

londonage

Age UK London Magazine Summer 2018



An Inclusive Capital City

Celebrating the Diversity
of Older Londoners

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Paul Goulden
CEO
Age UK London



Welcome to the Summer 2018 issue of London Age! In this edition, we're celebrating all that our incredibly diverse capital has to offer by learning from a series of experts across a range of perspectives.

Following the recent news that London is set to become a WHO Age-friendly city, we hear from Deputy Mayor Matthew Ryder QC, who explains the next steps.

We then discuss the ways in which our Age Allies programme aims to combat ageism, before hearing about Opening Doors London's new Pride in Care standard.

Next we learn about the unique challenges faced by older women before celebrating the contributions that the Windrush Generation have made to London.

We finish by asking how Age UK London can work with other organisations to make London as accessible as possible before we place our volunteer Andrew Corbett in the hotseat.

I hope you find this diversity-themed edition to be an enjoyable and informative read.

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Top news

Age Friendly London

June saw Deputy Mayor for Social Integration, Social Mobility and Community Engagement, Matthew Ryder, QC, reveal that London has signed up to the World Health Organisation's Global Network of Age-friendly Cities and Communities.

Speaking at Age UK London's "Tackling Loneliness Amongst Older Londoners" Conference, Matthew outlined the Mayor of London Sadiq Khan's aim for London to be recognised globally as an age-friendly city.

Matthew Ryder, QC, Deputy Mayor for Social Integration, Social Mobility and Community Engagement, said:

"We're very excited to be joining the WHO Global Network of Age-friendly Cities and Communities. The Mayor's vision is for London to be a place where people of all ages can thrive. Older Londoners make an extremely valuable contribution to city life - as professionals, volunteers and carers. We want to encourage all Londoners to participate actively in community activities and to treat everyone with respect, regardless of their age. We look forward to working with other age-friendly cities and communities in the UK and across the world."

Find out more on the Age UK London website: www.ageuk.org.uk/london

Tackling Loneliness

Age UK London hosted a "Tackling Loneliness Amongst Older Londoners" Conference, as part of "The Way Ahead", a project to strengthen London's age sector, funded by the City Bridge Trust.

The conference was arranged to highlight the detrimental effects that loneliness has on our health and wellbeing, as well as offering an opportunity for a number of expert speakers to promote projects that have helped to alleviate loneliness and social isolation amongst older people in London.

See more on the Age UK London blog: www.ageuklondonblog.org.uk

ODL's Summer Party

Opening Doors London's Fundraising Extravaganza was a huge success and ODL would love to say thank you to everyone who attended. The fundraising total on the night was over £7,500!

There was a BBQ, cocktails, raffle and high octane live auction. The top selling prize was an LGBT tour for up to six people with Baroness Liz Barker around the Houses of Parliament, followed by a cup of tea in the HoP cafe.

Find out more on ODL's Twitter page: www.twitter.com/openingdoorsldn

Making London one of the World's Most Age-Friendly Cities

Our recent "Tackling Loneliness" Conference saw the Deputy Mayor for Social Integration, Social Mobility, and Community Engagement, Matthew Ryder QC, announce that London has signed up to the WHO's Global Network of Age-friendly Cities and Communities. In this article, Matthew outlines the steps taken by the Mayor's Office to ensure that London is as age-friendly as possible.



Older Londoners make positive contributions to our city in so many ways. Many care for their grandchildren, allowing parents to work, whilst others volunteer for good causes. Increasingly, many are contributing their knowledge and experience to our economy by staying in the workplace. This is all cause for celebration, but I know there are aspects of life in the capital that are holding older Londoners back.

Early last year, we began work on the Mayor's Equality, Diversity and Inclusion Strategy. It sets out how we plan to create a more equal city, where people of all ages feel welcome and can fulfil their potential.

We wanted to know what barriers Londoners face to being treated equally and fairly so we carried out a consultation which was open to all and involved key partner organisations. One of these was Positive Ageing in London who we asked to hold an event inviting older Londoners and their organisations to share their concerns and ideas about what could be done to make London a fairer and more equal place for older people.

Our consultations with older Londoners told us that some of our transport system is not fully accessible, and there should be more public toilets and seating in public places to make it easier for older people to get out and about.

We also heard about the need for more suitable housing and opportunities for older people to continue to learn and train. We used all this feedback to help inform the Mayor's strategy for an inclusive London, which we launched in May.

The strategy will shape all areas of the Mayor's work and ensure that it responds to evidence of the barriers and challenges that older Londoners face. It also outlines our commitments to:

- Invest £200m to make more London underground stations step-free
- The Freedom Pass and over-60s Oyster Card holders being able to travel free on the Elizabeth Line (Crossrail)

- More seating in public places and more and accessible public toilets
- Invest £75m in supported accommodation and housing that meets the needs of specific groups, for example older people who identify as LGBT+
- Require all new build homes to be accessible and adaptable to meet the changing needs of people over their life course
- Support schemes that allow older social housing tenants to move to accommodation more suitable for their needs
- Work with the National Careers Service to promote lifelong learning, training and upskilling

To support the delivery of the strategy, we are now recruiting for our Equality, Diversity and Inclusion Advisory Group. Linked to this group will be an older people's stakeholder network which will bring together organisations representing older Londoners and those addressing the issues they face. This will help ensure the voices of older Londoners are heard within City Hall and influence the implementation of our Equality, Diversity and Inclusion Strategy. There are already a number of projects in and around London which exist to improve older Londoners' access to transport, housing and employment. Our approach to implementing the strategy will allow them to make suggestions about how the Mayor and partner organisations can work together to improve the lives of older Londoners.

Last year, we listened to calls for London to sign up to the World Health Organisation's Global Network of Age-friendly Cities and Communities. In June this year I was pleased to announce that we were joining the network at Age UK London's 'Tackling Loneliness Amongst Older Londoners' Conference. By signing up, we are demonstrating our commitment to improving the lives of older Londoners and to encouraging all Londoners to treat everyone with respect, regardless of their age. Still, there is always more than can be done to make our capital more inclusive which is why we are working in partnership with the Alzheimer's Society to make London the world's first Dementia Friendly capital city by 2022.

We look forward to learning from and sharing best practice with other cities and communities in the UK and across the world. This, in addition to the knowledge gained from engaging with stakeholders representing older Londoners, will allow us to make London one of the world's most age-friendly cities.

The strategy, an Easy Read version and a short readers' guide, are available on the Mayor's website.

Further information on the content of this article, as well as hard copies of the documents mentioned, can be requested from:

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The Age Allies Programme

Richard Norman, Age Allies Programme Coordinator, discusses our unconscious attitudes towards ageing and the ways in which Age UK London's Age Allies Programme aims to help businesses and organisations to become age friendly.



The effects of our attitudes to ageing and older people are slowly beginning to emerge from the shadows. It is a multi-faceted and complex issue with its roots firmly grounded in our personal and societal unconscious. The question is: how do we facilitate awareness of our unconscious attitudes?

“The more light we can bring to the issue of ageism, the harder it will be for it to live in the dark.”

The Age Allies Programme was set up by Age UK London in 2017 with the aim of improving attitudes and behaviour towards older Londoners. We have designed, and continue to develop, a workshop format that enables participants to identify their own attitudes to age and ageing. Using a series of interactive exercises, individuals in the group are given opportunities to see their unconscious biases and attitudes, challenge their own stereotypes of older people and recognize how this influences behaviour. This is all done gently, with encouragement and good humour. Our objective is to enable positive change.

We deliver workshops for businesses and organisations around London and hold “mixed group” workshops here at Tavis House. In parallel with the workshops we are campaigning and awareness raising through our networks and social media. The more light we can bring to the issue of ageism, the harder it will be for it to live in the dark.

If you're a London-based business looking to become more age friendly, or if you simply want to learn more about our Age Allies Programme, then head to the Age UK London website: www.ageuk.org.uk/london

HEAR and the Age Allies Network

Christine Goodall, Coordinator of HEAR Equality and Human Rights Network, reflects on how the Age Allies workshop can impact on the delivery of services to HEAR's members.



HEAR is a network of London civil society campaigners, groups and organisations working for equality and human rights. HEAR works closely with Age UK London, who have been active members of our Steering Group for many years.

A core purpose of the HEAR Network is to support specialist equality organisations working with different populations to work more closely together on issues that impact on many Londoners, and through this collaboration gain a deeper understanding of different equality issues beyond their own specialisms, and therefore work better intersectionally. HEAR's interpretation of intersectional working is the understanding that everyone has multiple facets to their identity, which impact on how they experience the world, and that services and support need to recognise this in order to be truly inclusive and responsive to need.

“Involvement in the Age Allies programme has enabled HEAR to work with Age UK London to bring an understanding of how ageism and unconscious bias towards older people can impact on inclusivity..”

HEAR has worked with Age UK London on several intersectional projects, including work with Faiths Forum for London on the experiences of older people of faith. However, involvement in the Age Allies programme has enabled HEAR to work with Age UK London to bring an understanding of how ageism and unconscious bias towards older people can impact on inclusivity and delivery of services to a very diverse group of HEAR's members for the first time.





The two workshops we have partnered on with Age UK London in April and May 2018 involved 21 people from 17 very diverse organisations. These included groups working in health, violence against women and girls services, support for women refugees, LGBTQI people, people living with dementia, a community theatre, a housing association, an employment service, a CVS, a mosque, and a public sector organisation working on scientific research. The workshops enabled all these diverse people to work together in a group to think about their own unconscious bias and attitudes towards older age, and consider how to take these reflections back into their work and to share with colleagues.

The two sessions were very different from each other (although working with broadly the same content), because the life experiences of the participants, and cultural and other contexts, were brought into the space.

As well as the direct impact on thinking about ageism and unconscious bias, HEAR members tell us that such opportunities are also extremely valuable in themselves. Our members tell us that often they are working only with others in the same field, or with the same specialisms or backgrounds as themselves, or amongst groups of a similar size or degree of influence. Working with Age UK London on the Age Allies programme has facilitated more opportunities where very diverse people and groups can work together, and this can only support the development of more inclusive organisations and understandings of intersectionality.

To find out more about the work of HEAR Equality and Human Rights Network please visit their website: www.hearequality.org.uk/

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Pride in Care with Opening Doors London

Alice Wallace, Director of Opening Doors London, reflects on the charity's recent Pride in Care conference and the launch of the Pride in Care national quality standard aimed at making services for older people more lesbian, gay, bi and trans+-friendly.



We know that ageing presents both opportunities and challenges, but within the older LGBT+ communities the outlook is often more complex and sometimes less positive.

Opening Doors London (ODL) is the largest charity working to provide support and services specifically to the older LGBT+ communities. Our experience is that many of our 1700+ members have particular concerns about their future care provision. They see services as almost exclusively heterosexual and have anxieties about experiencing homophobia, biphobia and transphobia when they are likely to be at their most vulnerable.

At our recent Pride in Care conference, I noted that many older people from LGBT+ communities – including many members of ODL – will have experienced being criminalized, being labelled as mentally ill, being rejected by their community or family, losing their jobs, losing their children in custody battles, being harassed or bullied, and sometimes being forced to be secretive to survive in the face of fear and discrimination. And yet they still show amazing resilience!

“Older people from LGBT+ communities still show amazing resilience!”





Research shows that LGBT+ people continue to experience poorer mental health and poorer experiences when accessing care and treatment compared to their heterosexual counterparts because of this legacy. Given that older LGBT+ people are less likely to have links with their birth families they are more likely to be reliant on formal care services. So it is even more important these services both understand the needs and experience of this client group – and are able to respond appropriately. We believe passionately that older LGBT+ people should not feel the need to ‘go back in the closet’ to protect themselves from anticipated abuse. They should be able to live their lives as openly and as fully as any older person, embracing their full life experience.

“We believe passionately that older LGBT+ people should not feel the need to ‘go back in the closet’ to protect themselves”

This need led to us launching our new Pride in Care national quality standard aimed at making services for older people more lesbian, gay, bi and trans+ friendly. Endorsed by Age UK Lambeth, Age UK Camden and supported by Skills for Care, the quality standard provides a combination of staff surveys, manager briefings, on-line and face-to-face training. It is a practical and straightforward tool for any organisation wanting to ensure that difference doesn’t determine discrimination.

Some people are unsure why this is an issue that they should be thinking about. In an age of the Equality Act and equal marriage – it is still surprising that older people from the LGBT+ communities are still facing the discrimination and prejudice that they are.

The Pride in Care quality standard is designed to support organisations think about customer service, safety and

security, policy and procedures, publicity and promotion, recruitment and training in relation to diversity and inclusion.

To arrange or find out more about in-house public training in 2018 please email training@openingdoorslondon.org.uk and one of the training team will make contact to talk through your particular learning needs, timeframe and costings.

Opening Doors London’s Pride in Care Conference Highlights:

- ODL Training and Consultancy Manager Jim Glennon shared findings from recent research of over 3,000 health and care professionals commissioned by Stonewall. The findings acknowledge that bullying and discrimination still exist, identified that the greatest problem health and social care professionals admitted was not feeling knowledgeable enough about the needs of their LGBT+ patients and service users and having inadequate LGBT+ awareness training.
- Dr Justin Varney, National Lead for Adult Health and Wellbeing, Public Health England, talked about the importance of valuing the diversity of all our communities, acknowledging that providing personalised care services requires us all to think differently about how services are provided and managed, and considering how we rise to the challenge ahead of building consensus at senior levels in organisations to ensure that staff better understand the particular needs and challenges of older people within the LGBT+ communities.
- Professor Martin Green, Chief Executive of Care England launched the Pride in Care Quality Standard at the conference and cautioned that, “Despite all the advances in attitudes over the last 20 years there are still many LGBT+ people who will suffer prejudice and discrimination.” He spoke of the valuable work being carried out in the care sector and concluded, “The ‘Pride in Care’ Quality Standards will help people benchmark what good quality care looks like and be able to challenge any poor practice they may encounter in health and social care provision.”

The Challenges Facing Older Women

Sam Smethers, Chief Executive of the Fawcett Society, outlines the unique challenges and disadvantages faced by older women and the importance of an intersectional approach to tackling discrimination.



Older women face particular challenges and disadvantages because of the combined impact of their age and gender. For black, Asian or minority ethnic older women, and those with disabilities, their disadvantage is even greater because they are likely to earn less and to more likely to be in poverty.

The impact of spending cuts on public services are disproportionately felt by older women. Age UK has recently found that there are over 1.4million older people with unmet care needs, the majority of whom are women. Women are also living longer with multiple conditions, so although their life-expectancy is greater than men's their healthy life-expectancy is about the same. The care costs women face are much greater. At age 65, an average woman can expect to pay a total of £132,000 for her care, compared with £82,000 for a man.

Women are also more likely to be caring for another adult and also, for the sandwich generation, for young children too. Women are four times more likely than men to leave their job as a result of being sandwich carers. This has an impact on their working lives and income. Employment for older women has increased in recent years but they are still less likely than men to be in paid work.

When they are, they experience a pay gap. The gender pay gap is 18% on average but it is not a static thing. It grows as we age. Women in their 50s experience a pay gap double the size of women in their 20s. By the time they reach retirement it has grown to a pensions gap of 40%. This is the effect of the cumulative impact of discrimination, occupational segregation, lack of quality part-time work and unpaid caring roles over time. For older women in the workplace the taboo which still exists around the menopause makes it hard for them to talk about what they need from their employer and leaves employers unaware of what they could and should be doing to support their older female staff.

It is not just about inequality of income, but also about savings and assets. Women both carry more risk throughout their lives but are also less financially well equipped to deal with it. The Fawcett Society published some research last year which found that, for women paying into a personal pension, the value of women's pensions is only 70% that of men's. For those currently receiving a pension, there is a gender pension savings gap of 54%, with men holding a median £162,400 compared with just £73,900 for women.



For women who divorce, particularly later in life, they have been found to have a 10% long-term dip in income, while divorced men's available income increases. Fewer divorced women than divorced men, or women overall, feel they are saving well for retirement, or that they will be able to save more in the future.

It is important to remember that more than 10% of women killed by a partner or ex-partner are aged over 66. They are likely to have experienced a lifetime of abuse. It is probably even harder for older women to escape from an abusive relationship if they have been in it for so long and if they are financially dependent on their partner.

We increasingly recognise the importance of intersectional identities. Multiple discrimination is a feature of life but it is not recognised by our equalities legislation, which only permits a claim to be brought on one equalities strand at a time. This has to change if the lived experiences of older women, in all their diversity, are to be protected.

The Fawcett Society is the UK's leading charity campaigning for gender equality and women's rights. We rely on membership and donations for most of our income to support our independent evidence-based campaigning work.

Join us today:
www.fawcettsociety.org.uk/membership

The Lives of the Windrush Generation

The last six months have seen The Windrush Generation brought to the forefront of British politics. Kimberly McIntosh, Policy Officer of Race On The Agenda, outlines the history of the Windrush Generation and discusses the valuable contribution that they make to London life.



The Windrush Generation has made a valuable contribution to London life. These citizens of Caribbean nations that formed part of the British Empire were invited to the UK between 1948 and 1971 from countries such as Jamaica, Trinidad and Tobago and Barbados.

The generation get their name from the ship MV Empire Windrush, which 70 years ago docked in Tilbury, Essex, bringing 492 Caribbean people to the UK. Many of those on the ship had fought for Britain during the Second World War. This generation kept the Underground running, staffed the NHS, fought for representation and fairness and added vibrancy to our arts scene and cuisine.

London Transport, Transport for London's (TfL) predecessor, has the Windrush Generation to thank for filling skill shortages following the Second World War. London Transport opened recruitment offices, first in Barbados in 1956 and then Jamaica and Trinidad in 1966. It was the first organisation to operate a scheme recruiting staff directly from the Caribbean with British Rail and the NHS soon to follow suit. Nurses and midwives from the Caribbean became a staple in London hospitals.

But these new arrivals were not treated fairly on arrival. They had to fight for recognition at work and when accessing services such as housing and clubs. At London Transport, only after campaigns by the West Indian Standing Conference and the Campaign against Racial Discrimination, did Windrush citizens get the promotions they deserved. They made it clear that Black workers were being treated unequally. Activism by West Indian men and women brought us equality laws – the Race Relations Acts – that are the basis of the rules that protect us from discrimination today.

Caribbean people facing hostility from landlords, colleagues and neighbours, clubbed together to support each other. After the Notting Hill riots in 1958, Claudia Jones, born in Trinidad, started campaigning against the mistreatment of Black people in Britain. With Sam King MBE, who arrived on the MV Windrush after serving in the Royal Air Force (RAF), they founded the West Indian Gazette and gave London the now famous Notting Hill carnival, Europe's largest street party. Claudia, the chief organiser, wanted to foster closer and more cordial relations between black and white residents in the area.



Every year, people across the country still come together and celebrate with Caribbean music and food. Sam King would go on to enter politics and became the first black Mayor of Southwark.

Today, we still recognise the important role this generation has played in making London the place we know and love. This year, we commemorated the first Windrush Day to honour the arrival on MV Windrush and the hard work of this generation. We can see their presence in the names of our streets and squares and the blue plaques dotted around the city that tell us the hidden histories of buildings. Windrush square in Brixton celebrates the Caribbean community that grew up around the former air raid shelter under Clapham South station where new arrivals from the MV Windrush were taken and the nearby labour exchange in Brixton.

Their children and grandchildren continue to do the same. Within Transport for London (TfL) – the new name for London Transport – the workforce includes new generations of black Londoners, some of whom are children and grandchildren of the first Caribbean recruits.

The NHS is still the largest employer of BME staff in the UK – with more than 200,000 health service staff. The Windrush generation kept London moving and dancing, delivered our babies, kept us alive when we were sick and fought for our collective rights. The city wouldn't be the same without them.

ROTA is a social policy organisation focused on issues impacting on Black, Asian and minority ethnic (BAME) communities. All ROTA's work is based on the principle that those with direct experience of inequality should be central to solutions to address it. Find out more on ROTA's website: www.rota.org.uk

Your Priorities: Is London Accessible?

Our recent “Your Priorities” survey revealed that many older Londoners are not content with the state of their neighbourhoods. In particular, there were concerns about the accessibility of London, especially the current state of public transport. In this article from the Age UK London Blog, we take a look at some of the ways in which Age UK London can work with other organisations to help London to become more accessible over the coming years.

Age UK London’s campaign work is guided by our annual “Your Priorities” survey, which provides older Londoners the opportunity to highlight the local issues that are most important to them.

We conduct this research in order to increase our understanding of the day-to-day issues affecting older people in London so that we can act accordingly. Participants in the research evaluate their experiences in relation to thirteen areas of daily living that have been highlighted as key to maintaining a good ‘quality of life’ in older age. In this way, “Your Priorities” brings the cumulative voice of a wide range of older Londoners together in order to develop the knowledge base to inform our campaigning and programme activities.

This year, 422 participants provided their anonymous feedback on issues ranging from “transport” and “condition of neighbourhoods” to “computer access” and “housing”, each providing an assessment of relative happiness with these areas alongside further explanatory details. Participants also provided anonymous demographics information that enabled comparative analysis of responses across a range of equality characteristics.

In this year’s feedback, our participants were especially concerned by the condition of their neighbourhoods, both in terms of their cleanliness as well as their age-friendliness. Accessibility was a key factor in respondents’ perception of an age-friendly neighbourhood, with frail older people and those with a disability reporting far less positive assessments of their local area. Concerns in relation to use of public transport as well as contact with family and friends were the most prominent issues discussed. Yet the ways in which the condition of neighbourhoods can affect accessibility were also raised, which uneven pavements and obtrusive streets signs registered as particular problems.

Our recent “Tackling Loneliness” Conference saw the Deputy Mayor for Social Integration, Social Mobility, and Community Engagement, Matthew Ryder QC, announce that London has signed up to the WHO’s Global Network of Age-friendly Cities and Communities. This is a hugely positive step towards making sure that older Londoners can enjoy all that their city has to offer as well as an opportunity for other age-friendly cities and communities to work together and share best practice.



However, to become a truly age-friendly city, London will need to become far more accessible - and quickly. This is no small task (both in terms of time and cost) and will require a range of approaches as well as collaboration between a number of businesses and organisations. Age UK London aims to be part of this cooperative effort.

So what is being done already? Our “Your Priorities” survey has highlighted that a lack of accessible transport is a particular concern for older Londoners. It is clear that Transport for London are working hard to change this. More recently developed lines such as the DLR and the upcoming Elizabeth Line are both fully step-free and the latter will allow street-to-train wheelchair access at all stations. Plus, it was announced earlier this year that Knightsbridge Tube station is set to become step-free in the year 2020, following on from the recent completion of similar works at Bond Street - the 72nd Tube station to become step-free.

However, this means that over 60% of the Tube network lacks full accessibility and whilst good progress is being made, it will be some time before public transport in London can be considered wholly age-friendly.

It should be noted that Transport for London are changing more than just infrastructure, as their recent “Priority Seating Week” campaign shows. Launched a year after the creation of the ‘Please Offer Me A Seat’ badge, the campaign aimed to make travelling easier for people with a range of conditions whose needs may not be immediately obvious. Newly designed Priority Seating signs were displayed on selected London Overground and London Underground trains to encourage passengers to think about fellow commuters who may have greater need for their seat. This was then reinforced in July 2018 by the “Look Up” campaign, which asks people travelling on public transport to look up to see if someone is in greater need of their seat.

Started by customer Corry Shaw, the campaign has seen “Look Up” messaging added to a range of station and train announcements, which will now include the wording “please look up to see if anyone needs your seat more than you do”.

It is hoped that such measures will gradually force a sea-change in passengers’ behaviour on public transport.

Such campaigns will not fix London’s accessibility issues overnight, but TfL must be commended for their attempts to make passengers more aware of the needs of their fellow commuters. Age UK London were pleased to provide communications support to both the “Please Offer me a Seat” and “Priority Seating Week” campaigns and will continue to promote any similar projects.

Another important step towards making London more accessible is to increase the provision of public toilets. The Mayor’s recent London Plan displayed further commitment to increasing the accessibility of the capital by calling for more public toilets to be built across London. The London Plan – the capital’s overall planning strategy – states that the new toilets must be suitable for all users, including older Londoners, disabled people, and families with young children. This is an especially pressing concern, as half of the respondents to a recent Age UK survey of over 75s stated that a lack of toilets was a regular problem when heading out shopping.

Sadiq Khan also wants to see more “Changing Places Toilets” that are designed to be suitable for people with profound impairments, for people with learning disabilities, as well as those who require the assistance of a carer. As our CEO Paul Goulden stated at the time, “the commitment to build more Changing Places toilets is especially encouraging, as many older people contend with limited mobility or require the support of a carer.”

So, there have certainly been steps taken to improve the accessibility of our capital, with an increase in the number of step-free stations, the “Priority Seating Week” campaign, as well as the proposed addition of more accessible toilets. Yet there is plenty more to be done and this is too big a task to be placed upon one organization alone. It is only by working together that real strides towards a fully accessible London can be made.

It is now our intention at Age UK London to campaign (as requested by older Londoners via our Your Priorities survey) to improve the accessibility of London’s streets and ensure that the capital can be as age-friendly as possible. This will take the form of our upcoming “Healthy Streets” campaign, which will tackle the problem of London’s uneven pavements through a sustained period of lobbying and advocacy work throughout the rest of the year.

This article was originally featured on the Age UK London Blog.

For similar blogs on the issues affecting older people in London, please visit: www.ageuklondonblog.org.uk/

In the hotseat...

Andrew Corbett, shares his thoughts on his voluntary role within our office and Business Directory team.

How did you come to be working for Age UK London?

I had worked in my previous profession since I left school. After taking an extended sabbatical I wanted to get back into doing something useful.

Joining Age UK London has meant that I have been able to utilize my previous skills whilst seeing a clear end purpose to my daily efforts.

What are the biggest concerns you hear from older people?

I think the biggest concern that I hear about is being ignored. It is clear that older people sometimes seem to be pushed aside and not given the attention that they need. Some older people are very independent, others not so much. If you have a disability it is also a real challenge to get the appropriate support.

As we are all aware, our population is ageing and appropriate planning and care needs to be identified and implemented to ensure all older people are respected and can live fulfilled and independent lives as much as possible.

What has been your best experience in working with older people?

Part of my role has been to answer the switchboard of the Age UK London Business Directory.

Speaking with older people across all of London and helping them resolve their issues and requirements is very rewarding. It is also a great reminder of how resilient older people are and how they still maintain a perspective and sense of humour when facing life’s challenges.

For more information on the Age UK London Business Directory, visit: www.saferservices.london

Editor

George Harvey

Contributors

Andrew Corbett
Christine Goodall
Kimberly McIntosh
Richard Norman
Matthew Ryder
Sam Smethers
Alice Wallace

London Age highlights issues which affect older people in the capital. It is produced to support Age UK London’s mission to improve the quality of life for older Londoners and to enhance their status and influence.

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Age UK London works across the capital to improve the quality of life for older people and to enhance their status and influence.

If you have any comment on the magazine content or ideas for the next issue, we’d love to hear from you: gharvey@ageuklondon.org.uk

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