



COMMUNITY SELECT COMMITTEE

11 December 2025

SUPPLEMENTARY AGENDA

PART 1

3. COMMUNITY SELECT COMMITTEE WORK PROGRAMME ITEM - OLDER PEOPLE

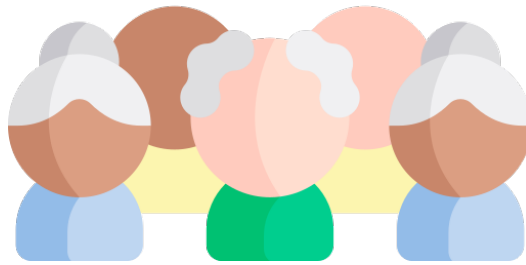
As per the Community Select Committee's Work Programme for 2025-26, it was agreed that the Committee should consider a focused session on Older People, including the Council's policies and procedures on:

- Age Friendly Community
- Dementia Friendly Community
- Digital exclusion
- How older people access Council services

To address the above issues, Members will receive an officer presentation on the way older people are supported in Stevenage.

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Older People Portfolio

Community Select Committee – 11.12.25

Supporting the Council Motion

At Full Council on 15th October 2025 the following motion by Councillor Myla Arceno was received for consideration:

(1) Establishing a Lasting and Sustainable Commitment to Age Friendly Communities and Dementia-Friendly Action in Stevenage

SBC Existing Services & Initiatives:

- Community Support Service
- Housing for Older People Strategy
- Care Connect
- Age-Friendly Status
- Dementia-Friendly Status



SBC Commitments:

- Dementia training
- Annual Awareness Event
- Ongoing Accreditation
- Inclusive design
- Transport & Business Engagement
- Action Plan
- Continue Key Services



Age-Friendly Community Status

- Age-Friendly Community (AFC) Action Plan
 - Collaboration with Age UK Hertfordshire and Hertfordshire County Council
 - Informed by the findings of the recent AFC survey
 - Covers engaging older adults, supporting older adults & dementia friendly communities.
 - Help shape our ongoing efforts to make Stevenage a more inclusive & supportive place for older adults to live well and age well



Dementia-Friendly Town

- Key Stakeholder in Herts Dementia Strategy
- Celebrated becoming a Dementia-Friendly Town with a Dementia Coffee Morning event
- 5 Dementia-friend training sessions for roughly 75 SBC Staff & Members & Everyone Active staff
- 2 Dementia Festivals at Fairlands Valley park, with over 200 attendees each time
- Specific Dementia Friendly walks as part of our yearly Walking Festival
- Weekly Dementia Hub in the leisure centre with over 20 regular attendees
- Creation of new accreditation process



Taxi Driver Dementia Training

- Ongoing discussions with Cllr Arceno on the proposals for Dementia Awareness training for our taxi drivers
- Amended specification for prospective course providers to include a dedicated Dementia Awareness section
- Introduction of mandatory Equality and Safeguarding training in January 2026
 - Written into the Council's taxi licensing policy as a specific requirement
 - Will include Dementia Awareness related questions within the normal assessment too
 - Existing licensed drivers and new applicants will complete
- This will serve as basic-level training, but options for enhanced training for licensed drivers to become a Dementia Friend is also being explored



International Day for Older People

- In collaboration with Age UK Hertfordshire
- 1200 interactions and engagements
- Roughly 250 attendees
- Over 40 stallholders

"Great day - look forward to the next one!"

"Excellent day and really well organised"

Hertfordshire
ageUK



Sports & Leisure Activities

Active Together (Strength & Balance Sessions)

- Delivered by the SFCF in partnership with Herts Sports & Physical Activity Partnership.
- Designed for individuals wanting to improve their strength and balance while learning some new exercises to help maintain independence.



Herts Health Walks

- Variety of first steps walks in Stevenage from various locations to encourage active travel and physical activity.



Everyone Active Community Outreach Programme

- Dedicated sessions for Pickleball, 50+ Aqua, dance, short mat bowls, walking netball & strength and mobility
- Promote physical activity for Older Adults

Care Connect

Our 24/7 Community Alarm service
Dedicated Specialist Support Officer
Enables tenants to live independently in their own home

Case Study: Paramedics reported that the Specialist Support Officer's quick actions saved one of our tenant's life.

594

Emergency Calls
(1st April –
30th September 2025)

97%

Satisfaction rate
so far this year

"SSO attended to support me with hospital at home as I was not confident with the equipment. She was brilliant, she was very calm and guided me through what to do and she was very patient and kind"

"Gives peace of mind, went above and beyond making sure Mr was ok whilst I was in hospital"

"Makes a massive difference to us as a family as we do not live locally it gave Mrs E confidence to live alone, thank you for contacting us when mum had fallen"



Independent Living Schemes

- 14 SBC Independent Living Scheme sites for those aged 60+
- 2 sites (Fred Millard and Silkin Courts) are Extra Care Schemes
- Support residents to live independently in their own homes
- Warm and welcoming self-contained community
- Experienced Specialist Support Officers on hand to offer help, support, and advice
- Combination of flats and bungalows fully equipped with an emergency alarm system

19,342

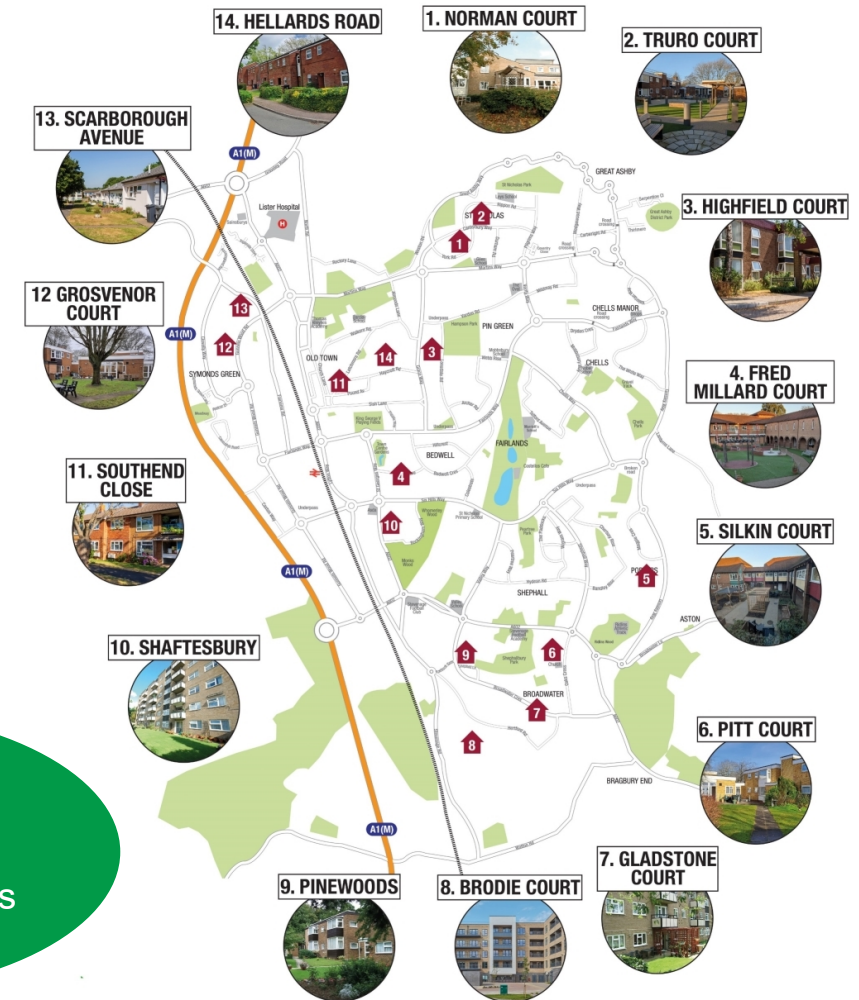
Alarm System or
Phone Calls
(April – October 2025)

13,363

Visits

2045

Emergency 24/7 Calls
(April – September 2025)



Independent Living Schemes

- Waiting list of 109 applicants
- 10 void properties - all of which are allocated
- 2 new developments (Roland Court – Oval & Bedwell)
- Second year of 'Better Life through Better Living' project, lottery funded programme enabling two weekly activity sessions for residents

"I haven't stopped smiling since I moved in"

"Gives peace of mind, went above and beyond making sure Mr was ok whilst I was in hospital"



Community Support Service

- Supports residents 55+ years old in their own home to remain independent
- Residents choose their contact with us, up to 5 calls a week and 2 visits, support can be long term or short term e.g. following a bereavement
- 100% of customers very satisfied or satisfied in first satisfaction survey



"I feel I know the staff & it's nice to be looked out for in this way"

"They are so good, not only advice it's lovely to have the company, it's wonderful when you live alone"

"Stevenage Borough Council and you girls really look after us"

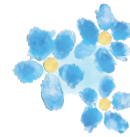
"Really helpful getting me the handrails sorted, nice to know someone looks after me"

Aids & Adaptations



- New Aids & Adaptations Policy presented to Cabinet in March 2025 to support work implementing aids & adaptations in council housing that help elderly residents, disabled people, and those with mobility challenges to live independently
- Purpose of any installation of an aid or adaptation is to modify the home environment to restore or enable independent living, privacy, confidence and dignity for individuals and their families
- For those not in a council-owned property, residents can apply for a Disabled Facilities Grant from SBC to adapt their house to better support those with additional needs as well

Partnership Working



Memory Support
Hertfordshire



Primary Care Network
Providing NHS services



Future Plans

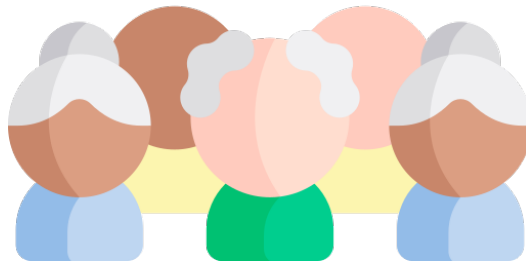
- Expand International Day of Older Persons offer to cover week-long celebrations
- Planned revision of the Housing for Older People in Stevenage Strategy to reflect the change in direction of travel
 - Links into Healthy Stevenage Strategy revision that will cover engagement and support for older people, as well as our dementia friendly workstream
- Introduction of mandatory Dementia Awareness training for taxi drivers
- Independent service review of Specialist Support Services
- Further Independent Living Schemes sites planned
- Partners invited to future CSC meeting



Recommendations

- Ensure action is taken to fulfil the agreed commitments linked to the proposed Council motion
- All Older People Portfolio activity should be co-ordinated going forward, with any proposed actions linked to the emerging action plan through the Healthy Stevenage Strategy
- Identify additional external funding sources to help drive forward this initiative





Any Questions?

Thank you 😊