Toolkit pages

Page 1

**Introduction**

Welcome to the BIOPICCC toolkit pages!

The *BIOPICCC Toolkit* provides a series of resources to help you develop plans to make health and social care services for older people more resilient to the effects of extreme weather.

Feedback on the toolkit includes these comments

*BIOPICCC…makes you think about how these things impact on you and your service* (Social Care Provider)

*‘Communities found it really useful to identify risks and share what services they wanted’* (Enviornmental Services Worker)

*We welcome feedback on how you have used the toolkit, or how it could be made more suitable for your needs (please email Dr Jonathan Wistow:* [*jonathan.wistow@durham.ac.uk*](mailto:jonathan.wistow@durham.ac.uk)*).*

**Who is the BIOPICCC Toolkit for?**

We have designed this toolkit for a range of groups concerned about this issue:

* those working in local government (at parish, district, unitary or county levels)
* other organisations providing health and social care services;
* emergency planning forums;
* voluntary organisations, community groups;
* and older people and their carers.

**How does the BIOPICCC Toolkit work?**

The BIOPICCC Toolkit is meant as a guide, not a fixed approach. We expect that you will choose parts of the toolkit useful for you and your locality, and adjust them to suit your local circumstances.

You will probably want to begin by deciding your aims, in discussion with local partners. For suggestions about how to do this, go to our page on ‘deciding aims’.

Page 2

## Deciding Aims

## *‘The toolkit helped us set out our core aims…’* (User from Environmental Services)

Before you begin to plan for extreme weather events that may affect health and social care for older people, you will need to decide on the focus and aims of your work.

It may be useful to ‘benchmark’ your area in comparison with other parts of the country, to identify any ‘special’ features of your area, which may need particular attention. See [Appendix 1a](http://www.dur.ac.uk/resources/geography/BIOPICCC/Toolkit/biopiccc_toolkit_appendix_1a.pdf) for examples of information to do this.

Possible questions to consider may include:

#### Are you especially interested in making local health and social care services for older people more resilient to extreme weather events at present and to future climate change?

If so, the BIOPICCC Toolkit is likely to be of particular interest.

If not, what is the focus of resilience planning in your locality? You may wish to think about adapting the materials here to make them more suitable for your purpose, or, alternatively, Other tools and resources may provide guidance that might be more relevant.

#### What do you hope to gain from using this toolkit and who will you target with the information and ideas you will produce?

Can you see how the resources in the BIOPICCC Toolkit would help to provide the information and recommendations that will be important for policy or for possible actions? Do you need to plan the timing of the steps to fit with schedules and deadlines for planning, funding or other specific events?

#### Is there a particular issue relating to the resilience of health and social care systems for older people that seems important for your area?

If so, what is this issue? Some examples from the BIOPICCC study include:

- experiences of particular extreme weather events;

- the impact on extreme weather planning of changes in the organization and funding of health and social care services;

- how to prioritise actions and make sure you provide help to those most likely to need it;

- how to get local partners working together better to prepare for Extreme Weather Events.

The BIOPICCC Toolkit has been designed to support local organisations to explore issues such as these.

## Identifying Key Partners

Before you begin, it may be helpful to review whether you have made contact with all the relevant partners in order to plan effectively. See the toolkit pages to help you decide who you should be working with.

#### Do you want to work at the local authority and/or neighbourhood level?

To make health and social care services for older people more resilient to climate change, action is needed at all levels to suit local conditions. In some cases you may want to plan work at both the local authority and neighbourhood levels.

Planning at the local authority level helps agencies responsible for services across a whole district. See the toolkit page on Local Authority Planning.

Planning at the neighbourhood level helps to ensure services are delivered on the ground, where people living in neighbourhoods are working with service agencies to look after older people’s health and wellbeing. See the Toolkit page on neighbourhood planning.

Page 3

## Identifying Key Partners

Comments from users of this toolkit:

*‘Really good starting point to get me thinking about who I should contact; did I know who to contact in each place?’* (Climate Change participant)

*‘Certainly enabled us to bring more people into the picture’* (Public Health participant)

You may need to make contact with a number of relevant partners in order to plan effectively. When we consider the whole system of services and infrastructure supporting older people’s care at the local level, the list of relevant partners may be quite long.

The list is not limited to agencies directly responsible for providing services.

### Planning at the local authority level

If you are working at the local authority level see the local authority partners ‘organogram’.The organogram is a guide and general template for you to adapt to your area.. The organogram you develop may look a little different depending on how local services are organized. Questions to consider when reviewing this organogram include:

* Which stakeholders should be included in view of your aims?
* Are there other stakeholders, not on the organogram, that you need to include?
* How can you contact these stakeholders (e.g. are there individuals most likely to be able to help) and what would be a good way to bring them together for joint resilience planning (e.g. can this be done using existing committees or forums)?

### Planning at the neighbourhood level

If you are working at the neighbourhood level see the ‘neighbourhood organograms’. Once again the organogram is intended to act as a guide and template for local practitioners to adapt to their areas. The organogram may look very different for your area. This may depend, for example, on whether you are working in an urban or a rural neighbourhood; what social and ethnic groups are represented in your neighbourhood; and what kinds of neighbourhood-level organisations are working on the ground. Questions to consider when reviewing this organogram include:

* Which stakeholders need to be included in view of your aims?
* Are there other stakeholders, not on the organogram, that you need to include?
* How is it best to contact these stakeholders and is it possible to bring them together for joint resilience planning?
* What might you need to do to make sure that all stakeholders have a chance to be involved?

Page 4

## Local Authority Planning

No single stakeholder is likely to have a complete grasp of all the relevant information for resilience planning. It therefore makes sense to share information. See ‘sharing information’ for an example of the kinds of information you may be able to bring together and an agenda for one or more meetings that can help you to pool your knowledge.

This resource also illustrates how you might use a local map of the area to bring information together and share knowledge about the neighbourhoods where extreme weather events can be most problematic and are most likely to threaten continuity of services.

### Practical considerations

* You should consider whether the agenda and possible information sources in the ‘ sharing information’ guide are focused on topics that fit your priorities. If not, you may need to adjust this approach to suit your work better. It is good to agree who will gather all the information together and how best to share it after the meeting.
* If you identify local neighbourhoods where extreme weather and climate change could be a priority, can you develop a plan to start working with them? (See the resources under ‘[Neighbourhood Planning](http://www.dur.ac.uk/geography/research/researchprojects/biopiccc/toolkit/neighbourhood_planning/)’ for possible ways forward).
* How will this information be used after the meeting to help build neighbourhood resilience? (See the resources under ‘[Case Studies](http://www.dur.ac.uk/geography/research/researchprojects/biopiccc/toolkit/case_studies/)’ for case studies and examples).
* The Local mapping link shows an example of how you might use a local map of your area to help locate key points in the area such as buildings, roads, transport hubs, power or water plants which are especially important for keeping services running during periods of extreme weather.

Page 5

## Neighbourhood Planning

People living and working in local neighbourhoods have a lot of important knowledge to share and can help to build resilience to extreme weather events. Bringing people together to discuss these issues can help this process.

Every area is different and what works in one place may not work in another. This is why local knowledge is essential to build resilient communities.

However, local communities cannot be expected to do everything on their own, and knowledge and support from other partners in the wider area is often essential as well (see ‘[Local Authority Planning](http://www.dur.ac.uk/geography/research/researchprojects/biopiccc/toolkit/local_authority_planning/)’).

### Putting older people and ‘frontline’ service providers at the centre

You may decide to conduct a ‘survey’ of local residents’ views and knowledge about how to make sure older people’s health and social care is provided during extreme weather events. It may also be helpful to collect views from the people who deliver local services on the ground in your neighbourhood.

* See the resources under ‘[Identifying Key Partners](http://www.dur.ac.uk/geography/research/researchprojects/biopiccc/toolkit/identify_key_partners/)’ for who to ask.
* See [Appendix 4a](http://www.dur.ac.uk/resources/geography/BIOPICCC/Toolkit/biopiccc_toolkit_appendix_4a.pdf) for suggestions on how to collect views from older people and carers in the neighbourhood which includes examples of potentially useful questions to ask.
* See [Appendix 4b](http://www.dur.ac.uk/resources/geography/BIOPICCC/Toolkit/biopiccc_toolkit_appendix_4b.pdf) for suggestions on how to collect views from ‘frontline’ service providers in the neighbourhood which includes examples of potentially useful questions to ask.

### Practical considerations

* You will need to consider who could collect this information and whether they might need equipment or other resources.
* You will need to consider health and safety issues when working with older people who may be frail and to make sure that everyone involved is safe and comfortable when you are collecting this information.
* Some information might be confidential; it is important not to pass on any personal information about individuals.

Organisations such as [Age UK](http://www.ageuk.org.uk/) and [NCVO](http://www.ncvo-vol.org.uk/) may be able to advise on these issues for local groups wanting to work with older people and their carers to improve neighbourhood resilience.

You should consider whether the suggestions in Appendices [4a](http://www.dur.ac.uk/resources/geography/BIOPICCC/Toolkit/biopiccc_toolkit_appendix_4a.pdf) and [4b](http://www.dur.ac.uk/resources/geography/BIOPICCC/Toolkit/biopiccc_toolkit_appendix_4b.pdf), about information to collect, help you to address your priorities. If not, you may need to adjust them to suit your work better.

It is good to agree who will gather all the information together and how best to share it.

How will this information be used after the meeting to help build neighbourhood resilience? (See the resources under ‘[Case Studies](http://www.dur.ac.uk/geography/research/researchprojects/biopiccc/toolkit/case_studies/)’ for examples).