

# Old Moat: Age-friendly Action Plan Overview

Version: May 2013

## Develop Hough End as a 'Connecting Park'

- 1 Improve key crossing points to Hough End Fields at the junctions with Mauldeth Road, Whitchurch road and Metrolink, including: longer crossing times and higher pedestrian priority.
- 2 Create multi-functional edge to Hough end fields as a connecting park linking Fallowfield Loop and Metrolink, and potentially the Arrowfield Estate
- 3 Improve park facilities e.g. aerobic gym, bowling green, improved benches, planting and growing areas.
- 5 Establish a resident-led partnership to promote involvement, ownership and management of spaces.
- 6 Create intergenerational partnership to explore use of Hough end fields.
- 45 Investigate connecting park on Hough End with improved pedestrian access across Princess Road to transport nodes, including benches, lighting, long crossing times and better road treatments.
- 56 Improve urban design to increase area value. This should include better public space and street design, as well as improved access to facilities and improved physical indicators of identity.
- 106 Formation of groups around specific issues and on a more local basis than 'Old Moat', for example around a new urban identity masterplan.
- 107 Ensure older people are included as full partners in community-decisions which affects their interests

## Improve access to Withington Metrolink station

- 45 Investigate connecting park on Hough End with improved pedestrian access across Princess Road to transport nodes, including benches, lighting, long crossing times and better road treatments.
- 46 Address the steep incline on the proposed Princess Road route to the Metrolink to facilitate use by older people on western portion of estate.

- 10 Establish primary and secondary routes linking Withington district centre and the centre of the estate and key assets such as the Minehead and Sure-Start centre and the Circles.
- 30 Improve pedestrian link to the Minehead Centre - Formalise ginnel to Goldthorpe Avenue
- 31 Link through to Ablemarle allotments and to other facilities where possible.
- 43 Consider additional services related to access of Minehead centre for local residents
- 61 Form partnership between Southway Housing Trust, health care organisations, social services and older people.
- 62 Develop programmes aimed at promoting health and well-being and empowering older people to take on new roles within the community.
- 63 Explore the potential for using older person specific annexes to migrate less mobile older people closer to older person-specific services whilst meeting their desire to stay in the area.

- 68 Develop strategy for improving accessibility for wheelchairs and clearing pavements of obstructions.
  - 69 Use community hub to provide and promote assistive technologies
  - 79 Create base (at Minehead/SureStart Centre?) for PCSOs to increase community awareness and host regular surgeries. Provide a focal point for residents to talk to Southways and the police about problems they are having.
  - 89 Establish residents panel/working group
  - 90 Clarify current plans for the Minehead Centre.
  - 91 Intensify support and provision in the area and increase accessibility through wider urban environment improvements and improved public transport links.
  - 114 Create satellite libraries at key community spaces such as the Minehead/Surestart Centre with small selection for books aimed at older people.
- Develop potential of a 'Naturally Occurring Retirement Community' (NORC) in part of Old Moat using different resources (e.g. Minehead Centre, Le Bas House) to strengthen support to vulnerable groups within and beyond the NORC area.

## Improve legibility of 'circles' through new community gateways

- 11 Relate signage, planting and the use of colour to route hierarchy as a navigational tool.
- 12 Introduce public spaces/ gateways at key nodes on primary routes.
- 13 Introduce landmarks at 'gateways' of circles visible from main routes to help navigation.
- 14 Locate outdoor seating at nodes and landmarks and consider covered spaces / as part of new public spaces.
- 105 Ensure older people are included as full partners in community-decisions which affects their interests.

- 20 Improve the physical environment of key routes e.g Old Moat Lane to Yew Tree Road which forms the main link to Copson Street.

- 15 (Consider private green space as) location for age specific housing
- 49 Higher density developments (Redevelopment of existing sites owned by Southway)
- 50 Groups of houses into multi-storey flats
- 51 Small enclaves of existing houses with the addition of older person- specific annexes
- 52 Co-housing, Homeshare schemes
- 92 Promote informal social networks, and support the development of community groups.

Investigate options for diversifying housing stock and increasing provision of specialist housing within the area.

## Develop Old Moat SureStart Centre as a local hub

- 10 Establish primary and secondary routes linking Withington district centre and the centre of the estate and key assets such as the Minehead and Sure-Start centre and the Circles.
- 32 Make SureStart centre visible as an asset for older people
- 69 Use community hub to provide and promote assistive technologies
- 79 Create base (at Minehead/SureStart Centre?) for PCSOs to increase community awareness and host regular surgeries. Provide a focal point for residents to talk to Southways and the police about problems they are having.
- 86 Provide a community space in the remotest part of the estate. This would have to be developed as part of a wider community- led development to identified services which are needed and resolve potential disputes regarding use.
- 87 This community space could include; community garden, local shop/cafe, information point, neighbourhood office, informal meeting space, tool hire, help with assistive technology and mobility equipment.
- 88 Locate services in the SureStart Centre as part of a wider community hub/Community Minded project.

- 10 Establish primary and secondary routes linking Withington district centre and the centre of the estate and key assets such as the Minehead and SureStart centre and the Circles.
- 11 Relate signage, planting and the use of colour to route hierarchy as a navigational tool.
- 12 Locate outdoor seating at nodes and landmarks and consider covered spaces / as part of new public spaces.
- 13 Develop community gardening initiative with 'raised beds' in a number of locations around Withington
- 20 Improve the physical environment of key routes e.g Old Moat Lane to Yew Tree Road which forms the main link to Copson Street.
- 23 Increase/ensure availability of public seating on the edge of open spaces and transport stops and routes leading to and from shopping areas.
- 67 Explore with local authority and other organisations scope for improving pavements in key areas of Old Moat e.g. routes in and around central shopping area (Copson St and Wilmslow Rd).
- 68 Develop strategy for improving accessibility for wheelchairs and clearing pavements of obstructions.
- 71 Work with reference group comprising older residents, shopkeepers, local authority, representatives from the universities and other organisations.
- 72 Improve bus stop outside Co-op on Copson Street
- 73 Develop Age-friendly charter for shopkeepers, building on 'Take a Seat' campaign. Encourage shop-keepers to provide seating in shops and or W/C provision.
- 78 Look at developing Copson Street / Yew tree road area as an local centre for older people

Improve environment at gateway to Old Moat near Copson Street

## Promote the increased use of Old Moat Park

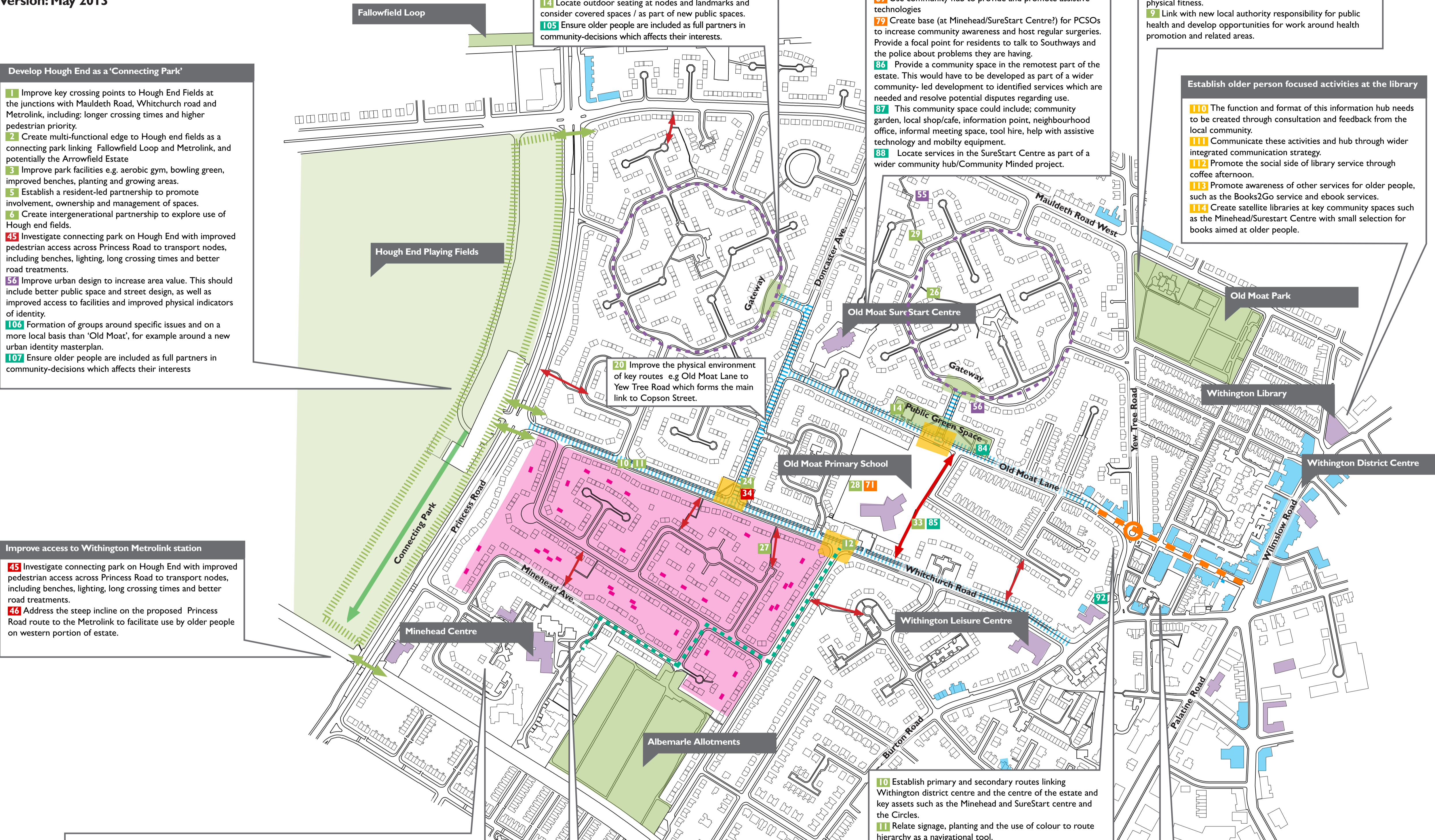
- 3 Improve park facilities e.g. aerobic gym, bowling green, improved benches, planting and growing areas.
- 4 Host more events at Old Moat Park to encourage wider participation in spaces which are already accessible.
- 5 Establish a resident-led partnership to promote involvement, ownership and management of spaces.
- 8 Encourage access through 'strollers' group to encourage physical fitness.
- 9 Link with new local authority responsibility for public health and develop opportunities for work around health promotion and related areas.

## Establish older person focused activities at the library

- 110 The function and format of this information hub needs to be created through consultation and feedback from the local community.
- 111 Communicate these activities and hub through wider integrated communication strategy.
- 112 Promote the social side of library service through coffee afternoon.
- 113 Promote awareness of other services for older people, such as the Books2Go service and ebook services.
- 114 Create satellite libraries at key community spaces such as the Minehead/Surestart Centre with small selection for books aimed at older people.

- 66 Discuss with Age Concern ways of developing additional uses for charity shops in Copson St.
- 67 Explore with local authority and other organisations scope for improving pavements in key areas of Old Moat e.g. routes in and around central shopping area (Copson St and Wilmslow Rd).
- 68 Develop strategy for improving accessibility for wheelchairs and clearing pavements of obstructions.
- 69 Use community hub to provide and promote assistive technologies
- 70 Consider developing local business and service provider partnership to campaign for improvement to the district centre.
- 71 Work with reference group comprising older residents, shopkeepers, local authority, representatives from the universities and other organisations.
- 72 Improve bus stop outside Co-op on Copson Street
- 73 Develop Age-friendly charter for shopkeepers, building on 'Take a Seat' campaign. Encourage shop-keepers to provide seating in shops and or W/C provision.

Develop Copson St as an exemplar of an age-friendly shopping centre



## Action Plan Key

### Ginnel Improvements

- Ginnels connecting services with public routes should be formalised
- Explore new material specification, including replacing hedges with fencing or green barriers which don't ingress into the path.
- Widen ginnels (2m+ to allow mobility scooter access) and explore opportunities to straighten ginnels
- Install new lighting at regular intervals.

### Increase housing density

- Investigate options for diversifying housing stock
- Build new single storey annexes in gardens behind existing properties.
- Example: Create small community around existing flats on the end of terrace blocks, with shared space. Enables service focus and informal network amongst residents.
- Explore potential for new tenancy models eg. co-housing, intergenerational mix, sheltered property scheme.

### Improve Copson Street

- Develop Copson St as an exemplar of an age-friendly shopping centre
- Improve street condition, including benches, bus stop, pavement conditions, planting, drainage and signage.
- Create pedestrian priority (parking restrictions, road closure on certain days/times)
- Improve crossing to Old Moat Lane [see example proposal]

### New public spaces

- New communal hubs at key junctions
- Developed through resident-led process, so the space is 'owned' by the community.
- Include programmed spaces (eg. garden, orchards, exercise equipment, raised beds)
- Include benches, information boards and signage.

### Hough End Connecting Park

- Develop strip of playing fields (Approx 10m wide) as a connecting walkway and usable public green space.
- Work with residents of all ages to develop facilities eg. a bowling green, community vegetable patch, promenade.
- Design to age friendly standards, with regular benches.
- Install aided crossings at Mauldeth Road. Explore options for improving other crossing points (phasing of lights, installation of additional aided crossings)

### Improve access to Metrolink

- Mitigate the problems cause by level changes to access the Metrolink tram station through Hough End Fields
- Integrate within connecting park strategy. Enable better links for cyclists from the Fallowfield Loop
- Explore relationship between access and the new Leisure Centre.

### Links to the Minehead Centre

- Increase signage along key routes to direct people to the Minehead Centre and other resources.
- Prioritise pavement improvements along this route.
- Implement parking strategy to reduce cars on pavement and allow easier access for bus services.

### Improve key pedestrian routes

- Employ parking restrictions along key pedestrian routes.
- Place benches and signage at regular (250m) intervals.
- Prioritise pavement improvements along route, including improvements to legibility through feature pavement.
- Link to new public spaces at key access nodes.

### Improve 'circle' legibility

- Create focus around 'gateways' developed with residents.
- Gateways to be located where the current 'lay-by' is situated, and could include distinctive planting, benches and space for mobile facilities (Southway van, mobile shop, ice cream van).
- Employ coloured planting and signage around the circle to improve legibility and navigation.

## Outdoor Space and Buildings

### Improve access to public green space

- 1 Improve key crossing points to Hough End Fields at the junctions with Mauldeth Road, Whitchurch road and Metrolink, including: longer crossing times and higher pedestrian priority.
- 2 Create multi-functional edge to Hough End Fields as a connecting park linking Fallowfield Loop and Metrolink, and potentially the Arrowfield Estate.
- 3 Improve park facilities e.g. aerobic gym, bowling green, improved benches, planting and growing areas.

### Improve community involvement and social participation in outdoor leisure

- 4 Host more events at Old Moat Park to encourage wider participation in spaces which are already accessible.
- 5 Establish a resident-led partnership to promote involvement, ownership and management of spaces.
- 6 Create intergenerational partnership to explore use of Hough End Fields.
- 7 Work with local partners to secure funding for small scale local projects.
- 8 Encourage access through 'strollers' group to encourage physical fitness.
- 9 Link with new local authority responsibility for public health and develop opportunities for work around health promotion and related issues.

### Address legibility of the estate through improved street design (hierarchy of routes, improved visibility of nodes and key routes) and improved public spaces including seating, covered waiting areas and community activity spaces. Consider inclusive design and dementia design when developing the urban environment.

- 10 Establish primary and secondary routes linking Withington district centre and the centre of the estate and key assets such as the Minehead and SureStart centre and the Circles.
- 11 Relate signage, planting and the use of colour to route hierarchy as a navigational tool.
- 12 Introduce public spaces/ gateways at key nodes on primary routes.
- 13 Introduce landmarks at 'gateways' of circles visible from main routes to help navigation.
- 14 Locate outdoor seating at nodes and landmarks and consider covered spaces / as part of new public spaces.

### Consider use of Southway-owned private green space as a resource for the development of an age-friendly community:

- 15 Location for age-specific housing
- 16 Use pilot garden project as a tool to improve community participation in the maintenance and sharing of currently private green space
- 17 Use community association focused around gardening as a tool to build a community partnership.
- 18 Develop community gardening initiative with 'raised beds' in a number of locations around Withington.
- 19 Draw on experience of the CALL-ME research project in Moss Side and other Manchester areas which highlighted value of community gardening initiatives for enhancing well-being and socialisation amongst older people.

### Ensure key assets are accessible by pedestrians and cars

- 20 Improve the physical environment of key routes e.g Old Moat Lane to Yew Tree Road which forms the main link to Copson Street.
- 21 Produce parking strategy for key route improvements associated with identity strategy, public space nodes and transport routes.
- 22 Explore parking restrictions on key routes (as marked on plan).
- 23 Promote public campaign within neighbourhood to reduce street parking.
- 24 Increase/ensure availability of public seating on the edge of open spaces and transport stops and routes leading to and from shopping areas.
- 25 Work with MCC waste collection to produce strategy and highlight problems with current bin storage/collection.

### Maintain pavements and ensure crossings are suitable for older people

- 26 Ginnels serving obsolete public green space should be considered for closure in consultation with local residents.
- 27 Ginnels connecting services with public routes should be formalised
- 28 Work with schools and youth groups to highlight the problems anti-social behaviour can cause older people.
- 29 Work with police to improve safety of the ginnels through improved lighting, materials and patrols.
- 30 Improve pedestrian link to the Minehead Centre - e.g Formalise ginnel to Golbourne Avenue.
- 31 Link through to Ablemarle allotments and to other facilities where possible.
- 32 Make SureStart centre visible as an asset for older people
- 33 Link Old Moat School and Borchardt surgery and Community Hub together to simplify access to key services and routes

## Transportation

### Build on the strong reputation and penetration of existing bus services around Old Moat.

- 34 Associate urban design improvements with 179 route eg. seating and covered areas and public spaces and pavement improvements
- 35 Share findings with Stagecoach
- 36 Extend availability of 179 service to evenings and week-ends.
- 37 Increase awareness among bus drivers of needs of people with physical and cognitive disabilities.
- 38 Training bus drivers on issues relating to needs of people with physical and cognitive disabilities should be considered.

### Recognise social dimension to bus services assisting people in maintaining social networks

- 39 Share findings with GMATL, who run the ring and ride service; ask them to investigate how they can improve their service based on our evidence.
- 40 Work with Age Concern to promote proper use of the ring and ride service.
- 41 Use the bus as a way of promoting local messages through the 'Stagecoach grapevine'
- 42 Improve communication about ring and ride, and investigate how the service can be improved.
- 43 Consider additional services related to access of Minehead centre for local residents.

### Consider accessibility from within the estate to maximise benefit from Metrolink for Older residents

- 44 Share findings with Metrolink.
- 45 Investigate connecting park on Hough End with improved pedestrian access across.
- 46 Princess Road to transport nodes, including benches, lighting, long crossing times and better road treatments.
- 47 Address the steep incline on the proposed Princess Road route to the Metrolink to facilitate use by older people on western portion of estate. Access to Burton Road station may be the most used for the least mobile residents.
- 48 Create better links between the 179 bus and the station entrance.

## Housing

### Investigate options for diversifying housing stock and increasing provision of specialist housing within the area. This might include:

- 49 Higher density developments (redevelopment of existing sites owned by Southway).
- 50 Groups of houses into multi-storey flats
- 51 Small enclaves of existing houses with the addition of older person-specific annexes
- 52 Development of new sites/typologies such as Hough End Fields edge.
- 53 Co-housing or Homeshare schemes.
- 54 Enable people to stay in their own homes through material and technological improvements and improved informal support networks.
- 55 Southway to address bungalows in 'land locked' sites.

### Build on attachment to home as the basis for achieving goal of lifetime homes and age-friendly neighbourhood.

- 56 Improve urban design to increase area value. This should include better public space and street design, as well as improved access to facilities and improved physical indicators of identity.
- 57 Maintain commitment to lifetime homes and adaptations laid out in Southway Housing Older People's Strategy.
- 58 Identity improvements should consider the value of social housing as a brand in relation to private housing market.
- 59 Consider removing signage associated with social housing eg. construction notices.
- 60 Include a consultative process to decide identification strategy eg. remain as 'Old Moat?' "West Withington?")

### Community involvement in any physical improvement actions should be a prerequisite.

- 61 The value of physical improvements should be calculated to include wellbeing indicators.

### Develop potential of a 'Naturally Occurring Retirement Community' (NORC) in part of Old Moat using different resources (e.g. Minehead Centre, Le Bas House) to strengthen support to vulnerable groups within and beyond the NORC area.

- 62 Form partnership between Southway Housing Trust, health care organisations, social services and older people.
- 63 Develop programmes aimed at promoting health and well-being and empowering older people to take on new roles within the community.
- 64 Explore the potential for using older person specific annexes to migrate less mobile older people closer to older person-specific services whilst meeting their desire to stay in the area.

### Establish further links with existing schemes assisting residents to stay in their homes e.g Anchor Staying Put scheme and Care & Repair

- 65 Explore outside funding avenues to produce offer for local owner occupiers to help them make their homes safer/warmer.

## Respect and Social Inclusion

### Explore ways to encourage an improved range of shops in the district centre which serve the needs of older people

- 66 Discuss with Age Concern ways of developing additional uses for charity shops in Copson Street.
- 67 Explore with local authority and other organisations scope for improving pavements in key areas of Old Moat e.g. routes around central shopping area (Copson St and Wilmslow Rd).
- 68 Develop strategy for improving accessibility for wheelchairs and clearing pavements of obstructions.
- 69 Use community hub to provide and promote assistive technologies.

### Develop Copson St as an exemplar of an age-friendly shopping centre

- 70 Consider developing local business and service provider partnership to campaign for improvement to the district centre.
- 71 Work with reference group comprising older residents, shopkeepers, local authority, representatives from the universities and other organisations.
- 72 Improve bus stop outside Co-op on Copson Street
- 73 Develop Age-friendly charter for shopkeepers, building on 'Take a Seat' campaign. Encourage shop-keepers to provide seating in shops and or V.V.C provision.

### Develop more intergenerational activities and spaces drawing upon initiatives

- 74 Build on work of Withington Civic Society to involve estate agents, landlord and universities in intergenerational communication programme.
- 75 Work with Valuing Older People to provide intergenerational training for resident to help projects get off the ground.
- 76 Involve younger people – e.g create/promote social space specifically for younger people

### Provide localised age-specific services

- 77 Locate additional age specific services within the Old Moat estate eg. Community spaces, shops, neighbourhood office located to the West of the estate.
- 78 Look at developing Copson Street / Yew tree road area as a local centre for older people.

### Establish community-police partnership

- 79 Create base for PCSOs to increase community awareness and host regular surgeries. Provide a focal point for residents to talk to Southways and the police about problems they are having.
- 80 Work with PCSOs to tackle anti-social behaviour.
- 81 Improve or act upon ejection procedures for problematic families.
- 82 Enable residents to influence police routes/daily rounds.

## Social Participation

### Work with community groups to include older people's issues as part of their wider programme.

- 83 Old Moat Primary school is on the main pedestrian route to Withington.
- 84 The public space of the school and adjacent to the school could be better utilised for older people on their way to the district centre or waiting for the bus.
- 85 Link Whitchurch Road to Old Moat Lane through the school grounds (linking the 2 major assets in the centre of the estate).

### Provide a community space in the remotest part of the estate.

- 86 This would have to be developed as part of a wider community- led development to identified services which are needed and resolve potential disputes regarding use.
- 87 This community space could include; community garden, local shop/cafe, information point, neighbourhood office, informal meeting space, tool hire, help with assistive technology and mobility equipment.
- 88 Locate services in the SureStart Centre as part of a wider community hub/Community Minded project.

### Ensure participation in Minehead Centre facilities is available for all older people, and that it has an active relationship with the wider community

- 89 Establish residents panel/working group.
- 90 Clarify current plans for the Minehead Centre.
- 91 Intensify support and provision in the area and increase accessibility through wider urban environment improvements and improved public transport links.

### Support and draw upon informal social networks as key process for creating an age-friendly neighbourhood. Community action to strengthen informal social networks and to support older residents as advisors and contributors to neighbourhood development.

- 92 Promote lifelong learning in Old Moat through Adult Learning Centre and University of the Third Age and skill sharing (both between older people and intergenerational).
- 93 Promote informal social networks, and support the development of community groups.
- 94 Promote the creation of a diverse residents association/community champions.
- 95 Provide financial support for the neighbourhood activities of local groups
- 96 Build upon links formed through the Age Friendly Old Moat project.
- 97 Establish a film club eg. the 'Front Row' scheme in North Manchester.- Investigate potential local partners (Old Moat Primary School?)

### Promote better communication between groups:

- 98 Host a 'market-style' event for groups to meet each other.
- 99 Phone befriending service linking vulnerable residents.
- 100 Partnership with Withington Assist.
- 101 Withington Assist is at full capacity. Promote ways to attract more volunteers and users to the service.

### Ensure accessibility to transport links

- 102 Transport to surrounding district centres provides local residents with service and entertainment choices.
- 103 Explore improvements to district centre.
- 104 Coordinate with Withington District Action plan.

### Commission a Transformative Community Development programme, building on the latest methodologies and experiences of local initiatives. Formation of groups around specific issues and on a more local basis than 'Old Moat', for example around a new urban identity masterplan.

- 105 Ensure older people are included as full partners in community-decisions which affects their interests.

## Communication and Information

### Create integrated communication plan across agencies.

- 106 This should be disseminated through traditional formats (noticeboards, leaflets, newsletters etc.) as well as one-to-one communications (community phone trees, talking with engagement workers).
- 107 Provide IT assistance for residents whilst considering the large number of older people who do not have or want to use a computer.
- 108 Work with faith groups to improve awareness of their community role throughout community.
- 109 Include materials as part of local information hubs or a wider newsletter circulation.

### Establish older person focused activities at the library.

- 110 The function and format of this information hub needs to be created through consultation and feedback from the local community.
- 111 Communicate these activities and hub through wider integrated communication strategy.
- 112 Promote the social side of library service through coffee afternoons.
- 113 Promote awareness of other services for older people, such as the Books2Go service and ebook services.
- 114 Create satellite libraries at key community spaces such as the Minehead/ SureStart Centre with small selection for books aimed at older people.

### Extend existing Southway communication channels within the community

- 115 Utilise Southway emergency telephone contact to vulnerable adults as a community building tool.
- 116 Base neighbourhood officers on the remote part of the Old Moat estate. This community space could include: community garden, local shop/cafe, information point, neighbourhood office, informal meeting space, tool hire, help with assistive technology and mobility equipment.

## Old Moat: Age-friendly Action Plan summary