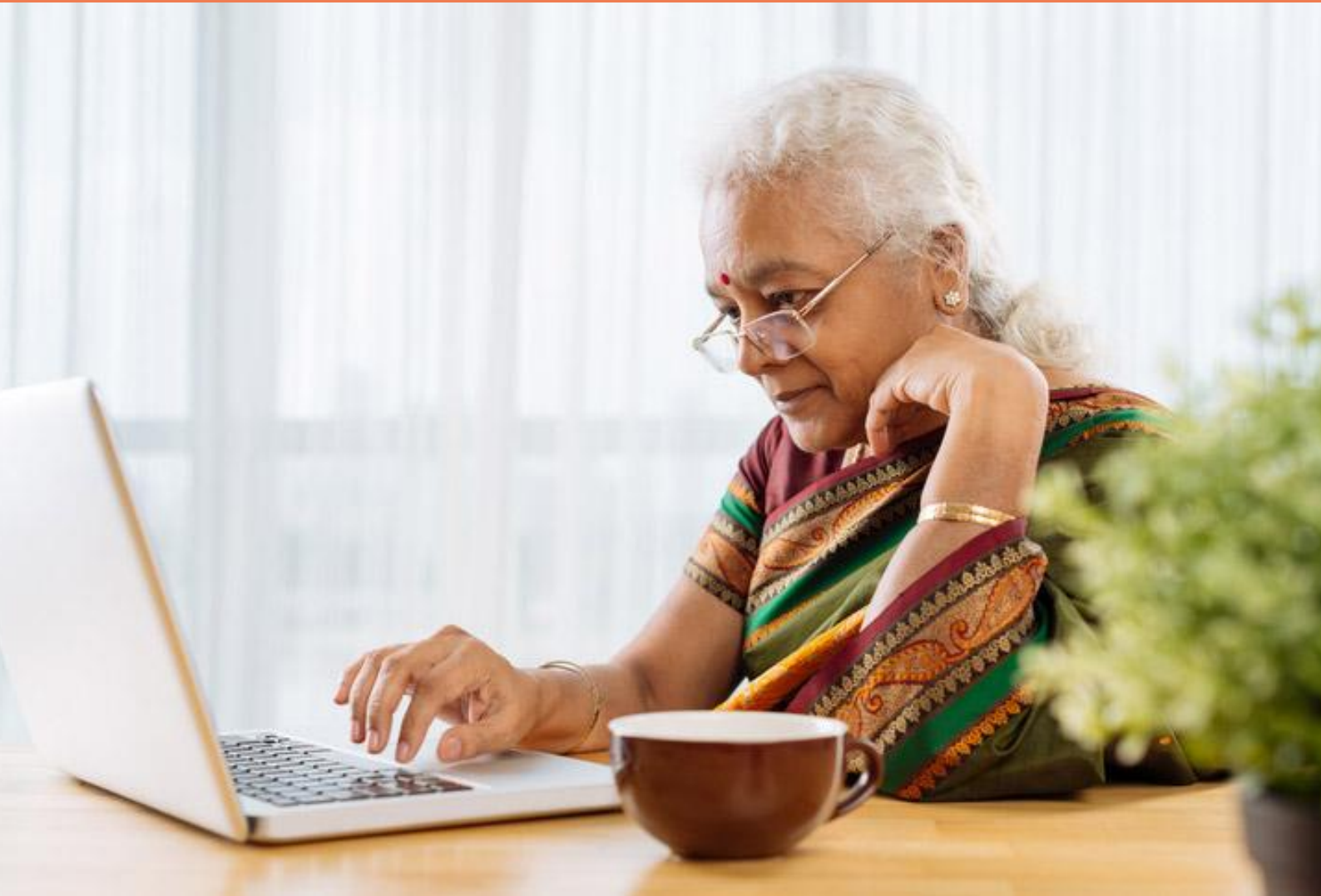


Age-Friendly Community Survey

A report by Age UK Redbridge, Barking & Havering



November 2024

“We need access to safe transport to enable older people to shop and socialise and participate in community activities.”

Local Older Person

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1. Introduction

The Healthy Redbridge Borough Partnership are pleased to present the findings from our initial survey for the Age-Friendly Communities Programme. The survey, conducted in collaboration with Age UK Redbridge, Barking & Havering, was launched during Positive Ageing Week 2024 and was open to feedback during October and November. We heard from 107 local older people, who told us what was important to them and what would support making Redbridge a really great place to live and grow older.

This listening exercise marks the start of our joint efforts to join a network of local areas across the country dedicated to making their communities a great place to live well and grow old. The World Health Organisation (WHO) have studied the growing ageing population globally and have recognised that more can be done in our societies to meet the needs of older people. This is why the World Health Organization created the Age-Friendly Communities Framework. The program helps cities, boroughs, and local communities improve their spaces to better support older people, so they can live well and stay involved.

The framework was made by working with older people around the world. It is built on the evidence of what supports healthy and active ageing in a place and supports older residents to shape the place that they live- things like improving access to public buildings, providing affordable transport options, and creating opportunities for social interaction. The UK Network of Age-friendly Communities is a growing movement, with over 85 places across the country committed to making their community a better place to age in.

There are eight areas that the framework focuses on. This survey was the start of our conversations with local people to figure out together what these mean to us locally, and how they are important to us in Redbridge, and where the priorities of local people lie. We want to find out what barriers there are to living and ageing well in Redbridge, what is already working well, and how we can ensure that the voices of local people shape our plans moving forwards.

We know that this is just the start of our work on the programme, and that the unique perspectives of local people will be best placed to help us shape our plans throughout. We will be continuing to listen to local people to make sure that the voices of our diverse population are present and reflected throughout our planning.

There will be plenty of other opportunities to get involved with our work on the programme as it progresses. Some local older people who contributed to the survey have already asked to stay involved and support development of the age friendly community. If you would like to provide any

further thoughts and ideas, or have any ideas about how you or your community would like to get involved, please email nelondonicb.nelcommunications@nhs.net - or get in touch with Age UK, who can support you to feed back.

We would like to thank Age UK Redbridge, Barking and Havering and the “Voices of Experience” Group for their support to develop and engage local people with this survey.

We hope you find the results of the survey interesting and informative. The feedback gathered will guide our initiatives and ensure that our community is inclusive, supportive, and responsive to the needs of its older residents.

Cllr Mark Santos

Cabinet Member for Adult Social Care and Health, Redbridge Council

Dr Uzma Haque

Clinical Pathway Lead for Ageing Well (Redbridge)

2. Executive Summary of Findings

During October - November 2024, 107 local older people completed our 'Age-Friendly Community Survey'.

This section summarises key findings - see section 3 for findings in full.

Survey Response - In Summary

Topics Ranked #1 (Top of the List):

Participants were asked to rank our topics - with the 'most important' at the top of their list, and the 'least important' at the bottom.

When looking at topics placed at the top (the 'most important') it is clear that community health and support services (32%) is most popular, followed by transport (20%) and housing (17%). The 'least important' topics are outdoor spaces and buildings (with no selections at all) and participation and employment (at just 1%).

Topics by Overall Score:

We also scored the topics on an eight-point scale, with the 'most important' receiving eight points, and 'least important' one.

Community health and support services remains as the most popular (518 points) however this is now only marginally ahead of transport (499). Communication and information (438), respect and inclusion (422), social participation (415) and housing (411) are also popular, in terms of overall score.

Topics 'Missing' from the Model:

According to participants, topics 'missing from the model' include faith (7 suggestions), exercise and leisure (6), shopping (4), community support (4) and security and safety (3).

Helping Older People to 'Really Live Well':

Helping older people to 'really live well' are Age UK (24%), socialising (22%), transport (20%), the local environment (18%) and health and support services (12%).

Barriers that are 'Most Important' to Fix:

Barriers that are the 'most important' to fix are community and social inclusion (19 suggestions), transport and mobility (16), health and social care (15) and community support and opportunities (12).

Other topics include environment and shopping, help with finances, communication and information, and security and safety.

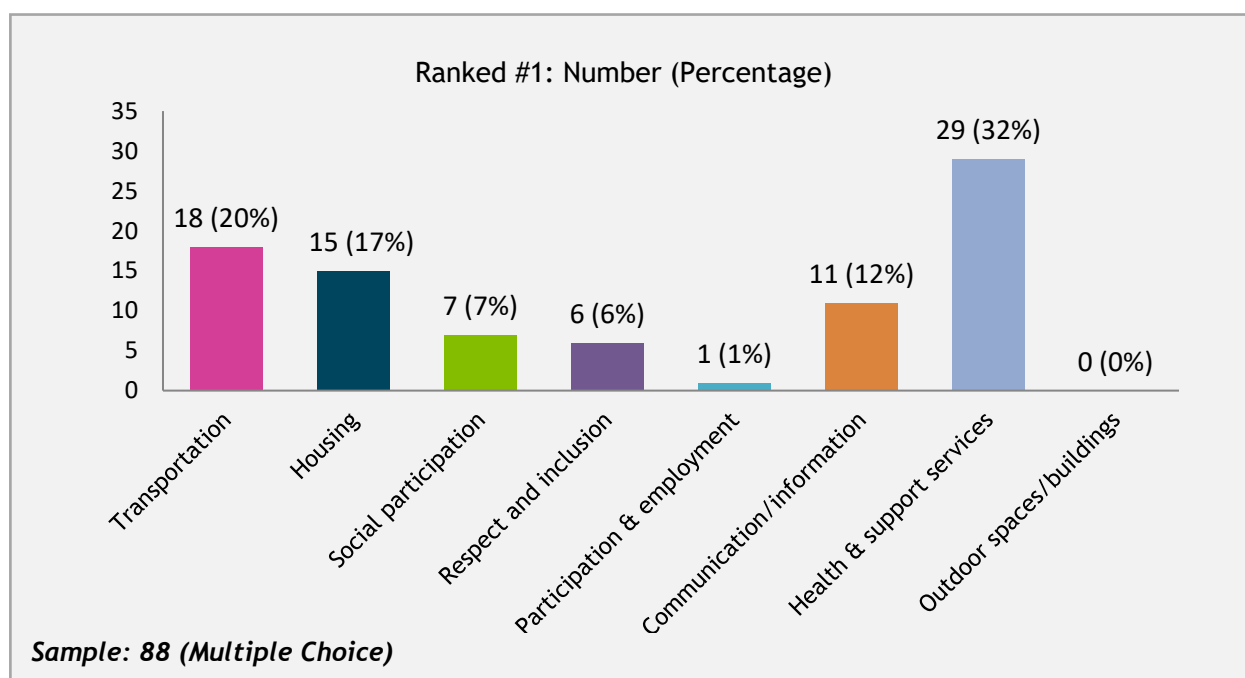
3. Our Survey - Analysis of Feedback

During October - November 2024, 107 local older people completed our 'Age-Friendly Community Survey'.

Participants were presented with (a list of) community-based topics, and asked to consider which is most important to them, and what other topics (which were not on our list) they also consider to be most important.

We also asked participants to suggest 'one fix', that would help local people to 'live and age well'.

3.1.1 What do you think are the most important areas in this model to get right for older people in Redbridge?

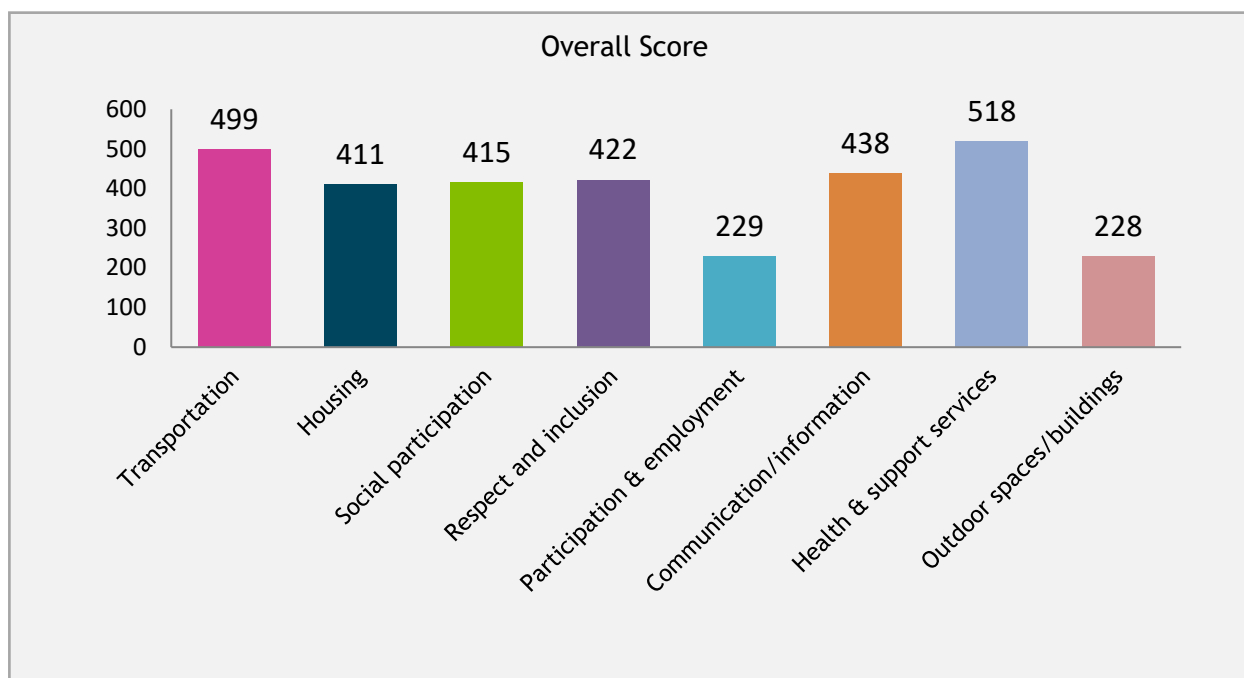


Participants were asked to rank our topics - with the 'most important' at the top of their list, and the 'least important' at the bottom.

When looking at topics placed at the top (the 'most important') it is clear that community health and support services (32%) is most popular, followed by transport (20%) and housing (17%).

The 'least important' topics are outdoor spaces and buildings (with no selections at all) and participation and employment (at just 1%).

3.1.2 What do you think are the most important areas in this model to get right for older people in Redbridge?



We have scored the topics on an eight-point scale, with the 'most important' receiving eight points, and 'least important' one.

Community health and support services remains as the most popular (518 points) however this is now only marginally ahead of transport (499). Communication and information (438), respect and inclusion (422), social participation (415) and housing (411) are also popular, in terms of overall score.

3.2 Do you think there is anything missing in this model?

Topics 'missing from the model' include faith (7 suggestions), exercise and leisure (6), shopping (4), community support (4) and security and safety (3).

Selected Feedback

Faith (7 Suggestions):

- Provision for our spiritual needs.
- Support for religious groups.
- Faith community information.
- Information on local faith/worship/centres/churches as these are a great part of the community too.
- Religion.
- Faith and culture.
- Faith based groups.

Exercise and Leisure (6 Suggestions):

- Social activities and exercise opportunities.
- Leisure and sporty things.
- Safe friendly exercise space.
- Targeted activities for the elderly and meeting centres.
- Exercise and leisure.
- Exercise and park activities.

Shopping (4 Suggestions):

- People need local physical shops, not everything online.
- Local business and the changing town/high street.
- Yes access to sources of age appropriate clothing locally. Also access to materials such as haberdashery and simple repair materials locally and access to furnishings so that we may handle e.g. curtains. Ordering from a booklet is not reasonable and not all of us are computer savvy or can access public transport. Somewhere locally to get a decent size map of the area.
- More local shops that connect with our culture in Redbridge.

Community Support (4 Suggestions):

- Support groups for ageing - memory loss, sight loss, hearing loss support groups.
- Advice about being contacted daily to see if okay (when requested): a phone call (paid service). How to acquire (in case of an emergency, fall, burn etc) a bracelet or necklace with a button to press. Details and prices please.
- A hub in each area open every day.
- Community projects.

Security and Safety (3 Suggestions):

- Security and safety - scams for example is an issue.
- Safety for older people to access services.
- Safety awareness

Buses (2 Suggestions):

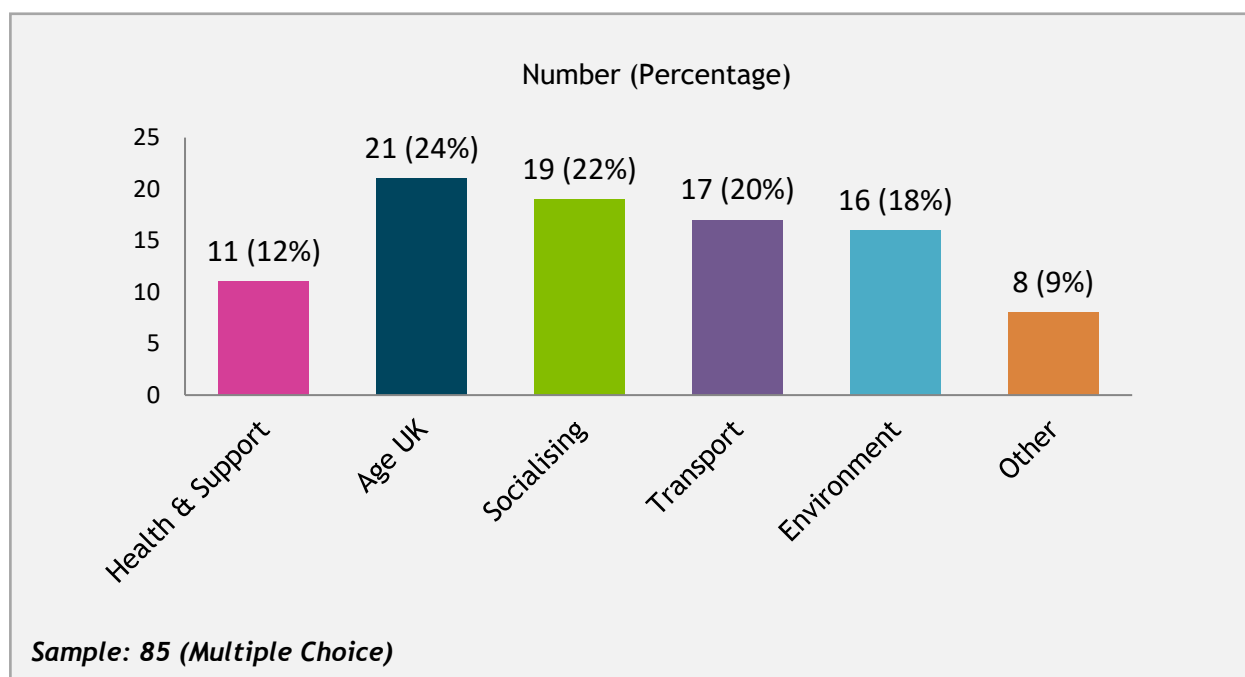
- Free buses to hospital.
- Buses, respecting older people, not stopping in time.

Other:

- Availability of funding for each item.
- Local services - bin collections, social services, cleaning the streets etc.
- More help with knowing how to get respite. Not only for yourself but the person being looked after as in my case. I am rundown and have a bad cough and cold and have had no holiday, neither has my husband.
- The feeling of being of some use and needed by others.
- Access issues.
- No ageism in employment of older workers.
- The recording of local wildlife.
- Availability of Sheltered Housing.
- Adult learning opportunities.

- Volunteers to pick up and deliver prescriptions from pharmacy to local resident.
- More help with smart phones etc. - not for me, but many who rely on family members of neighbours.
- Financial support.
- Health, doctors.

3.3 Is there one thing about living in Redbridge that you feel really helps older people live and age well?



Helping older people to 'really live well' are Age UK (24%), socialising (22%), transport (20%), the local environment (18%) and health and support services (12%).

3.4 If you could 'fix' one barrier to older people in Redbridge being able to live and age well, what would it be?

Barriers that are the 'most important' to fix are community and social inclusion (19 suggestions), transport and mobility (16), health and social care (15) and community support and opportunities (12).

Other topics include environment and shopping, help with finances, communication and information, and security and safety.

Selected Feedback

Community and Social Inclusion (19 Suggestions):

- Better integration and communication.

- Forcing internet access to ALL, if certain members of the public have no access to this and still need help in other ways.
- Break down social isolation barriers.
- More opportunities for social interaction such as clubs.
- Maintain face to face banking facilities. Technology support.
- More help with getting online.
- Respect and inclusion for those with disabilities.
- Respect from younger people.
- When you open a jaw the other person should listen to what you have to say.
- The negative & unhelpful, generally towards the elderly.
- Give us a choice in whether we communicate by 'online' services or face to face - many older people feel isolated because it is assumed everyone is online.
- Understanding that everyone gets old.
- Get rid of prejudice and agism.
- Technology barrier, do things face to face.
- LBR should have more in the community for mature members. sharing experiences, say not to segregation.
- Social inclusion,
- Improving attitudes so people feel less like victims.
- Better disability access.
- Stop forcing us to use technology, not everyone has it.

Transport & Mobility (16 Suggestions):

- Transport for non-driving older people, make it easier to book transport, less restrictions. day time education classes, older people don't like going out after dark.
- Buses are a mess - please fix the timetables.
- Change the bus routes and timetables back to how they were before.
- Better public transport.
- Transport: Ensure that all bus routes run frequent buses and removal of some of the now many restrictions on driving and parking.
- Make sure we are able to keep our freedom passes otherwise we will suffer terrible social isolation.
- Make it much easier to move around in a wheelchair.
- Prioritise pedestrians over cars and cyclists. Send me to Whipps X not King Georges.
- Respect and mindful by younger passengers on the buses.
- Local improved transport so they are able to join the classes you provide so they have friends.
- Improve services for people with mobility problems.
- No parking on any pavements.
- Access to the train at Leytonstone underground station.
- More convenient bus routes.
- Access to safe transport to enable older people to shop/socialise and participate in community activities.
- For the council to revert to @parking payment@ to credit card instead of all this scan the parking app and smartphone use. The recent conversion to 'Craven Gardens' car park and Barkingside High St means we have to rely on supermarkets' parking only. I'm told I'm a technophobe but I think many older residents are dismissed as irrelevant in the scheme of things.

Health & Social Care (15 Suggestions):

- 100% vaccine uptake.
- More support & communication, better health support.
- The pressure is extreme on Doctor's Surgeries and older people do not like to bother the doctors. This is how I feel anyway so I assume others feel the same way. So ailments that need attention are overlooked which is wrong.
- Carers being valued and respected, multi-generational social groups, nurseries, care homes.
- NHS need to stop being ageist. NHS needs to listen to us. We know our bodies and with the expertise of a health professional WE can made a decision how to move forward.
- More GPs and more appointments.
- Availability of doctors' appointments.
- Getting access to see the GP.
- Easy access to GP & Hospital.
- Best community support and health services.
- Health Checks.
- Better & quicker access to health officials.
- Being able to access the doctor easier, usually 6 weeks for an appointment.
- Access to GPs.
- See a GP in time.

Community Support & Opportunities (12 Suggestions):

- Open day centres weekends and over the holidays.
- Improve support to remain active in age - make sure people can get to gyms, swimming pools, dance studies, physiotherapy services, etc.
- More home visits to see if you are okay.
- If living alone, help if you break a bone - temporary help that is.
- Best community support and health services.
- More day centres or places to go to meet and socialise and reminisce if you want.
- To join lots of groups to meet regularly.
- Face to face befriending.
- Talk and learn lessons.
- Going to new places.
- More exercise opportunities for all, safe place where they can communicate and stay active.
- Special older peoples only gym.

Environment & Shopping (8 Suggestions):

- Make the streets cleaner - gum and mess is not nice.
- Very uneven paths and this causes anxiety and often reduces the times spent outside.
- To fix the High Street. It doesn't represent the culture and the community.
- Lack of Department Stores. All the respectable stores are shut and disappeared from Ilford. There are far too many eating places, not many decent ones for that matter.
- Better shops Re-open an M & S Foodhall in Ilford.
- Better rubbish collection.
- Better use of the town hall.
- Lack of clean toilets

Finances (7 Suggestions):

- Personal help with bills from Redbridge & energy companies by phone or even in person.
- Better pensions.
- The price of exercise classes. Barking/Dagenham charges over 60s an annual price of £65 (or thereabouts) to use their sports club facilities and classes during weekdays and weekends (not evenings). Redbridge provides free swimming sessions at certain times but little else.
- Paying a lot for yoga/pilates classes (Barking/Dagenham better).
- Help with dealing with filling in application forms.
- Free music streaming.
- Make leisure facilities free like in Newham.

Communication & Information (6 Suggestions):

- Have better services and easy and better communication.
- Communication & information
- Easier communication with council/police and replies to queries etc.
- Communication.
- Communication.
- More adverts for events.

Security & Safety (5 Suggestions):

- Security.
- Violence and safety.
- Feeling safer in and around busy areas like shops, banks, stations - better police presence.
- Now with shoplifters on the rise we need more security in shops.
- Crime levels.

4. Glossary of Terms

No acronyms are used in this report.

5. Distribution and Comment

This report is available to the general public, and is shared with our statutory and community partners. Accessible formats are available.

If you have any comments on this report or wish to share your views and experiences, please contact us.

Age UK Redbridge, Barking and Havering, 103 Cranbrook Road, Ilford, IG1 4PU.

Phone: 020 8220 6000

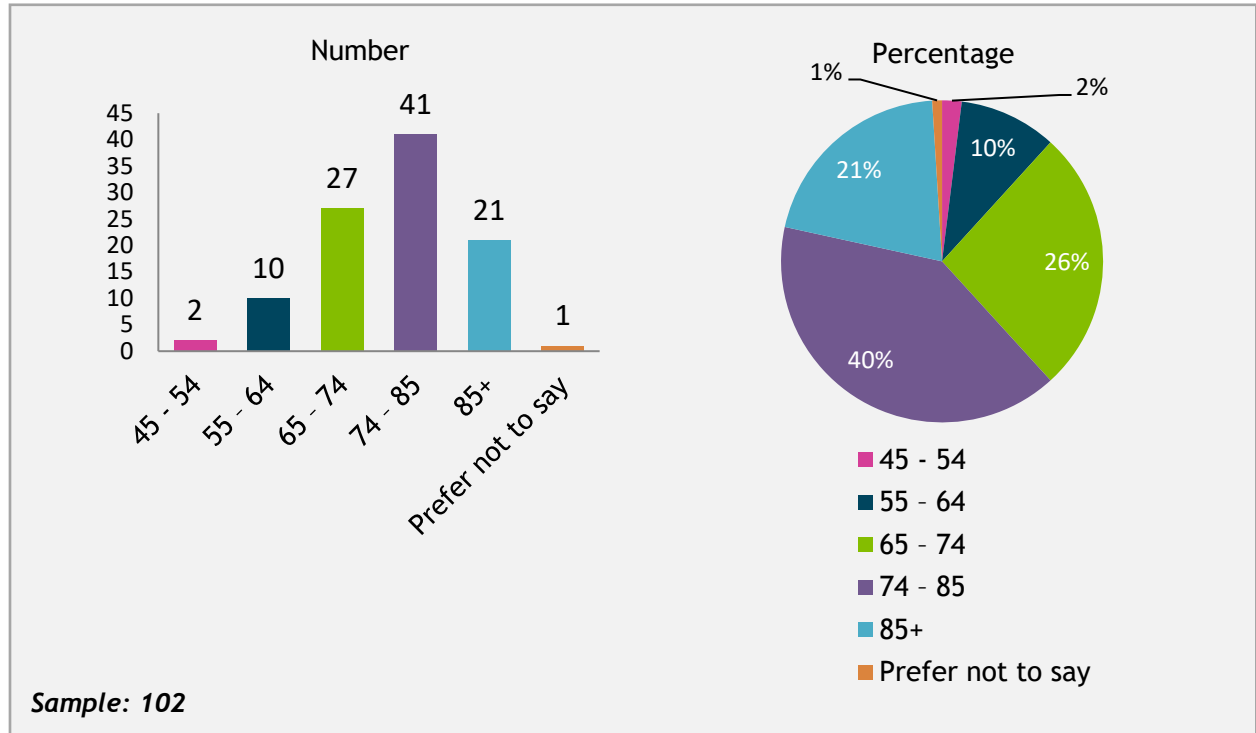
Email: admin@ageukrbh.org.uk

Registered Charity Number: 1088435

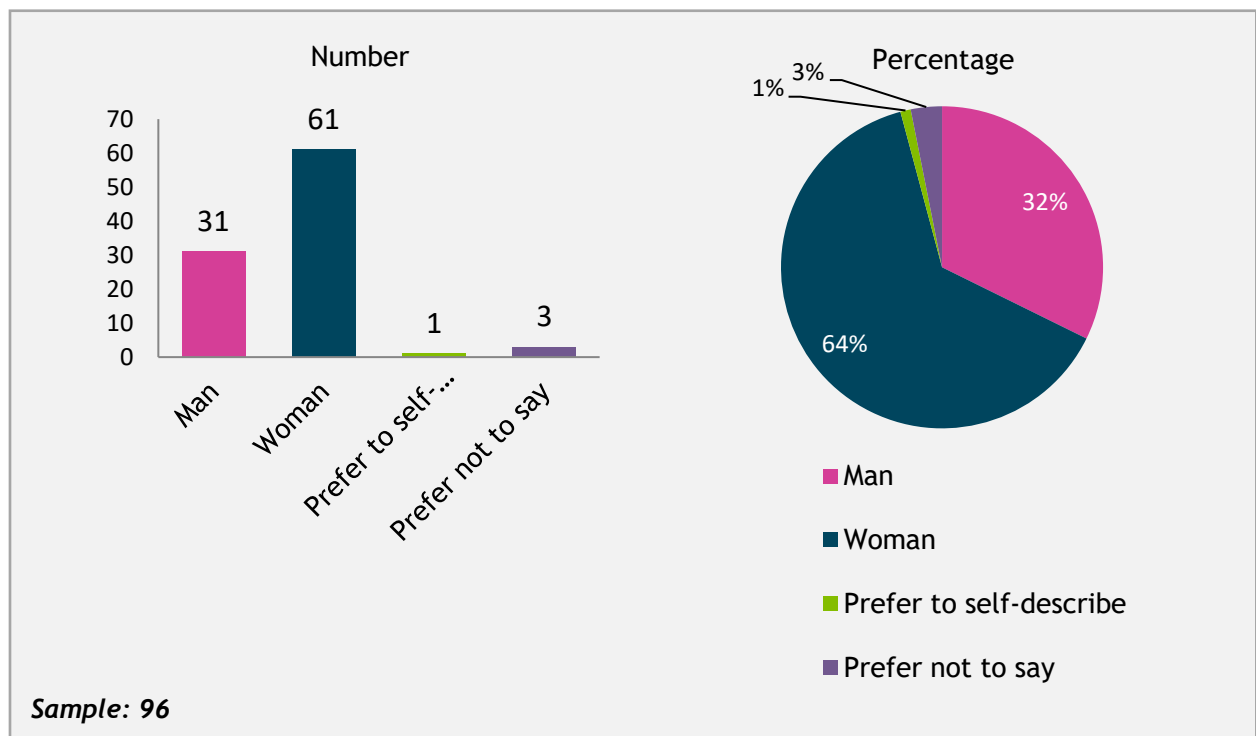
Appendix - Demographics

The demographics of participants are stated as follows:

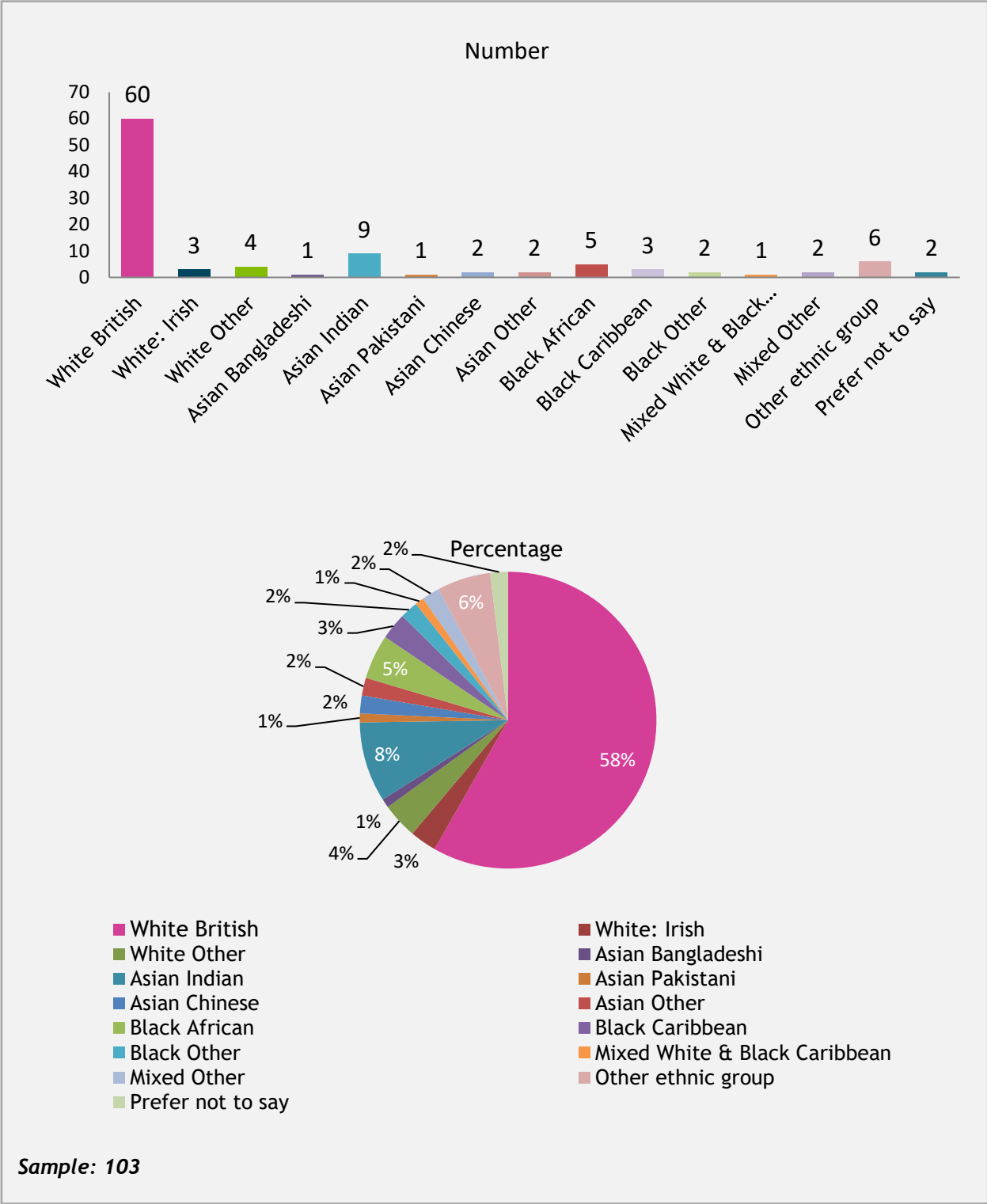
Age



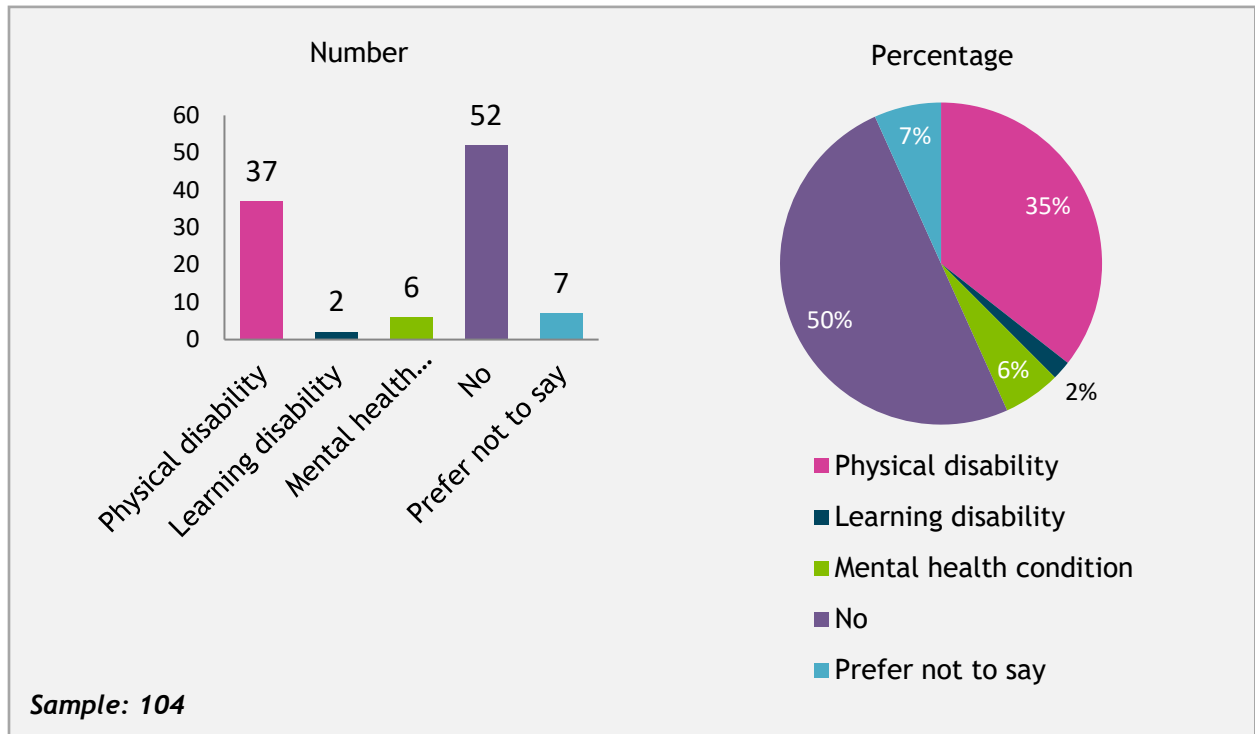
Gender



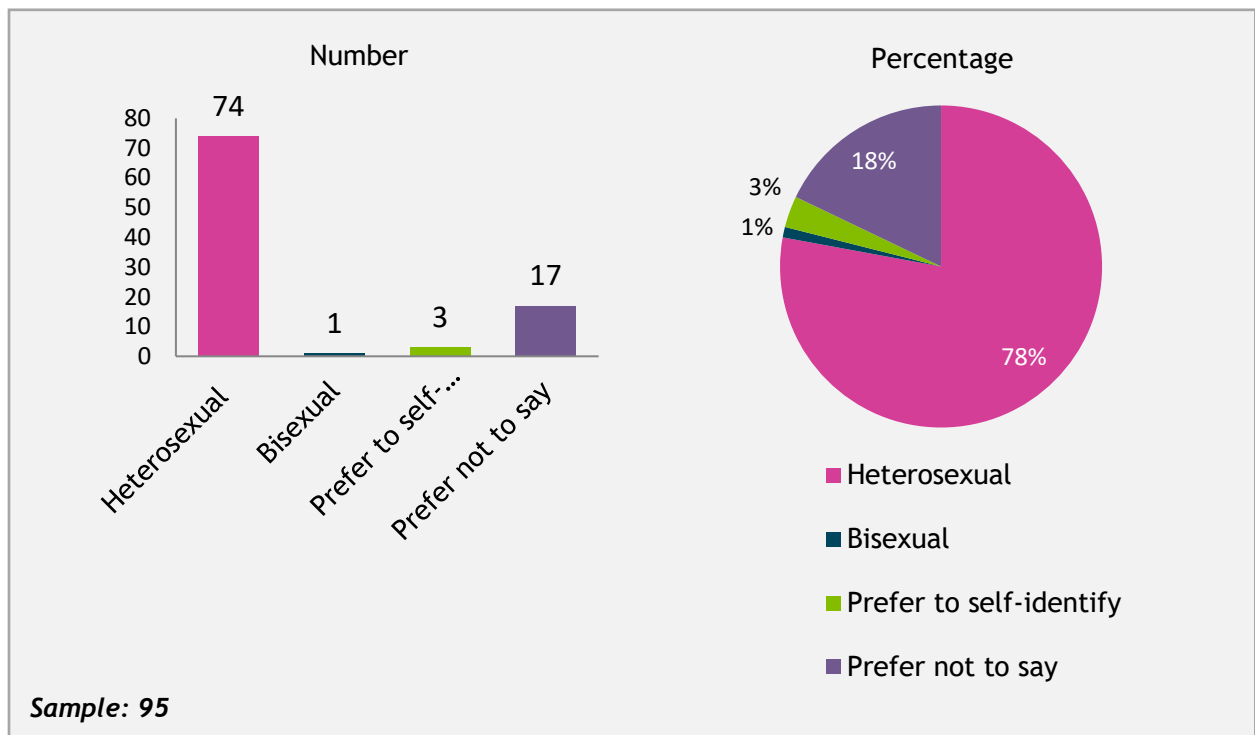
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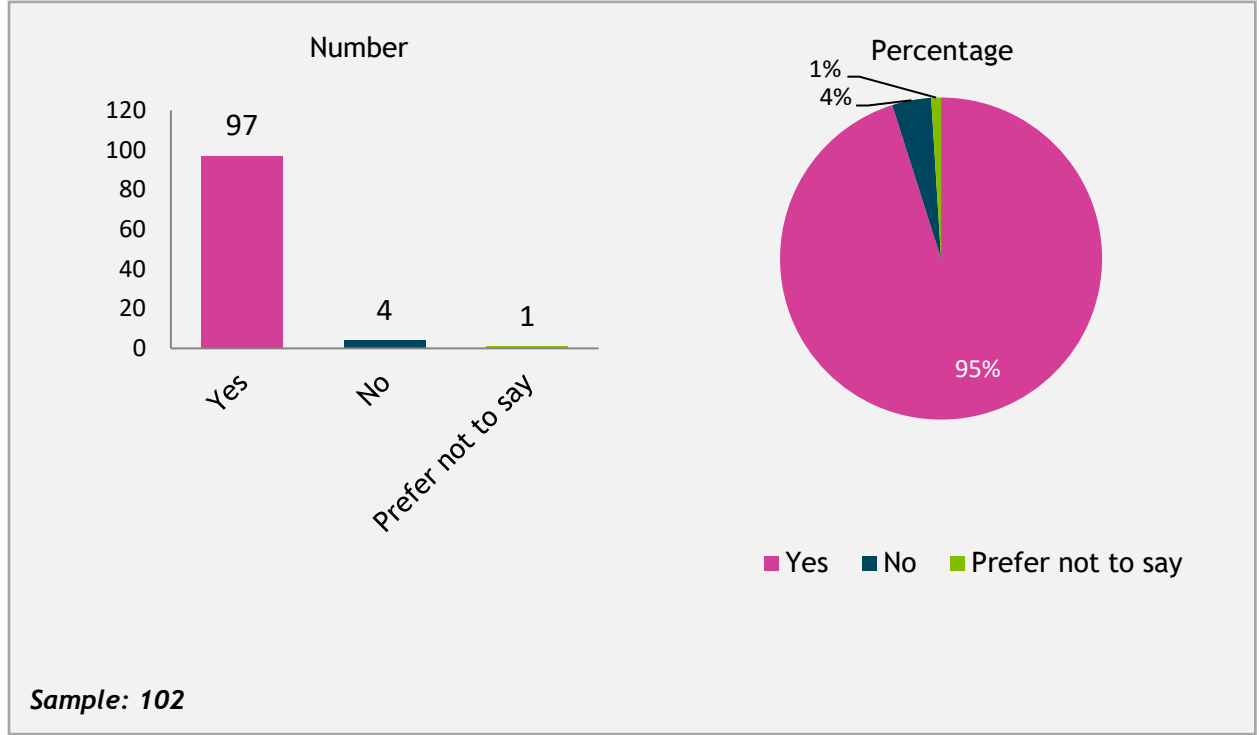
Disability



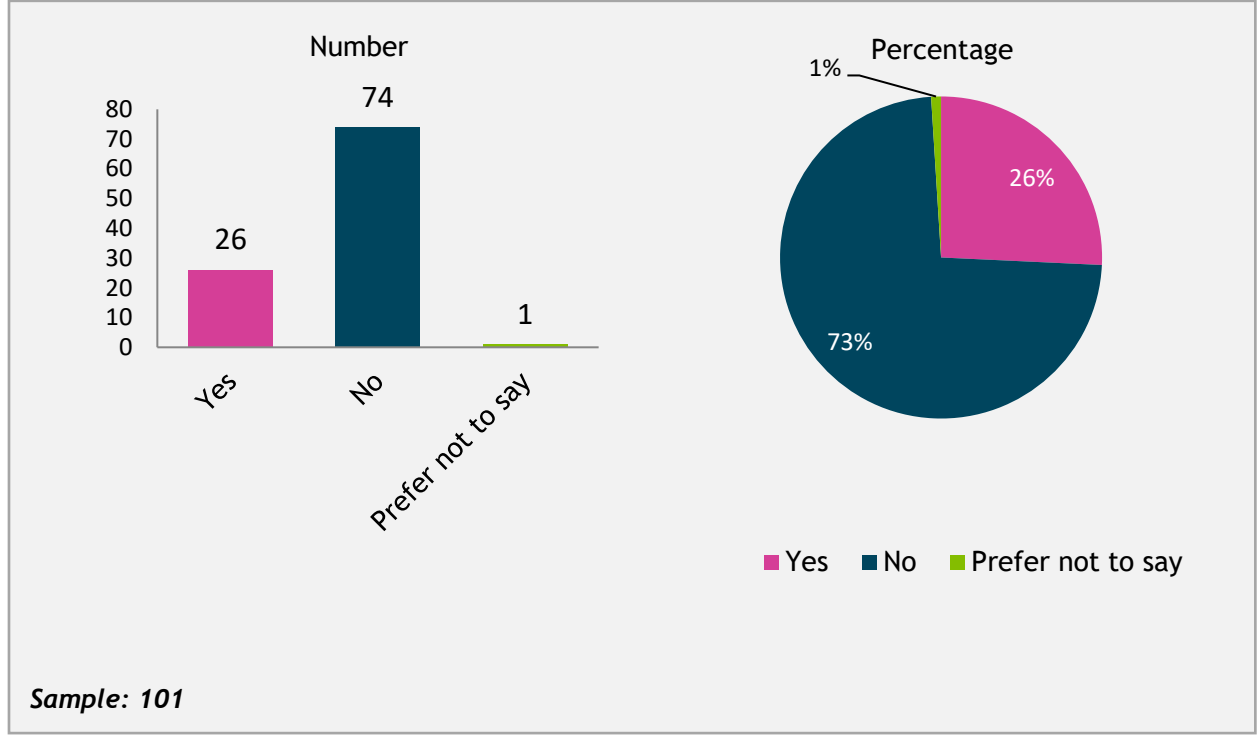
Sexual Orientation



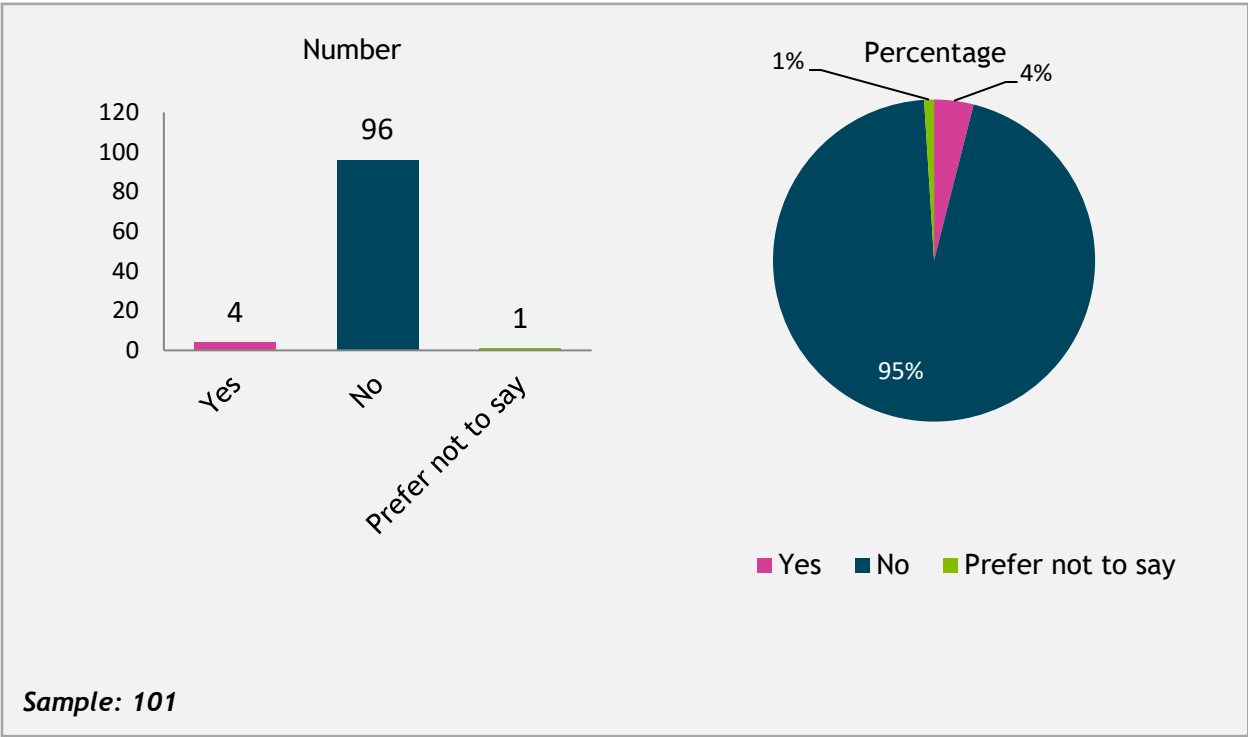
Gender-Reassignment (“Is your sex the same as it was assigned at birth?”)



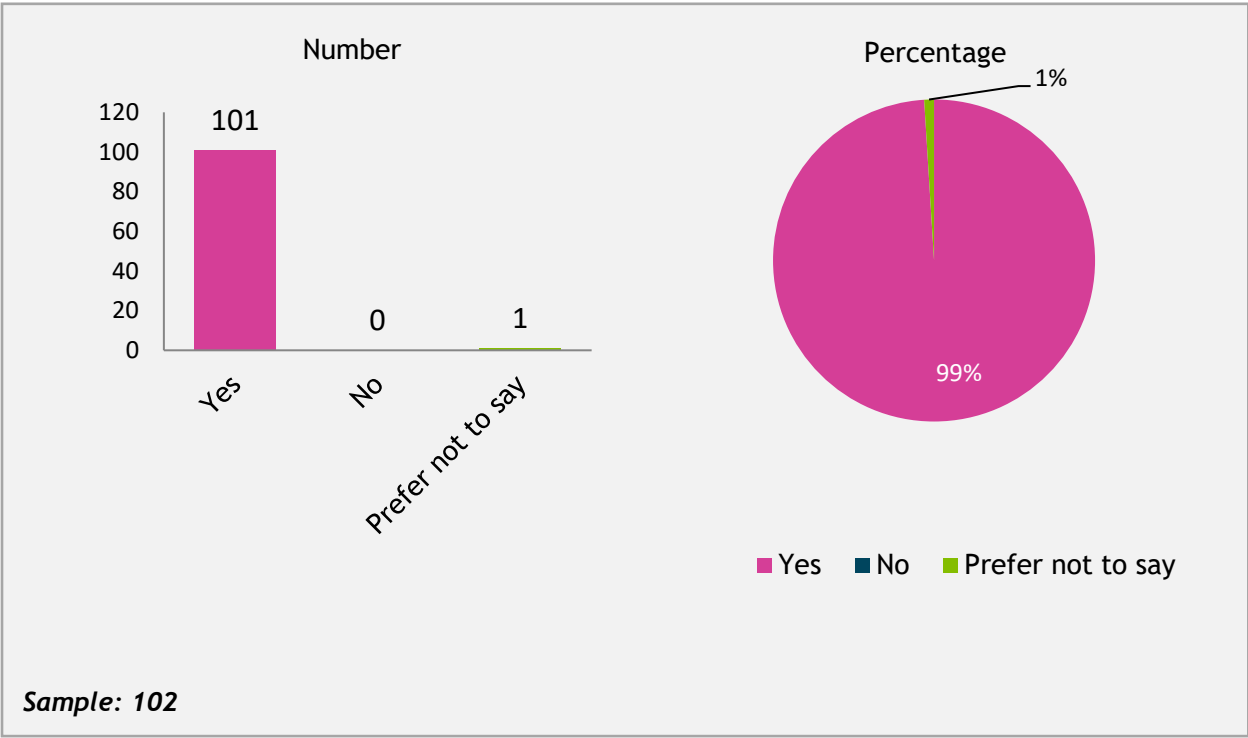
Carer



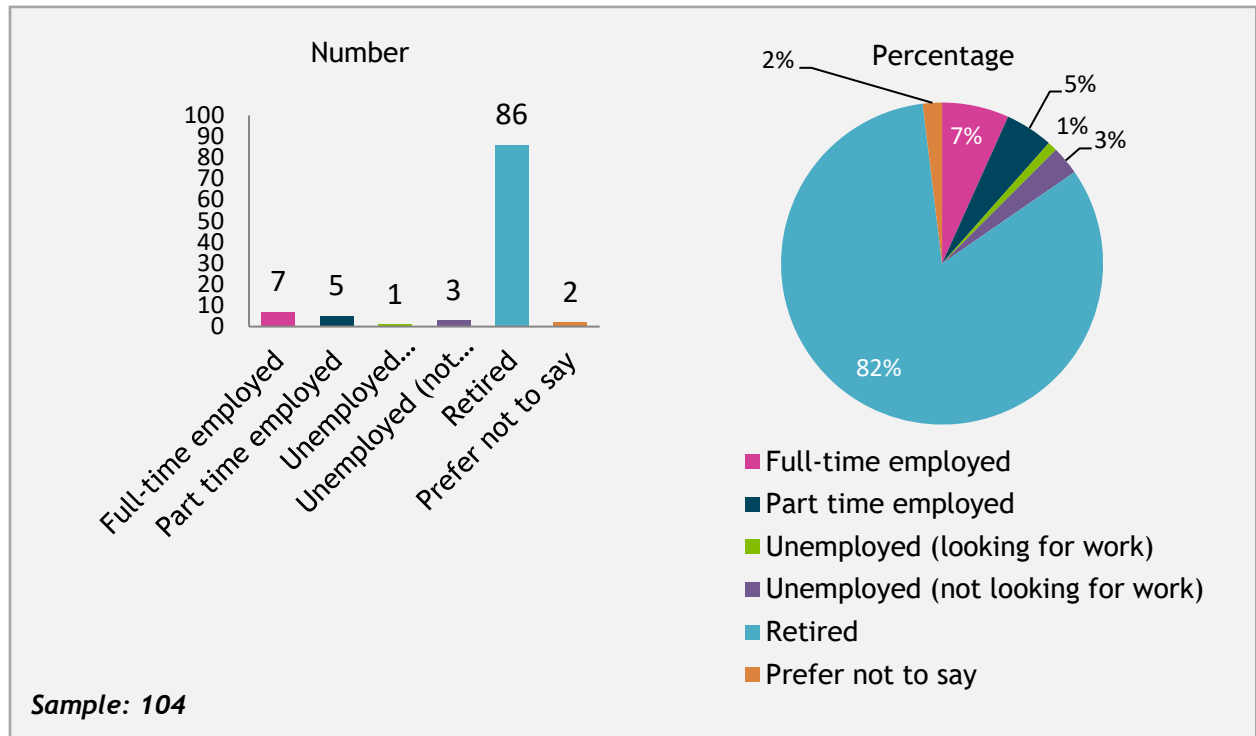
Parent/Guardian



GP Registration



Employment Status



“Give us a choice in whether we communicate by 'online' services or face to face - many older people feel isolated because it is assumed everyone is online.”

Local Older Person