Manchester team

Please contact us for general information on Age-Friendly Manchester, including how to join the Older People's Forum or apply to become a member of the Age-Friendly Manchester Older People's Board and how to be involved in age-friendly culture.

Age-Friendly Manchester Public Health Manchester Manchester City Council, PO Box 532 Town Hall, Manchester M60 2LA

0161 234 3391 agefriendly@manchester.gov.uk www.manchester.gov.uk @AgefriendlyMCR / @AFMCulture

Contact details

Age-Friendly Manchester is working with 'buzz' (the Health and Wellbeing Service) to create age-friendly locality plans and networks in neighbourhoods across the city. These will include:

North area

- Cheetham and Crumpsall
- Higher Blackley, Harpurhey and Charlestown
- Miles Platting, Newton Heath,
 Moston and City Centre
- Ancoats, Clayton and Bradford

Central area

- Ardwick and Longsight
- Chorlton, Whalley Range and Fallowfield
- Gorton (North and South) and Levenshulme
- Moss Side, Hulme and Rusholme

South area

- Wythenshawe (Baguley, Sharston Woodhouse Park)
- Wythenshawe (Brooklands) and
 Northenden
- Fallowfield, Old Moat and Withington
- Didsbury (West and East), Burnage,
 Chorlton and Chorlton Park

For more information contact Tracey Annette on t.annette@manchester.gov.uk or 0161 234 4299, or Nicola Wood on nicola.wood@mhsc.nhs.uk or 0161 882 2578.

Manchester Age-friendly Neighbourhoods is a project to reduce social isolation and loneliness among older people. Residentled local boards are developing and funding age-friendly projects in their area. For more information call the team on 0161 247 5960 or contact us directly in the neighbourhood:

Hulme and Moss Side

Emily Crompton: 07973 973184 or e.crompton@mmu.ac.uk

Burnage

Kat Wong: 07973 973183 or k.wong@mmu.ac.uk Catherine Morris: 0161 448 4281 or c.morris@southwayhousing.co.uk

Moston

Matthew Youngson: 07973 973185 or m.youngson@mmu.ac.uk

Miles Platting

Jude Wells: 07973 973186 or jude.wells@mmu.ac.uk

If you would like more information about the projects featured in this publication, contact the following organisations:

Levenshulme Inspired People's Project

Contact Kate Williams on 0161 850 4044 or kate.williams@lev-inspire.org.uk

Southway Housing Trust (Old Moat project)

Contact Cathy Ayrton on 0161 448 4200 or 0161 448 4365 or c.ayrton@southwayhousing.co.uk

Whitworth Art Gallery

Contact Claire Cowell on 07776 170688 or claire.cowell@manchester.ac.uk

Age-Friendly Whalley Range and Chorlton

Contact Chris Ricard on 0161 881 3744 or agefriendlywhalleyrange@gmail.com

NEPHRA Good Neighbours

Contact Bren Fawcett on 0161 637 6788 or bren.nephra@gmail.com or visit nephragoodneighbours.org.uk or www.facebook.com/NEPHRA.GN

Ecumenical luncheon group

Contact Tracey Annette at Age-Friendly Manchester on 0161 234 4299 or t.annette@manchester.gov.uk

Out in the City

Contact Sue Nzilani on 0161 833 3944 or sue.nzilani@ageukmanchester.org.uk

North City Nomads

Contact northcitynomads@gmail.com, visit the Facebook page at www.facebook. com/northcitynomads or call Tracey Annette on 0161 234 4299.

Heathfield Hall

Contact Joan Rodgers via Heathfield Resource Centre on 0161 245 7093 or Tracey Annette at Age-Friendly Manchester on 0161 234 4299, or visit the Facebook page at www.facebook.com/ heathfieldusers

Age UK Manchester

Contact 0161 833 3944 or advice@ageukmanchester.org.uk





