



Active Ageing

Moving Forward Edinburgh's Joint Plan for Older People Conference Report

Thursday, 27 April 2006

City Chambers High Street Edinburgh

Organised by:

- The City of Edinburgh Council
- NHS Lothian • Age Concern Scotland
- Euroscot • Sharpe and Abel

"GETTING OLD IS A
DISEASE. ONE I DO NOT
INTEND TO CATCH."
Yoko Ono, 72



Foreword

Dynamic involvement of older people in Edinburgh's Joint Plan for Older People was the central theme of the Active Ageing conference held at the City Chambers on 27 April 2006.

The conference, organised by the City of Edinburgh Council, NHS Lothian, Euroscot, Sharpe and Abel and Age Concern Scotland and supported by Standard Life was formally opened by The Right Honourable Lesley Hinds, Lord Provost of Edinburgh. It highlighted three important benefits for professionals and policy-makers in this area.

IDEAS EXCHANGE - organisations and speakers from different disciplines and backgrounds were brought together to present innovative approaches to the challenges of an ageing population.

INVOLVING OLDER PEOPLE - the requirement for active involvement of older people in planning services for the next five years to realise the vision of Edinburgh's Joint Plan for Older People was a key theme. The conference structure also ensured that ideas and proposals were fed into the Scottish Executive's over-arching *Strategy for a Scotland with an Ageing Population*, which is due to be published later this year.

A presentation by the Council set out the preliminary findings of Edinburgh's consultation process to develop and revise its plan for older people. This provided valuable information and positive suggestions for improving the city's network of services to support older people over a range of areas such as transport, accessibility, policing and security, health services, community activities and the need for good communication.

SHOWCASING EDINBURGH - the work being done on ageing issues in Edinburgh was showcased and enhanced the city's reputation as a UK leader in the active involvement of older people in policy formulation. Recognising the values of older people, creating quality care options and bridging the gap between the older and younger generations are among the aims of Edinburgh's Joint Plan for Older People. This conference was a significant step-up in helping the city to reach and realise these ideals.

Bill Jamieson

Executive Editor, *The Scotsman*

Conference Chairman.

Executive Summary

Ninety-six people participated in this conference, which successfully achieved its objectives to:

- raise awareness of the issues that need to be included in updating Edinburgh's Joint Plan for Older People (A City for All Ages);
- demonstrate that older people are at the forefront of the Plan's implementation;
- gather views from delegates to inform the Scottish Executive's Age and Experience, Developing the Strategy for a Scotland with an Ageing Population; and
- highlight the importance of co-ordinated working between all agencies providing services and opportunities for older people as the second in a series of conferences around Scotland.

Delegate evaluations identified that all contributions were interesting and useful but the morning session and presentations by Michael Shea and Peter Gabbitas in the afternoon were of particular significance.

Two articles on this conference appeared in The Scotsman. The first described a taster of the programme and the second praised the conference for bringing together organisations and speakers from different disciplines and backgrounds who demonstrated innovative approaches to the challenges of an ageing population.

The conference was arranged into four sessions including Introduction, Keynote Speakers, Round Table Discussions and Examples of Current Practice.

The following is a summary of the key issues raised by speakers and delegates.

- Demographic projections mean fewer children, less people of "traditional working age" and more people over the state pension age. The changes in birth rate and migration will not impact on the overall change in age structure.
- Edinburgh is divided; there are areas where lifestyles lead to short life expectancy. Politically and economically action is required to enable older people to live in better homes, have improved incomes and prevent or delay their usage of health and social care services. Pensioner poverty must be alleviated.
- In terms of implementing Edinburgh's Joint Plan for Older People successes so far include: establishing Get Up and go – a programme of activities for older people and those that work with them; setting up and developing the Older People's Equality Forum (OPEF); progressing the Today and Tomorrow Action Plan for older people in the black and minority

ethnic community; and improving existing and developing new ways to support people during times of ill health and need.

Issues that require development are:

- flexible working arrangements to suit the lifestyle of an older person;
- better employment opportunities for people who wish to work in later life;
- improved neighbourhood design;
- create a culture of active ageing to build up a legacy of ageing well;
- improved community and accessible transport; and
- friendly, personal and excellent one to one care and support when required.

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Delegates

The conference was over subscribed with over 100 people applying to attend. To ensure its success considerable effort was made to fill all spaces. 96 people attended on the day including older people and workers from the public, private and voluntary sector.

Delegates were asked for their preference of discussion topics prior to the event and most were allocated to their first choice. Evaluations indicated that the majority of delegates enjoyed the discussions even if it wasn't their first declared interest.

Morning Session and Keynote Speakers

The morning session included five keynote speakers whose contributions have been summarised below.

Bill Jamieson, The Scotsman

EXECUTIVE EDITOR

Bill Jamieson began the conference by welcoming everyone and stating how delighted he was to be the chairperson. He said that we should guard against pessimism and seek out opportunities though they may turn out to be a challenge. He alerted everyone to a recent media announcement that Ericsson were to sack 1000 staff between the ages of 35 and 50 so that they could lower their age profile. Humorously he suggested that everyone should immediately boycott Ericsson mobile phones. He gave a particularly warm welcome to the Right Honourable Lord Provost Lesley Hinds who was invited to address the delegates.

The Right Honourable Lesley Hinds

LORD PROVOST OF EDINBURGH

The Lord Provost outlined the achievements that have so far been met by the City of Edinburgh Council and its partners under A City for All Ages strategy. She said that most targets have been met and particular successes included the Get up and go programme and the Old Peoples Equality Forum. She stated that by 2010 the contribution of older people would be celebrated and regarded as a resource. However, she said there were many people living in areas of Edinburgh where lifestyles lead to a short life expectancy and to address this political and economic action is needed to provide better homes, better incomes and reduce or delay their usage of health and social care.

David Manion, Age Concern Scotland

CHIEF EXECUTIVE

David presented a strategic view of four areas of Active Ageing.

Demography

- in terms of global demographics he said there would be three times as many people over 60 by 2036;
- in Scotland the pensioner population is set to increase from 18% in 1978 to 24% in 2036;
- that strong rises would be evident for those aged 60-74 and 75+ with 5-29 age groups progressively falling; and
- in Edinburgh in 2001, 31% of the population was aged 50 to 90 with a wider ethnic diversity than in many parts of Scotland.

Baby Boomers

He said the 'baby-boomers' are the most economically powerful group of people in the UK today and are having a profound effect on social attitudes due to their liberal ideas and general political awareness. For example, they have an increasing recognition of human rights and greater interest in the adoption of ageing into the equality agenda, which includes the new Code of Practice on Age Diversity and the UK wide Age Positive campaign supported by the Department for Work and Pensions.

David contended that all political parties are attempting to remedy the loss of opportunity for elderly people as they face the spectre of the rising numbers of supporters for grey politics.

Challenges to be met are:

- better neighbourhood design integrating the needs of elderly people;
- full civic participation in all levels of community planning;
- employing inter-generational activity as the best way to combat ageism;
- alleviation of pensioner poverty and the freedom to choose to work.

Strategic responses required from the Scottish Executive and Community Planners are:

- life long learning made available to pensioners and older workers;
- social care, communities of care and the public services fully incorporate and operate within local social networks;
- development of human resource strategies to include succession transfer, re-training and recruitment of older workers;
- a culture of ageing well to replace a consumer led youth obsessive market for future prosperity.

David Jack, The City of Edinburgh

HEAD OF STRATEGIC SUPPORT SERVICES, CORPORATE SERVICES

David provided an introduction and context for the two speakers to follow. He outlined A City for All Ages - Edinburgh's Joint Plan for Older People 2000 – 2005/10 and how it links into the wider community planning strategy for Edinburgh. He highlighted the achievements of the strategy as:

- the satisfaction of older citizens as shown by their participation, comments and agreement with the Joint Plan and its process;
- the Plan helping to build a joined up approach between the Council and its partners in NHS Lothian, the voluntary and commercial sectors and older people;
- the launch of the Get Up and go Awards to mark achievements by older people in meeting the aims of the Joint Plan;
- progress of the Today and Tomorrow Action Plan for older people in the black and minority ethnic community; and
- improvements and the development of new ways to support people during times of ill health and need.

He concluded by suggesting that in terms of David Manion's presentation the gaps to be addressed in Edinburgh's Joint Plan would be:

- flexible working arrangements to suit the lifestyle of an older person;
- better employment opportunities for people who wish to work in later life;
- improved neighbourhood design.

Joan Turner, Edinburgh's Older People's Equality Forum

CHAIRPERSON

Joan described the recent consultation process carried out by the Forum in partnership with The City of Edinburgh Council. She identified the aims of the consultation to raise the profile of older people and the Older People's Equality Forum, to raise the profile of Edinburgh's Joint Plan for Older People and to discover what was important to older people across Edinburgh.

She described how a questionnaire on issues of importance to older people was distributed to individuals and used as a framework for discussion groups. The questionnaire was adapted for people in care homes and hospital settings. Joan concluded by stating how effective a forum could be.

Glenda Watt, City of Edinburgh Council

STRATEGY MANAGER, CORPORATE SERVICES

Glenda provided a taster of the preliminary consultation findings. She described the profile of respondents by age and source and gave a summary of the areas of importance as follows:

- accessible local bus services and good information;
- good links to hospitals;

- better services for disabled, frail and older people;
- local police presence;
- fear of crime;
- specialised equipment to help with independence;
- good GP's; and
- support from family, friends and neighbours.

Glenda introduced speakers from the Older People's Equality Forum who read out responses from consultees. The quoted responses are summarised with examples under the following headings:

- **What is important to you in moving from place to place?** People had said good local bus services were important, but that more buses were needed to the new Royal Edinburgh Infirmary. Others had said car use was important for independence, and older people welcomed the benefits of free bus travel. Community transport was essential for the frail elderly and people with disabilities.
"My wheelchair is very important to me. But I need assistance to use community transport"
- **What is important to you in living safely at home and in your local area?** Older people want local policing to tackle anti-social behaviour, vandalism and hate crime. Home safety measures and adaptations were important. The maintenance of the pavements and street lighting was most important.
"Good street lighting. Properly made up roads and pavements. More and more people are injuring themselves on badly maintained areas, especially after service repairs"
- **What is important to you to be well supported, locally in times of ill health and need?** Respondents had highlighted the importance of support at home, having the right information and being treated with respect and kindness.
"Special equipment to help with day to day living and mobility. For example, special chair, equipment to make things easier, walking sticks, home help with, if necessary, some finances to help pay for it. Monitors worn at all time in case of accident when living at home. All these things came to me after an operation and I found them a tremendous help"
- **What is important to you in accessing opportunities to keep your body and mind active?** People said activities that were age and culturally appropriate, transport and reasonable costs.
"Swimming pool with special times for older people. Classes such as yoga, pilates, tai chi with facilities for older people at a more gentle pace. Parks and well signposted walks with interesting information about what one might come across along the way"
- **What is important to you in terms of being an equal citizen in Edinburgh?** Older people said to be treated fairly and with dignity – some

said they were equal but other said they were made to feel unequal because of age, race or gender.

I guess I feel at 82, I'm not equal – I've had my day. Quite simply, some citizens are more equal than others; now I'm less! I don't work and can no longer (as I did) do voluntary work – both a great miss. You need to put in to get out"

- **What is important to you to be kept informed, consulted and involved?** Older people said clear communication and feedback information about what was happening. Service providers should reach out to groups to find out what older people thought.

"Should use more proactive approach to encourage older Chinese to involve in consultation and discussion meetings"

- **What is important to you to ensure you are not excluded from doing the things you want to do?** People said Edinburgh offered lots of opportunities but that for some older people disability, lack of appropriate transport or cost of admission were barriers to accessing activities. Equal opportunities and translation and interpretation services were important. A majority of people consulted had said how important good health was.

"Health – I am of course unable to do many things I want to. I acknowledge the many steps Edinburgh has taken in helping that no-one is excluded"

- **What would you like to see in Edinburgh's Plan for Older People?** Older people said the Plan should emphasise equal access to services, support for those in need, and affirm the contribution older people made to life in Edinburgh.

"Clear statement of all forms of positive discrimination for older people and why it is appropriate"

Jess Barrow, Scottish Executive

PROJECT MANAGER WITHIN THE SCOTTISH EXECUTIVE'S EQUALITIES UNIT

Jess introduced the Scottish Executive consultation on Age and Experience, Developing the Strategy for a Scotland with an Ageing Population. She reiterated the demographic changes taking place noting too that changes in birth rate and migration will not impact on the overall change in age structure. She highlighted the need to see increasing length of life as a success and not something to be feared or perceived as a burden. Other key points included:

- the importance of joint improvement teams providing integrated services, noting older people care about the quality of services and not who provides them;
- that an ageing population will affect the whole of society;
- services of a different kind will be required therefore people have to be encouraged to stay healthier for longer;
- the importance of suitable houses and the environment;
- the consultation process included a variety of methods including focus groups for age cohorts for rural and urban communities, black and minority ethnic groups and the LGBT communities;

- so far topics emerging are transport, the condition of the public environment such as pavements and respect. Strands will be drawn together and the strategy published at the end of this year.

Jess concluded by encouraging individuals to make their own changes and take part in the consultation.

Round Table Discussions

Eight discussions groups were held on the topics prescribed by the Scottish Executive consultation on Age and Experience, Developing the Strategy for a Scotland with an Ageing Population. Two further topics on end of life care and older people in the criminal justice system were added to address the gaps in Edinburgh's Joint Plan for Older People.

Preparation

To facilitate good discussion, facilitators and scribes met prior to the conference to discuss roles and responsibilities and agree a format to follow on the day.

The groups were arranged to achieve a balance of older people and workers and give delegates their first choice of topic. Each group had up to 10 participants and a facilitator and scribe. Key points from each group are listed below.

Equalities and Diversity

Key points

- Change employer attitudes to recognise the benefits of employing an older age group. Positive incentives may be required to encourage training for employment and transfer of skills.
- Note that goods and services such as car and travel insurance and volunteering are not covered by the new age legislation.
- Appropriate communications and marketing on the experience, lifestyle skills and competencies older people can bring to the work place is required.
- Older people should become more demanding and less accepting and take a lesson from *Grey Power*.
- Building case history will be important to support the new age legislation.

Design and Planning

Key Points

- Neighbourhood design to develop a sustainable community is crucial.
- Planning restrictions on the adaptations to older properties is a barrier to accessibility.
- Relocation to more suitable accessible accommodation before it becomes a necessity.

- New accommodation and support models are being developed in England and elsewhere, which could be replicated in Edinburgh.
- Circular bus routes and integrated transport would greatly help moving from place to place.

Older People in the Criminal Justice System

Key Points

- Developing a sense of community through awareness raising, training, policies and risk assessments.
- Creating circles of support to sustain independence and minimise risk.
- More use of community sentences and building in the age factor.
- An older person's unit within the prison system.
- Better communication between the NHS and Council regarding accommodation and support.

Employment and Entrepreneurialism

Key Points

- Tackle stereotypical perceptions.
- Note that poor health can stop people working.
- All employers should adopt flexible working arrangements to suit the lifestyle of an older person.
- There should be better co-ordination of employment, entrepreneurial and skill transfer opportunities for people who wish to work in later life.
- Better publicised assistance on pension and financial management should be available.

End of Life Care

Key Points

- Advanced directives to be considered by all on the type of care and treatment people might want at the end of life.
- Find a way to promote a workforce that understands the caring role and people's need for dignity and respect. People can be professionally competent but unable to demonstrate the appropriate attitude.
- De-mystify and encourage conversation around death and dying.
- Continued integration of health and social care services and improved links between palliative care nursing staff and mainstream nursing and care staff.

- Do no harm and acknowledge that some older people want the choice of euthanasia, which would need a change in legislation.

Expectations of NHS and Other Service Providers

Key Points

- Good design and planning is essential and must truly involve older people.
- To provide quality services will require a change in attitude of service providers towards older people.
- Services need to work more closely together and take a person centred approach to working with older people.
- Excellent friendly and personal one to one care and support when required should be the standard.

Volunteering

Key Points

- Promote active citizenship and skills exchange.
- Recognition that the volunteering sector requires financial and resource support.
- Acknowledge that lobbying and campaigning can change things for the better.
- Learn from best practice in other areas around the country.

Health and Well-Being

Key Points

- Independence and capability should not be compromised. For some individuals there is a fine line between independence and accepting assistance.
- The threat of litigation creates restriction and prohibits freedom. There should be a written agreement between the older person and the carer or care home.
- Good health in later life is the result of good food, good company, education and appropriate accommodation.
- Social networks and an adequate income are vital.
- Bus passes are not necessarily the answer. Community and accessible transport and its linked systems are just as important.

Corporate Social Responsibility (CSR)

Key Points

- Shops could provide staff to assist shoppers.
- There is a need for more projects to be supported by companies such as Standard Life and other businesses.

- Businesses do not seem to recognise older people as customers. Innovation and product design need to catch up.
- More businesses should encourage employees to have healthier lifestyles.
- Beware of cheap or free labour, as there is a fine line between volunteering and exploitation.
- There is a need to raise awareness on CSR, as there is not a great deal of understanding about it.
- There should be more publicity about the benefits of CSR to the workforce and the company.
- Perhaps workers in the City of Edinburgh Council and NHS Lothian Health could undertake team building or secondments to support the work of Health and Social Care or Services for Communities?

Afternoon Session and Examples of Current Practice

The afternoon session dealt with examples of current practice by six contributors and began with guest speaker Michael Shea.

Michael Shea, Author of “The Freedom Years: Tactical Tips for the Trailblazer Generation”

PAST PRESS SECRETARY TO THE QUEEN, DIPLOMAT

Michael humorously stressed the differences between the current generation of older people and their parents. His main points were that the current generation of older people is:

- fitter, more active and living longer than previous generations and that those people now in their 50's and 60's are the new middle aged. A redefinition and recognition is now required;
- not making a serious attempt to keep physically and mentally active and the gap between the genders is decreasing;
- not always respected. The recent cartoons of Menzies Campbell, leader of the Liberal Democrats, with crutches, wheel chair and teeth in a mug are examples of this;
- committing suicide with the knife and fork and glass.

Michael perceived a duplication of organisations in the older persons charitable sector and suggested that some charities give serious thought to mergers. He said that we need to gain respect and encourage more grey power backed by the grey pound. He concluded by stating that ageing is not a spectator sport as it affects everyone at the same rate.

Change of Chairperson

Bill Jamieson thanked Michael for his talk and then told the story of Roy Thomson, who became 1st Baron Thomson of Fleet. In the late 1950's, when Roy was in his late 50s, he arrived in this country from Canada. Within a short

time he bought the Scotsman, then the Times, STV, Thomson Holidays and Thomson Directories plus many other ventures. During the 1970s Thomson joined with J. Paul Getty in a consortium that successfully explored for oil in the North Sea. All this as the title of his autobiography indicates “After I was 60”.

Due to unexpected demands of the media industry and apologies Bill Jamieson handed over the charring arrangement to Michael Shea.

David Clark, Information Services Division, NHS Scotland

SENIOR STATISTICIAN

David described the trends in both male and female life expectancy and healthy life expectancy:

- life expectancy is increasing but length of healthy life expectancy is remaining static;
- in Edinburgh men have 4.5 years and women 5.3 years of poor health at the end of life compared with people from Glasgow who have 7.5 years for men and 9.5 years for women.

The causes of ill health admissions to hospital from 1984 to 2004 indicate:

- cancers have increased but deaths from cancer have decreased;
- fewer deaths from ischaemic heart disease and fewer hospital admissions during the last ten years;
- alcoholic liver disease is on the increase with hospital admissions since 1994 doubling for both sexes and deaths for males have increased.

Other points to note include:

- the percentage of men drinking over the suggested limit in a week has reduced over 5 years from 34% to 29%, for women it has gone up from 12% to 18%;
- for both sexes the percentage of smokers in the past 5 years has dropped from 34% to 29% of those surveyed;
- an increasing number of people, both male and female, are taking part in more physical activity; and
- obesity is steadily on the increase for both men and women.

Peter Gabbitas, The City of Edinburgh Council

DIRECTOR HEALTH AND SOCIAL CARE

Peter described the Council and NHS Lothian’s short, medium and long-term plans for accommodation and support for older people within the “Joint Capacity Plan for Older People (65+) With Higher Level Needs”.

Short to medium term plans

- the balance of care shifting towards increasing the number of older people being cared for at home supported by smart technology;

- reducing the number of discharges from hospital with monies saved being used elsewhere;
- opening of 3 new care homes by 2007/08 with a fourth under consideration.

Long term

- find creative and innovative solutions to the development of care and accommodation. Recruitment of staff will be one of the biggest challenges.

Elizabeth Maginnis, Manager of PEP (Pilton Elderly Project)

COUNCILLOR AND PROJECT MANAGER OF PEP

Elizabeth emphasised that PEP concentrates on care and support for people at home enabling them to remain active within their community. Opportunities include:

- accessible transport;
- taking part in volunteering;
- life long learning + ICT;
- day and weekend support;
- home visiting and bereavement counselling;
- home decorating and gardening services (New service).

PEP has a strong board linked to the local Social Inclusion Partnership of 18 older people (16 local) and 17 part time staff.

Katie McWilliam, Lothian NHS Board

STRATEGIC PROGRAMME MANAGER FOR OLDER PEOPLE, CARERS AND DEMENTIA

Katie described the Pan Lothian Review of Older People's (PLR) Services, and ongoing work from the consultation on the NHS model of care for older people. This includes identifying NHS bed capacity and the values for planning, delivering and evaluating NHS services for older people. Specifically this means:

- service quality, accessibility and equality;
- working better together;
- meeting standards and workforce development;
- financial balance;
- management of long term conditions;
- role of medical day hospitals;
- community based rehabilitation and health care;
- hospital post acute care and rehabilitation; and
- care of those with an acute physical illness.

Andrew Marshall-Roberts, Standard Life

HEAD OF CORPORATE SOCIAL RESPONSIBILITY

Andrew began by stating that large companies play an important part in the world around them and can have a major impact on people, the environment and other businesses. He believes that companies can demonstrate a commitment to Corporate Social Responsibility and reap the benefits in the long run.

In Standard Life the Corporate Community Investment strategy is similar to A City for All Ages in Edinburgh and operations around the world. Activities are focussed on four key themes: working life, financial life, healthy life and strengthen life.

In 2004 Standard Life funded two of Alzheimer Scotland's first ever research fellowships to understand the differences in the spread of dementia and provide insights into disease mechanisms and new treatments. Staff have also been seconded to Age Concern Scotland to carry out investigative research.

Andrew continued by describing his company's secondment programme with local charities and a particular initiative with a school prior to Remembrance Day using speed dating networking techniques. He mentioned too that many of the staff give their time and effort to these programmes voluntarily. Standard Life believe the importance of CSR values being embedded within organisations so that CSR becomes not a bolt on extra but something as natural to a company as making money or providing the highest level of customer service.

Conference Evaluation

Of the 96 people who participated in the conference, 32 completed an evaluation form.

Most respondents stated that the conference was successful and had achieved its objectives. Particular mention was made of the good chairing arrangements, the morning session and Michael Shea and Peter Gabbitas in the afternoon.

Good variety of speakers, used good handouts and slides

The morning was brilliant, as was Michael Shea!

One of the best conferences I've attended

Thank you for a most informative conference

Something more active for afternoon – round table discussion?

*These days take a lot of organisation. This one has been done well.
Thank you.*

The discussions groups were deemed to be excellent, though a few people stated there was insufficient time or feedback. Due to some afternoon speakers taking more time than allotted, it was unfortunate that the Open Forum did not take place, as this would have fulfilled this need.

The content was good but it was too information rich particularly the afternoon.

Acknowledgements

The organising team of Glenda Watt, Helena Scott (Age Concern), Tom Mulholland (Euroscot) Katie Mc William and Pat Abel (Sharpe and Abel) wish to thank everyone who made this such a successful event. Special thanks are extended to Standard Life and the City of Edinburgh Council for sponsoring the event.

Our thanks to Bill Jamieson who ably chaired the conference during the morning and Michael Shea who unexpectedly and kindly took over the chair in the afternoon.

Thanks to all the speakers who contributed and special thanks to the members of the Older People's Equality Forum (OPEF) who presented the views of older people who contributed to the consultation. OPEF members are:

- Joyce Armstrong
- Irene Garden
- Al Garden
- Bill Macrae
- Betty Milton
- Valerie O'Rourke
- George Rosie

Our thanks to the excellent work put in by the facilitators and scribes listed below and to Eve Sharpe (Sharpe and Abel) who ensured that everyone knew what was expected from the discussions and helped out where needed.

- Pat Abel (Sharpe and Abel)
- Tricia Campbell, The City of Edinburgh Council, Health and Social Care
- Veronica Carberry, The City of Edinburgh Council, Corporate Services
- Doreen Copeland, The City of Edinburgh Council, Health and Social Care
- Anne Dey, The City of Edinburgh Council, Health and Social Care
- Alistair Dinnie, The City of Edinburgh Council, Corporate Services
- Anne Elliot, The City of Edinburgh Council, Corporate Services
- Gail Ellis (Women on Top)
- Julie Houston, The City of Edinburgh Council, Corporate Services
- Nick Jennings, Crichton Campus, Dumfries
- Ruth McAlpine, The City of Edinburgh Council, Culture and Leisure
- Elaine McCafferty, The City of Edinburgh Council, Corporate Services
- Elaine Scott ,The City of Edinburgh Council, Services for Communities
- Helena Scott (Age Concern)

- Andy Sim (Age Concern)
- Sheena Wheatley (Changing Perceptions)