



Hastings Community Network – 17th July 2019

Ageing Well in Hastings and St Leonards

One of eight Locality Networks supporting community resilience across East Sussex



“It really was a fantastic, vibrant and fun event, and a great showcase for everything the network can do. The energy and enthusiasm in the room was incredible”.



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Acknowledgements

The HCN Executive would like to thank everyone who made Ageing Well in Hastings and St Leonards such a vibrant and valuable experience:

The planning group who helped shape the event, all who spent time putting together the activities and administration for the day and those that helped on the morning to ensure everything ran smoothly.

The speakers and conversation hosts for enabling everyone to get the most out the hours we spent together and, of course, everyone who came to the event and gave their time, energy and vast experience to make the networking and conversations so valuable for us all.

Thank you and we hope you had fun!



Ageing Well in Hastings and St Leonards

Introduction

We are very pleased to introduce this report from such a vibrant and lively Locality Network which gave individuals, service providers and community organisation the chance to share ideas, debate and discuss issues around ageing in Hastings and St Leonards. We are delighted that the event was such a success and was so strongly evaluated by those who took part.

Throughout the morning we were able to think through some of the issues associated with providing opportunities, services and support for, and with, local people which are up to date, easy to access and positive. We were also able to:-

- Create a shared vision of what a new centre at Bank Buildings might look and feel like
- Discuss how to create opportunities for older volunteers
- Take on the challenge of how we can help people navigate the many services and opportunities in the local area.
- Look at what ageing means in the 21st century

A central theme of all Locality Network Events is to enable participants to network and create connections and, as always, we are delighted with the way people responded.

These HCN locality networking events take place every 12 weeks and create meaningful opportunities to share ideas, collaborate and be inspired by the work going on in the community. Some of the events, like this one are themed; some, like our famous “open-mic” sessions, create more fluid opportunities to share information and celebrate success. These sessions are open to all.

We would like to thank everyone who made this unique event possible.

Steve Manwaring (Director HVA) and

Teresa Flower (Locality Link Worker Hastings and St Leonards)

Overview of the Event



Hastings Community Network (HCN) is one of eight Locality Networks supporting community resilience across East Sussex. These networks share a common purpose.

To share information and resources, build relationships and collaboration, provide opportunities for mutual support and learning and strengthen community based services.

The July 2019 HCN brought together 80 representatives from across the community, voluntary, independent and public sectors to explore together the very important issue of Ageing Well in Hastings and St Leonards moving away from traditional assumptions of what that means and creating shared vision for the future. 45 different organisations and groups attended (listed in appendix 1) with many others expressing an interest but not able to be there on the day.



As with all recent HCN events this one was oversubscribed, with 100 + participants wishing to attend. A waiting list was put in place to ensure as many people as possible were accommodated on the day. Many of the paid workers and volunteers attending Hastings and St Leonards Locality Networking events are also local residents, adding value to the connections made and the quality and relevance of the information gathered.

Networking

Networking is central to all Locality Network Events and the format of this HCN ensured that dialogue, information sharing and building new connections was embedded throughout the whole event. At the beginning and end of the day and throughout the hosted conversations and morning refreshment break. Evaluation forms (44 completed on the day) confirmed this is a favourite and valued part of the events and identified that they had made a minimum of 255 new contacts between them.



“Networking is fabulous I made contact with so many interesting and interested people”

“A valuable experience linking people from different sectors, being able to share their knowledge and different views and working together to promote ageing well!”

“Bouncing ideas with very interesting people, opening doors to possible new projects and ideas for sharing”

Setting the scene - presentations, film and conversation

Steve Manwaring (in his role as HCN Executive Member), Teresa Flower (ESCC Locality Link Worker for Hastings and St Leonards) and Ann Lowndes (Hastings Seniors Forum) briefly set the scene.



Then, in the spirit of the day, participants were asked to spend a few minutes in conversation with their neighbour around the theme of: **When does old age begin?**



This was followed by a short film produced by the Centre for Ageing Well and available on this YouTube link <https://www.youtube.com/watch?v=dZ-2Tk-R80g>

Short presentations then shared information about some exciting local opportunities.

- **Steve Hare (CEO Age UK East Sussex) and Steve Manwaring (Director HVA)** who spoke about the potential development of The Bank Buildings Space in Hastings. Keep an eye on Hastings Community News for further updates.



Peter Thorpe (Deputy Director HVA) then explained about HVA's Age Friendly project which is funded by the Centre for Ageing Better and has three strands

- The first is to help organisations make sure that their volunteering opportunities are age friendly and inclusive
- The second is to create an Age Friendly club for those returning to volunteering after a break such as a period of bereavement, illness etc. and for those needing support to overcome barriers into volunteering.
- The third strand is to recruit a team of volunteer champions who can motivate others by sharing their own volunteering stories with family, friends and groups and /or offering support to members of the Age Friendly club



For more information about The Centre for Ageing Better visit their website <https://www.ageing-better.org.uk/>

Conversations

This section of the morning was loosely based around the theory of 'Open Space' underpinned by one law (The Law of Two feet) which states:

"If, during the course of the gathering, any person finds themselves in a situation where they are neither learning nor contributing, they must use their feet and go to some more productive place."



Key to a successful Open Space event is the question which was for this event:

"What does it mean to age well in Hastings and St Leonards?"

The conversations for the morning were identified in advance to save time on the day and a range of interactive activities were planned to encourage participation.

Hosts (facilitators) were briefed in advance and two hosts identified for each conversation. Practitioners from HVA, Age UK East Sussex and Adult Social Care worked together to co-host the conversations and HVA volunteers were involved in providing refreshments and welcoming participants.

This approach added value to the event with participants, and hosts, recognising the mutual respect and trust this showcased and the positive impact this would have for all, moving forward.

"It has been great working alongside representatives from the voluntary and community sector at this event, and as part of the planning group for the Bank Buildings Project"

(Integrated Locality Team Manager - East Sussex County Council)

All participants had a list of the conversations that were being hosted and where to find them. They were encouraged to move around with no pressure to stay with a conversation for the full 30 minute time slots. This format proved to be very successful with feedback including:

"The open space conversations are effective and easy to engage in"

"Fantastic - so many interesting and informative conversations"

The biggest challenge was the noise level which, due to the animated conversations that were taking place and the high number of people involved, at times made it difficult to hear.

The following conversations were hosted with more detail of what was shared later in this report.

1. **This space - visioning.** Hosted by Steve Hare (Age UK East Sussex) and Steve Manwaring (HVA)
2. **What will ensure this space develops and grows?** Hosted by Su Barnicoat -Hill (HVA) and Kate Burman (Age UK East Sussex)
3. **An 'Ageing Well Network' - what great things are happening already?** Hosted by Jen Wells, Martin Williams and Charlotte Dicks (East Sussex County Council ASC)
4. **'Age Friendly Volunteering' – what does this look like?** Hosted by Peter Thorpe and Debby Anderson (HVA)
5. **Every picture tells a story - what do these say to you about ageing?** Hosted by Kim Kelly (HVA) and Ruairi McCourt (Age UK East Sussex)
6. **What do we mean by ageing well? - make it personal.** Hosted by Anita Cordell (East Sussex County Council ASC), Charles Sheldon (Age UK East Sussex) and Samantha Cullen (East Sussex County Council ASC)
7. **The road of life - what this means for ageing well?** Hosted by Rachael Toner (East Sussex County Council Locality Link Worker Team) Denny Connolly (East Sussex County Council ASC) and Pat Weaver (HVA)
8. **Three clouds – looking to the future –** Hosted by Teresa Flower (East Sussex County Council Locality Link Worker Team) and Jo Markham (East Sussex County Council ASC)

Feedback, next steps, closing remarks and evaluation

To bring the event to a close participants were invited to hear feedback from the conversation hosts, planned next steps (recorded in full later in this report) and to complete evaluation forms (44 completed on the day) which will inform future events and have also contributed to this report.



The event closed with a presentation from Steve Manwaring (Director HVA) about Heroes of Hastings – the Peoples Picture. To find out more about this follow this link

www.thepeoplespicture.com/HVA

All present were encouraged to share information about projects and activities using  www.escis.org.uk

Slides from the morning can be seen on the HCN pages of the HVA website:

<https://hastingsvoluntaryaction.org.uk/news/outcomes-ageing-well-networking-event-july-2019>

| Next Steps | |
|---|---|
|  |  |
| <ul style="list-style-type: none"> • HCN 'Bite Size' meeting on July 29th (for those that couldn't make it today) • Ageing Well in Hastings and St Leonards HCN Report produced • Report shared widely and used to inform future planning • Bank Building Planning Group • Next HCN planning commence – making the links between past and future 'Hot topics' | |

The Conversations

The eight conversations that were hosted throughout the morning generated a wealth of information that will be invaluable, not only to the development of the Bank Buildings Space and related initiatives, but to any local service that wishes to gain a fuller understanding of what people need and want to age well in Hastings and St Leonards.

This section of the report gives a brief overview of what the conversations highlighted. Where indicated further information is recorded in Appendix 2 and a photo pack of the information gathered from all conversations is included on the HCN pages of the HVA website: <https://hastingsvoluntaryaction.org.uk/news/outcomes-ageing-well-networking-event-july-2019>

Host input highlights some key themes from the conversations but, in the spirit of the event, we are leaving it for you to draw your own conclusions from what you experienced on the day, or what you read in this report and the accompanying linked information.

1. This space - visioning. (More information included in Appendix 2)

Through conversation participants were asked to consider the following questions and then record their thoughts on post its

- What should it look like?
- What should it feel like?
- What difference could this place make?



Host feedback:

There was brilliant feedback from participants around the look, feel and design of the space and its potential for the future.

2. What will ensure this space develops and grows? (More information is recorded in Appendix 2)

Using the visual tool of tree of life participants were asked to identify:

- What would draw someone into the Pop In (roots)
- What would encourage people to return (trunk)
- How should the Pop In reach out to new people (branches)



Host feedback

People were very engaged in the questions and had lots of ideas which at the end of the session could be grouped quite easily into key themes which are included in Appendix 2.

It was clear that people really wanted the space to function in a flexible way and that they were enthused at the idea of being able to run their own sessions from the venue.

The vibe was definitely that this is a great opportunity and that we should really make the best of the space. They were keen to be actively involved in that process.



3. An 'Ageing Well Network' - what great things are happening already?

Using a large map of Hastings and St Leonards participants were asked to mark where they knew there are currently activities, groups or support that older people can access across the locality. This information will be used to support the development of an 'Ageing Well Network' ensuring that any new project development in the Bank Buildings builds on and values the initiatives already active across Hastings and St Leonards. This will take into account the need for a range of sustainable, accessible, and diverse, opportunities across the locality.



Post it notes also suggested:

“Need more toilets and park benches to encourage people into town”

“Isabel Blackman neds to be reopened”

Host feedback:

- A nice lot of activities going on in the centre of Hastings, but there were distinct gaps (in knowledge or actual activities) going on in the suburbs.
- The map does not reflect how hilly Hastings is. This would more strongly affect older people’s ability to access these services than in a place like Bexhill.
- We thought there was a lot going on, which is very positive. Do the most vulnerable know about them?
- Transport links, particularly bus routes should be key in discussions to enable people to access these services. Isolation can be quite localised due to frailty and the difference between catching a bus 1 minute-walk away and 5 minutes-walk away can make all the difference.

4. ‘Age Friendly Volunteering’ – what does this look like?

This conversation focused on **“What makes volunteer opportunities Age Friendly and Inclusive?”** All feedback will be used to inform the development of HVA’s Age Friendly project introduced at the start of the event.

Host feedback:

- Feedback was that volunteer opportunities need to be ‘bite size’ as it is assumed that older people have a lot of time on their hands which is not necessarily true as many have caring responsibilities for grandchildren etc. It was also seen as an assumption that this age group are happy to just ‘muck in’ and do anything whereas the reality is that they prefer to commit to a specific task for a specific time period.

- Older volunteers' feedback that they appreciate good volunteer management and need to feel that their volunteer opportunity, even if only for an hour a week, is structured and well supported. They find it hard to find volunteering opportunities, particularly online. Not because of lack of IT skills but due to visibility of opportunities. This was tested in the workshop by Googling volunteer opportunities in Hastings. The result was surprisingly disappointing!
- Participants said to bear in mind that not all older volunteers want to help in a charity shop! There was a plea for more interesting roles to be promoted.

Flip chart comments included:

- Flexible expectations
- Volunteer management
- Inclusive
- Finding out about opportunities
- Caring responsibilities (sandwich generation)
- Mutual expectations
- Interesting opportunities



As part of this conversation participants were also asked to comment on which Logo/Project name they preferred



Volunteering by the Sea received 5 ticks and a comment that 'age friendly' is a nice term



Sea V had one comment 'Seaview?'



V50 Café Club received 4 ticks and the comment 'no number!'

**5. Every picture tells a story - what do these say to you about ageing?
(More information is recorded in Appendix 2)**

When we look at a photo we interpret and make judgements about what we see based on our own experience, background and 'taken for granted' assumptions. In this activity participants looked at, and discussed, a wide variety of photos and recorded on post it notes what they felt they said about ageing today. Along with all other information gathered in the day this will help inform thinking about how the Bank Building Space and the HVA Age Friendly Project promote their opportunities and ensure that what's offered meets the needs and wants of the diverse and changing community in Hastings and St Leonards.



Host feedback

There were lots of interesting comments with some questioning the choice of the images wondering if it may have betrayed unwitting bias in the person who chose them? It was suggested that it may have been better for people to choose from a wide range of selected images and select what best chimed with them as being an accurate representation of aging instead of pre-chosen images

Many people reflected on the choice of very fit and healthy looking older people in the pictures- it was felt by some that older age was anything but healthy and that the pictures presented a skewed or idealised picture of how people hoped to age-rather than how they will actually age. There were however many comments that challenged stereotypes of ageing:

“Age is just a number”

“Life is not over you can start again”

“Fun can still be had in old age”.

Some people reflected that there could be more diversity in the images of older people.



“Sex and relationships are important as you grow older”

“There are not many images of older people in work- we’ll all have to work longer whether we like it or not!”

through the Bank Buildings and the partnership approaches that will be needed moving forward.

Host feedback

Participants came up with a huge range of life events which people may experience. Seeing them all in one place did seem overwhelming. There were some really interesting and thoughtful suggestions for what might support us or help us manage through these events. There was a wide variety of ideas, but the most frequently suggested were having better information/ training at an earlier age in money management, planning and general financial info. There were also several suggestions of practical and emotional support through the working years, including counselling, flexible working and affordable wraparound childcare. In retirement age and older, it was felt that better support and guidance around planning for later life, including choosing care options, end of life planning and funeral costs etc. would be helpful.

8. Three Clouds – looking to the future (More information is recorded in Appendix 2)

As part of the events evaluation process three large clouds were placed in the entrance hall with these questions on display:

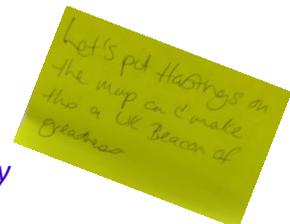
1. Is there anything else you want to say/be heard, be considered
2. Who should be part of this conversation that isn't here today?
3. How do you want to be involved moving forward?

Host Feedback

This conversation basically hosted itself with just a little encouragement to contribute along the way. Some key themes from the clouds are captured here but this and all evaluation information will be used to help shape next steps in relation to the Bank buildings Space and future HCN events.

On cloud 1: Comments covered a wide range of issues which included:

- How the space should look and feel *“The building and interior need to have a wow factor one of comfort, welcoming, friendly and safe”* alongside pleas for activities to be well promoted
- Comment on the HCN event itself and how everyone was working together *“As a community network event how wonderful that there were members of the local HVA community volunteers here helping”*



- Thoughts around how this space (and the HCN) could become something very special for Hastings and Leonards *“Let’s put Hastings on the map and make this a beacon of greatness”*.

On cloud 2: Many people highlighted the need for community involvement in the development of any local services, something that is central to the development of the Bank Buildings Project and the Age Friendly Volunteering initiative highlighted at the event. There was also mention of local Councillors and MPS attendance and range of other services who would add value to future discussions.

On cloud 3: A number of services highlighted their wish to offer their support and stay in contact with developments.

A few general comments were made as follows:

- *Working in partnership for mutual benefit (joint funding applications) two people ticked this*
- *Working in partnership before decisions are made - true partnership*
- *Any help with rural Health and Wellbeing Hubs 😊*
- *Networking /promotion*



Next Steps

As the end of the event there some key next steps were identified. These included:

- Immediately after the event an HCN 'Bite Size' meeting will be held (July 29th 2019) for those that couldn't make it on the day.
- An 'Ageing Well in Hastings and St Leonards' HCN Report will be produced and shared widely through strategic planning groups, with frontline practitioners and the wider community with the aim of informing future planning and practice development. This report will summarise and make links to information share at the event as well as summarise the conversations hosted on the day.
- The 'Ageing Well in Hastings and St Leonards HCN report, slides and photo pack of all conversation information gathered, will be freely available on the HVA website <https://hastingsvoluntaryaction.org.uk/hcn>
- The Bank Building Planning Group will use feedback from the conversations and evaluation activities on the day to support their planning process
- The next HCN event will have an environmental theme making the links between past and future 'Hot topics'. It will build on the joint working and good will across sectors generated over recent events. It will be held on 18th October 2019 and booking is open on <https://hastingsvoluntaryaction.org.uk/events>
- Hot topics for future HCNs, shared on evaluation forms, are listed as Appendix 4
- Reports from previous HCN events can be found via this link <https://hastingsvoluntaryaction.org.uk/hcn>

Post event conversations and evaluation forms have highlighted the need to specify some additional next steps

- A list of hot topics (ideas for future HCN events) identified on evaluation forms from this July 2019 HCN are included as Appendix 4. How these ideas and themes can be explored moving forward is being considered.
- Significant thought, and planning, is being put into how best to engage with the wider community to ensure that any development of the Bank Buildings is fit for purpose and has community support and ownership.
- Initial update on the progress of the Bank Buildings Project will be in the September edition of the Hastings Community News.

Appendices

Appendix 1: Organisations/services who attended on the day.

43 organisations or groups attended this July HCN Locality Network event, many sending more than one participant because of the range of activities and roles they undertake. Others expressed an interest but were unable to attend on the day.

| Organisation/Service | Organisation/Service |
|----------------------------------|--|
| Active Hastings | Library Service (ESCC) |
| Adult Social Care (ESCC) | NatWest |
| Age UK East Sussex | Marlborough House Day Service |
| Arts on Prescription | New Style Events |
| Beaconsfield Road PPG | Oasis |
| Breakeven | Parish of St Leonards |
| British Red Cross | Patient Participation Group |
| Care for the Carers | Public Health (ESCC) |
| Education Futures Trust | RVA |
| ESRA | Seniors Forum |
| Fellowship of Saint Nicholas | SHTE |
| Gaby Hardwicke | Southern Water |
| Greensleeves | Support with Confidence |
| Hastings Community Network (HCN) | Sussex Community Development Association |
| Hastings Jobcentre | Sussex Partnership NHS Trust |
| Hastings Museum & Art Gallery | St Michaels Hospice |
| Hastings Voluntary Action | The Posh Club |
| Heart of Hastings CLT Limited | The Rainbow Kitchen Magic |
| Heringtons | Thyme to Transform |
| Home Instead Senior Care | The Centre for Ageing Better |
| Hope G | Youth Employability Service |
| HOTRA | |

Appendix 2: Conversations – more detailed information

More information from four conversations is included below. Photos of all conversations is include in a photo pack on the HCN pages of the HVA website:

<https://hastingsvoluntaryaction.org.uk/news/outcomes-ageing-well-networking-event-july-2019>

Conversation 1: This space - visioning.

Full responses to all four questions are recorded below.

| | |
|--|---|
| <p>WHAT DIFFERENCE COULD THIS PLACE MAKE?</p> | <ul style="list-style-type: none"> • Frequently used daily community space providing wide and varied activities/services for local people to mix and enjoy. • A known place for community activities/ energy to instigate change in both Hastings & St Leonards. While providing a safe, inclusive place for people to gather, stimulate ideas and activities. • Provide an area for all older people to feel part of the community. Bring people together to prevent loneliness. • Provide a central hub of activity for older people – a one stop shop. Could have a huge impact on mental wellbeing, reduce social isolation. • Please consider Dementia and Carers. • It must be a long term financially sustainable vision with a local older people’s charity!! • A holistic and supportive and empowering HUB for older people and community in the Heart of Hastings. • A place for intergeneration community. Combine knowledge, experience and interests of young and old. Share local knowledge. Unite/bridge/events. • Could provide a focus for community response to needs of older people. • Access from Middle Street to the Pop In for disabled people – so they do not have far to walk. • Befriending. Networks. New Hobbies. • Place they feel included non-judgemental. Friendly Non-Ageist! • A central point to collaborate with existing providers. • Huge difference due to Central location. Distraction from closure of services. • Open to All – A safe place for people to come to talk/socialise and make the most of the space. |
| <p>WHAT SHOULD IT FEEL LIKE?</p> | <ul style="list-style-type: none"> • Welcoming: colourful, clean. • Changeable – Arty – creative activities could feel the decorations. • Plants to bring air & relaxation – de-stress. Also Herbs – healthy and delicious. • Welcoming. Consistent. Dependable. Social • Plush, Colonial. “Palm Court” period decoration. • Smart and not like a place to go for help. • Somewhere attractive that you would Choose to go to, not just need to go. Cosy. Respectful. Friendly. Welcoming. |

| | |
|---------------------------------|--|
| | <ul style="list-style-type: none"> • “Our Place”. Inclusive/Welcoming/Friendly. Activities led/driven by the community. • A Place to socialise. • Accessible to all regardless of financial situation. • Generations coming together. • Non-Selective. For the people who may not see themselves as “older” or “lonely” but would benefit from the opportunity. • Dementia-Friendly. • Less like a community centre, more like a coffee shop. Flexible. Friendly. • Shared Philosophy and Culture at Centre irrespective of organisation of group people work or volunteer for. • Proactive, inclusive, empowering, supportive, respectful. • A place for everyone. Fully accessible. • ENABLING & EMPOWERING – Supports people to be as Independent as possible e.g. facilities for people to make their own drinks. Empowers through information. • Home from Home. People using services feel ownership. • Open to all. Not limited by circumstance/financial status. • LGBTQ –Friendly Inclusive • “Normal” self-defined client group. • Spontaneous access – No forms to fill in. • Music . Colourful. Lively and Quiet space. |
| <p>WHAT SHOULD HAPPEN HERE?</p> | <ul style="list-style-type: none"> • INFORMATION & SIGNPOSTING: Helping people to be aware of all the services and support available and how to access. • Supported by trained and knowledgeable Volunteers. • Activities/Events for all ages – Specific ones like a Kids Club & Inclusive like. Music/ Cinema/ Fairs/Films/Music etc. • Needs to be an organization to manage the space so that its sustainability is ensured. • Oral History Group. If there is not one already (to add to Museum Collections and contribute to Exhibitions). Similarly Film Making & Photography Collections. • Place for different cultures to meet. • Culture/Food day. Irish gathering (loads in Hastings). History of Hastings – Where did you live? • Yoga Evening. Spiritual Evening. • Book Clubs. Kitchen could be Industrial to cook for Afternoon Tea’s, Parties and Sunday Roasts. • Gateway into any help, support that may be needed i.e. Counselling, Therapy etc. • Leaflets Stand for Museums info etc. • Yummy Food, Brilliant Cakes, Excellent Coffee – A place people want to hang out. • Regain Lost Services - Sustainability Forum and Environmental. Base for Beach Cleaners. • Showcase of Groups – Working with specific issues e.g. Parkinson’s. • Support Sessions for variety of groups eg. Carers/Volunteers/LGBT. • Hastings is an incredible town with so much going on throughout the years. Get involved with these Events/Groups! Get the Community |

| | |
|---|--|
| | <p>together! (E.g. we just need Pirate Day!)</p> <ul style="list-style-type: none"> • Using Technology – Info on Digital Safety. I.T. Sessions. • Downstairs: Café: Use Local Shops/Green Groups & Food Schemes. Often Simple/Healthy food Cooking Together/Learn New Skills/Share Cooking Together – Share in Cooking Sessions – Why not bring together Young and “Old” around Food. EAT TOGETHER. • GROUPS: Programme of different activities for Older People and Carers. Provided by Different Community Organisations. Some as Courses, some as Drop-In. • Sign-Posting. Care Navigation. Social Care Advice. • Tackle Taboo Subjects Safely. Sex, Relationships, Dating • Early Evening Space for Older People is important. They are isolated in Hastings. |
| <p>WHAT SHOULD IT LOOK LIKE?</p> | <ul style="list-style-type: none"> • Informal, Home like • Modern, clean but non-clinical. • Welcoming. Clean, tidy • Plush, Luxury • Public living room (Camerados) • Light airy • Changing personalized Info/Images rather than official noticeboard. • Weddings, Parties , Downstairs Ceremonies • Reading Area, I.T. Suite? • Flexible space that can be cleared to allow space for a wide range of activities to take place • Back of the room comfortable area, Leather seats, Tables and Books • (This can double as Disco) • Afternoon Tea at front half or Area for Banquets/Parties • Colourful, Welcoming, Smell of Coffee • Make sure seating is High enough so people with poor mobility can access chair safely – No low sofas. • Downstairs should be more modern – similar to Upstairs. • Airy, bright, versatile. • Simple but safe stackable furniture to maximise usage for various activities. • Colourful! • Needs Zoning Designated Areas: Book Group, Draughts, Backgammon • LOCAL ART: Opportunity for changing Art Exhibitions, Bring Community into space. Maybe borrow Museum stuff too. • Normal Inclusion but not like a Community Centre. More like a community Pub e.g. Village Pub in Berwick – which has Shop, book Exchange, Pub. ‘Normal’ Space: • Not a beneficiary philanthropist relationship, but a welcome space • Window, Palms ,Piano, Tables, Afternoon Tea |

Conversation 2: What will ensure this space develops and grows

The questions used in this conversation were:

- What would draw someone into the Pop In (roots)
- What would encourage people to return (trunk)
- How should the Pop In reach out to new people (branches)

Some key themes were highlighted that cut across all three questions and this is summarised below.

| | |
|---|--|
| <p>How the space looks and feels</p> | <ul style="list-style-type: none"> • Area to sit without reason comfy seating and natural lighting • Cheerful music, live musicians - • Rent space out • Visible front street bright signage better decoration • OPEN THE DOOR (the door was mentioned a lot) • Caretaker • Friendly volunteers • Roof terrace with high tea • Tidy up |
| <p>Welcome, accessibility, engagement and promotion</p> | <ul style="list-style-type: none"> • Make it easy to google and easy to find • Good marketing and partnership working, promotion • Local free newsletters /independent press • Better entrance and good signposting • Easy to use website - on line presence • Social media • Have a volunteer bring people for the first time • Inclusive and accessible • Accessible transport, bus people in with mobility issues who otherwise couldn't get in • User led, start up cash, real community engagement • Consider sponsorship to fund events way of engaging local community • Supermarket token drop • Asking public what they want |
| <p>Family friendly/intergenerational approaches</p> | <ul style="list-style-type: none"> • Hastings and St Leonard's mural get people to drop in and add to the mural – kids, adults, grandparents • Students paint mural • All the family welcome –grandparents • Asking children in school about grandparents • School performance at hub – bring parents and |

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| | <p>grandparents</p> <ul style="list-style-type: none"> • Engage with Youth Council and PPG's |
| <p>Activities people would like to see happening</p> | <ul style="list-style-type: none"> • Adult social care questionnaires asking people what they want? • Speed dating activities determined by participants • Fun events • Affordable food, regular coffee mornings to draw people in • Referrals • Promotions • Art workshops • Book clubs, drama workshops • Different pop up events • Books on prescription, Free reminiscence materials, Free wellbeing resources from the library • Taster days and open days develop one stop shop • Health and nutrition events • IT training • Carers groups and dementia support • Intergenerational physical activity • Film yoga concerts and theatre • Tea dances • Men's groups • Legal support, benefits and planning for older life (Heringtons) |
| <p>Working together</p> | <ul style="list-style-type: none"> • Follow up networking showcasing successes from this meeting • Partnership with various community groups and encourage to use building • Partnership working e.g. health hubs • One organisation to take responsibility for managing the space and ensuring it sustainability • Integrate with SP • Using local networks • Collaboration and honesty |

Conversation 5: Every picture tells a story – what do these say to you about ageing?

Below are the comments that people shared about the wide range of photos that were displayed (in no particular order).

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| Keeping Active | Looking after our mental and physical health | Acceptance | Meditation Soul Spirit | Keeping up activity |
| Still making a contribution to society – The local multiples (Finance) assuming pays for membership. | Joining in and understanding the ever-changing society/community we live in! | Style | This concerns me greatly. I would be asking loads of questions. Where's the support? Has support been offered and rejected – WHY? | It's never too late to start something new. |
| Dressing Up! You can still do it – preferably with a lot more confidence than when in my 20's. | Not that diverse in terms of race? | Your thought pattern not your age holds you back. | More time to do the activities I enjoy. Socialising and Keeping active. | Not all older LGBTQ are visible/out. |
| All the pictures are of very fit/well people. | I feel these pictures are of how we hope to age (mostly) perhaps not how we actually will! | The impact of trauma like War, PTSD, Substance misuse, Dementia abuse as you get older with fewer resources. | None appears to show any older people still in work. The reality is that we will have to work until an older age – whether we want to or not – this should be shown too – hopefully in a positive way! | Positive images – mostly – behind them is money, social status, mobility, health – they underpin our ability to do all these activities. |
| 90 years is the new 70 years – I hope so! | Age is only a number. | Age is a state of mind. | Happiness. | Age is having fun. |
| Finding new love, fun in later life. | Photos show exercise is good for keeping in shape. | Sometimes you feel you're up to your neck in it! | Keeping healthy. | Fun can still be had in old age! |
| Never too old! | Just do it. | Still can find love. | There's no set thing. | Confidence. |
| Creativity and good food makes for health in body and mind. | Time to try new activities/learn new skills. | Age does not stop you from doing things. | Memories and past experiences are important and retaining identity. | Keeping fit and active to help movement and mobility. |
| Older people want/need to be | Love the strength in the hands – too | Love and friendship keeps | Age does not mean you can't | Mix up ages – each age and stage has |

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| among younger people. | often images show a detached and wrinkly hand. | you young. | do things. | something to offer. |
| Cooling – sharing, chatting, learning, be creative, use good products from gardening – keeps you young. Mix ages! Memories story telling in the kitchen. | Older people don't always see themselves as healthy. | Still in some people's memories and part of their life history – to remember – pass on – learn | You can always start again – new hobbies, activities, adventures. | Relationships are important. Companionship not being isolated/lonely. |
| Things change – time to move on! | Enjoying active lifestyle. | Feeling close to nature is good for inner peace mental health. | Dog walkers – talk to each other. Solo walkers tend not to. | Walking my dog – got to go out 2 times a day look after her/companionship. Meet people and chat on the sea front – socialise. |
| Willingness to take on new challenges. | Keeping the brain working! Training Sharing Keeping in touch. | Friendship/love comes in so many forms. | Companionship and avoiding loneliness. | Never too old to keep up or learn new things. |
| Enjoying activity. | Gardening is good for you. | When migrant workers stop coming, they'll turn to the old to get them out of it! | Keeping up activity. | Enjoying every bit of life. |
| Enjoying life. | Keep in tune with your body. Be at peace with the world around and with oneself. Physical & mental = 1. | Relationships are important. | We have choices about how our bodies' age. | Making new friends. |
| Keeping active. | Meditation, soul, spirit. | Looking after our mental and physical health. | Acceptance. | No-one asks what it was like until it's too late! |
| Society's shame. | Importance of memories. | How to grow old without fear of discrimination when you are reliant and vulnerable as a same sex couple. | Heritage. | Acceptance |

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| Enjoying the outdoors. | Good friends. | Appreciate beauty all around you. | Money helps. | Enjoying my own company. |
| The importance of family. | Light, space, more to life than physical. | Enjoying nature. | His iPad is his lifeline to the world and family. | Friendships are very important. |
| Keeping active improves lifestyle. | Big changes, adjustment. | Life is made up of magical Moments. | Memories and experience are important. | Let's not be obsessed with the wartime stuff! |
| Importance of family. | Sharing stories, sharing life events. | Focus – relationships. | Swimming – apparently it can extend life by up to 10 years. Feel healthy and able. | |

Conversation 7: The road of life or life happens!

The following ideas were shared about what services, support and activities would be relevant as we grow older taking into account the things that have impacted on us throughout our lives.

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| <p>Money, finances and legal issues – preparing for the future</p> | <ul style="list-style-type: none"> • Planning for the future - will – lasting powers of attorney • Introduce what you can do with your pension much earlier in life, fun opportunities rather than leaving it to the last minute • Money management skills - prepare for retirement. Saving, investing live within or below your means • Financial education • Life insurance • Learn more/teach more about money and pensions • Resources especially legal advice • Start to prepare where will I be living, building up a community leaving family home which I may not be able to afford or manage • Menopause • Clare life plan – no moving gal posts re retirement age • Talking openly and planning for dying • Planning for funerals ££ • End of life care planning - Atul Gawande's key questions what's most important to you in our life? How, ideally, would you lie to die? • Support with appropriate decisions • Dementia • Pension credit eligibility |
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| | <ul style="list-style-type: none"> • Benefits for people caring for grandchildren |
| What we need in life | <ul style="list-style-type: none"> • Access to emotional support • Services that are needs led – focussing on whole person • Being given choice in care not just seen as a problem • Consistency of care and person centred • Good transport • Literacy - health literacy – both providers and recipients/users mathematical • Being ICT literate • A sense of purpose after retirement in empty nest • Connections – being able to chat to others somewhere to go to meet people • Being given good health advice - not just sold things • Space, places and activities to bring people together • Being able to draw on and share life experiences and expertise – feel valued, connected and relevant • Better understanding of dying so people are less fearful - ends of life as an opportunity for meaning • Timely access to hospice and palliative care support if needed • Afterlife? Discussions, thoughts, fears and conflicting ideas • Being able to still have a pet even if not able to walk/care for them • Linking existing provision to being self-care led(recovery, resilience, empowerment) rather than told what is good for you. • Bridging gaps/new relationships, interests and lovers. |
| Family Friendly/ Intergenerational | <ul style="list-style-type: none"> • More better and wider variety of options of affordable childcare • Intergenerational connection like the four year olds at the care home play in and reading in older people type initiatives • Flexible work options • Support for working parents (emotional and care) working grand parents |

Conversation 8: Three clouds – looking to the future

Cloud 1: Anything else you want to say/be heard/be considered?

- Tables outside, gingham table cloths – coffee, music feel like we are on holiday
- indoor and outdoor activities for the centre
- How can this space help to combat environmental challenges and become a beacon of solutions?
- ↑ I love this - the network as a beacon for solutions
- As a community network event how wonderful that there were members of the local HVA community volunteers here helping
- I think this is just brilliant that there were so many members of HVA here today - all pulling together and working in unity to put on this very useful event
- The building and interior need to have a wow factor one of comfort, welcoming, friendly and safe. Decoration and design need to reflect a flexible need to change
- PLEASE PROMOTE what goes on here I used to come here to the 'blind centre' as a teenager for a disco every Monday night!
- Therapy services
- Let's put Hastings on the map and make this a beacon of greatness
- HCN (or somebody) should look to becoming an organisation that actively looks to promote community cohesion i.e. full time
- Environmental issues -drop off – i.e. batteries - this will get people in in

Cloud 2: Who should be part of this conversation and isn't here today?

- Widows and widowers association
- People who never go out
- STEPs, HARC and BHT
- Few older people!
- Borough and County Councillors
- Elderly people with the skill set
- Community Transport
- Hearing Resource Centre
- Clients
- Actual participants
- Different sections of the community who may benefit from this space including homeless and vulnerable people
- People from the local community
- MP's and local councillors
- NE Hastings Big Local

Cloud 3: How do you want to be involved moving forward?

A few general comments were made as follows:

- Working in partnership for mutual benefit (joint funding applications) two people ticked this
- Working in partnership before decisions are made - true partnership
- Any help with rural Health and Wellbeing Hubs 😊
- Networking /promotion

Comments linked to organisations or individuals are as follows:

- St Michael's Hospice - keen to run some of our wellbeing programme sessions and drop in education sessions here.
- Although I am moving on I would still love to be involved - Angela Scott
- Development of physical activity opportunities in Bank Buildings - Active Hastings Eugene or Cath)
- Heringtons - Tracey May
- Association of Carers – working in partnership to support unpaid carers, those they care for and make volunteers aware of our opportunities
- Sharing info with older people /promotion
- Posh Club – steering group/consultations – Beannie.
- Make people aware of BREAKEVEN - who support anyone affected by problem gambling
- Partnership steering group Arts on prescription.org. Art, integrational reminiscence.
- Bridge gap between Sussex partnership Trust NHS (Recovery College and Make your Mark). To bring creative, wellbeing and information programmes BACK to Hastings including potential funding for oral history (TBC)
- Help to be linked in many events - New Style Events
- YES Youth employability Service. 16 – 18 year olds. Being involved with elderly projects and work experience. Contact Sam Cadey.
- Link with FSN

A number of people also identified they would be keen to offer support on their evaluation forms.

Appendix 3: Hot Topics

These ideas for future hot topics were recorded on the 44 evaluation forms that were completed on the day.

- The environment
- I was going to say 'environment' and Teresa has just said this is happening.
- Transport to activities
- How to make organisations more sustainable – financially and ecologically
- Dying well in Hastings and St Leonards (in partnership with St Michaels Hospice) could plan for May 2020 'Dying Matters week' focus on talking more openly as a society about dying.
- Regeneration
- Cooperative working – how do organisations work towards their values alongside like-minded groups rather than 'empire building' and competing for resources e.g. funding and volunteers.
- Explore local action to overcome central government cuts
- Possible collaboration between young and old – share knowledge, interests and experiences.
- Sustainability for supporting older people
- Diversity and inclusion. So many public meetings and events have little or no diversity in them. We need to encourage different people - also how do we engage non-traditional leaders.
- Help with funding
- Sharing volunteer resources between organisations and one place to find all volunteering opportunities
- Dementia, Staying fit and healthy, Wellbeing and Mental health impact in the town
- Plight of people losing places like IBC/WVS and those who lack money to decide their future.
- Encouraging men into services
- Gambling in the community
- Public event
- Funding for the elderly and update on the venue
- How to bring different ages and groups together and work together sharing experiences and energy
- The future for young people in Hastings (16 -25!)
- Mental health, looked after children and care leavers,
- Working with refugees
- Funding for services and what is going to happen to Central Hall.
- Potential for engaging non-verbal communication - Follow on developments from today's topics - With more presentations by volunteer champions – Environment – make do and mend generation already exists

Appendix 4: Contact Details of Presenters and Organisers (in order of agenda)

| Name | Organisation and Role | Contact |
|-----------------|--|---|
| Steve Manwaring | Director Hastings Voluntary Action (HVA) and Member of HCN Executive | Email: steve@hastingsvoluntaryaction.org.uk |
| Teresa Flower | Locality Link Worker (Hastings and St Leonards) East Sussex County Council | Email: teresa.flower@eastsussex.gov.uk |
| Anne Lowdes | Hastings and St Leonards Seniors Forum | Please contact via Debby at HVA. |
| Steve Hare | CEO Age UK East Sussex | Email: steve.hare@ageukeastsussex.org.uk |
| Peter Thorpe | Deputy Director Hastings Voluntary Action | Email: peter@hastingsvoluntaryaction.org.uk |
| Debby Anderson | Age Friendly Volunteer Project Worker Hastings Voluntary Action | Email: debby@hastingsvoluntaryaction.org.uk |
| Pam Brown | Hastings and St Leonards Seniors Forum | Please contact via Debby at HVA. |
| Ruairi McCourt | Services Director Age UK East Sussex | Email: ruairi.mccourt@ageukeastsussex.org.uk |