

# Social Isolation & Loneliness Survey 2023

A report by Age UK Redbridge, Barking & Havering



December 2023

“Had lots of friends that I used to meet frequently.

I was the life and soul of the party, but as age and medical problems have taken hold, I feel I'm not needed.”

Local Resident

# Contents

	Page
1. Introduction	5
2. Background	5
3. Methodology	5
4. Strengths & Limitations	5
5. Executive Summary	6
6. Analysis of Feedback	8
7. Closing Statement	32
8. Glossary of Terms	33
9. Additional Reading	33
10. Distribution and Comment	33
Demographics	Appendix 1

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## 1. Introduction

Age UK Redbridge, Barking & Dagenham and Havering is a local charity, which has been working with older people for over 50 years. We have dedicated, trained staff who are making a positive difference to the lives of older people through a variety of services. This includes the Voices of Experience Project, giving older people in Redbridge the opportunity to give their feedback.

## 2. Background

Older people may become lonely after the loss of a spouse or a loved one. Other common triggers include retiring from work, children leaving home, having reduced mobility, or no longer being able to participate in activities for some reason.

During the pandemic, many people experienced for the first time, what other people had been experiencing all the time. For some people, there was no difference, because they already felt isolated and lonely.

Social isolation is a measure of the number of contacts people have. Loneliness relates to the quality of those relationships. People may happily choose to have only a few contacts, but they may not choose to be lonely.

The purpose of the survey was to establish the reasons and frequency of Social Isolation for the local population and to attempt to address the issues identified.

## 3. Methodology

Participants who could access the internet were emailed a link to an online survey. Additionally, we sent paper copies in the post. Some participants even gave their feedback over the phone. We also visited supported living establishments and community groups to collect their feedback.

## 4. Strengths & Limitations

The flexibility of our approach in gathering feedback from people, and the variety of methods used are among the project's strengths. A limitation is that the majority of respondents are of a white background and there were a smaller number of contributions from other ethnic groups. We shall aim to address this with future campaigns.

## 5. Executive Summary of Findings

During August - November 2023, 120 local people in Redbridge completed our survey on social isolation and loneliness.

This section summarises key findings - see section 6 for findings in full.

### Survey Response - In Summary

#### Companionship

- A quarter of respondents (24%) say they often lack companionship.
- Those in poor health are almost six times as likely as respondents in good health, to lack companionship, while on age, 65 to 74 year olds are most likely to.
- Almost a third of lone occupants often lack companionship, comparing to a fifth for those living with others.

#### Feeling 'Left Out'

- Around a fifth of respondents (18%) say they often feel 'left out'.
- Responses suggest that those in poor health are much more likely, than those in good health to often feel 'left out' (45% comparing with 4%).
- There is little difference between sole occupants and those living with others.

#### Feeling Isolated

- Similarly, around a fifth of respondents (18%) say they often feel isolated from others.
- Almost three quarters of respondents in poor health feel isolated (73%), comparing with just a fraction (2%) of those in good health.
- Recent retirees (aged 65 to 74) are notably more likely than others to feel isolated, as are men.
- Surprisingly, those living with others are almost twice as likely, as sole occupants, to feel isolated - according to responses.

#### Life Satisfaction

- A broad majority of respondents (82%) feel currently satisfied with their lives.
- Almost all respondents in good health feel satisfied (96%), comparing with just a third of those in poor health (36%).
- Recent retirees (aged 65 to 74) are less satisfied than others, while men are notably less satisfied than women.
- No difference is recorded between sole occupants and those living with others.

#### Support Networks

- A broad majority of respondents (87%) have somebody to call on, if they need help. A noticeable minority (13%) do not.
- A clear majority of respondents in good health (93%) have somebody to help, if needed, while this is just 55% for those in poor health.
- The oldest respondents (aged 75 and over) are most likely to have somebody to help, and men feel more supported than women.

## Survey Response - In Summary

### Going Out

- A clear majority of respondents (92%) go out during the week - 79% often, and 13% less so. Just 4 respondents indicate that they never go out.
- A clear majority of respondents in good health (93%) go out daily, or several times a week, while this is just a third (36%) for those in poor health.
- Feedback suggests that sole occupants go out more often, than those living with others.
- Socialising, at 53% is the most common reason for leaving the house, with shopping (36%) and exercise (27%) also widely mentioned.
- When asking about barriers to going out, we detect themes on accessibility and the local area, health and mental health, mobility and transport, safety and support.

### General Free Time

- On free time, a broad majority of respondents (87%) enjoy games, hobbies and other interests such as reading or watching television.
- Just over half (54%) like to socialise with over a quarter (28%) mentioning family or friends. At 42%, walking and exercise is also popular with visits to local parks frequently mentioned.
- 28% of respondents spend time on housework or their gardens, while 10% visit shops.

### 'Feeling Worthwhile'

- A broad majority of respondents (85%) feel that the things they do, are worthwhile.
- Almost all respondents in good health (95%) feel the things that they do are worthwhile, comparing with less than half (45%) of those in poor health.
- The oldest respondents (aged 75 and over) are most content, and women are more content than men.

### General Positives

- The benefits of independence, good health and resilient finances are highlighted.
- The Freedom Pass is noted as an enabler.
- Partners and wider families are a key factor in feeling satisfied.
- We hear that socialising, caring or volunteering can be mutually beneficial, enhancing mental wellbeing and self-esteem, and giving a sense of worthiness, or achievement.
- Activities that improve skills or health, such as computer classes or chair exercise are highly regarded, as is involvement in faith groups.

### General Negatives

- A lack of awareness, on what is available, is widely reported.
- On health, a common barrier is a lack of hearing, with mobility also mentioned.
- For some, cost is cited as an increasing challenge - in daily living and in securing support.
- Some respondents complain of receiving no support, to leave the house.
- Motivation can be an issue - one person comments it is simply 'easier to stay at home'.
- The evenings can be especially difficult.
- Coping after bereavement can be difficult, and take a long time.

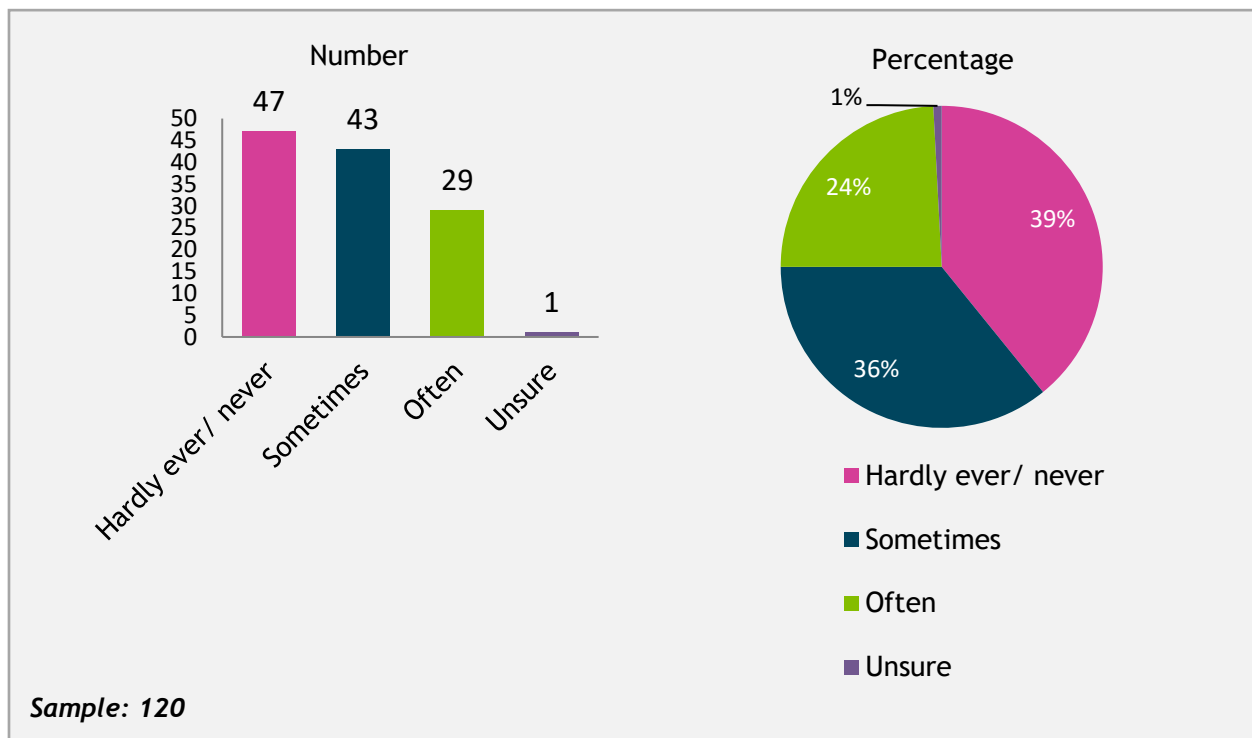
## 6. Our Survey - Analysis of Feedback

During August - November 2023, 120 local people in Redbridge completed our survey on social isolation and loneliness.

We asked questions on companionship and feeling involved, isolation and loneliness, general life satisfaction, and worthiness. Additionally, we looked at people's ability to get out, their favourite activities, and the barriers which may lead to becoming more lonely and isolated.

Feedback is analysed as a whole, and additionally by demographics, health and household circumstances for selected questions.

### 6.1 How often do you feel that you lack companionship?



Around a quarter of respondents (24%) say they often lack companionship.



### 6.1.1 Often lacking companionship

	% Yes
In poor health	64%
Aged 65 - 74	30%
In fair health	29%
Living alone	28%
Female	25%
Aged 50 - 64	25%
All Respondents (Baseline)	24%
Male	23%
Aged 75 and over	22%
Living with others	19%
In good health	11%

Those in poor health are almost six times as likely as respondents in good health, to lack companionship, while on age, 65 to 74 year olds are most likely to.

Almost a third of lone occupants often lack companionship, comparing to a fifth for those living with others.

There is little difference between genders.

Many with a lack of companionship cite the passing of partners or friends, or no nearby relatives.

#### Selected Feedback

*“Empty nest.”*

*“Loss of wife and lack of children in our marriage.”*

*“As I have been recently widowed, disabled & housebound, the 4 walls are my only companion 24/7.”*

*“I live alone and have outlived most of my friends.”*

*“As I’ve become older with health issues and relatives living far away, regular companionship would be welcome.”*

*“Rarely see people outside of work anymore.”*

Physical and mental health conditions are cited as a barrier, with some people 'no longer feeling needed'. If housebound, the phone can be the only method of contact.

### Selected Feedback

*"I have a condition, anxiety that makes it so hard for me. I wish I had someone who would call up who lived very near me."*

*"Had lots of friends that I used to meet frequently. I was the life and soul of the party, but as age and medical problems have taken hold, I feel I'm not needed."*

*"Being housebound, have to rely on phone conversations, not many visitors."*

Those with companionship mention neighbours, friends and family, and wider networks - such as church or volunteering. Having socialised during the day, can make it easier in the evenings.

While some have been proactive in meeting people and joining groups, others find this to be more difficult. One person would like to see peers more often.

### Selected Feedback

*"There are people in the apartments where I live and I do see them, but not often."*

*"I have good neighbours and church friends can phone if necessary. I see my family regularly even though they live quite away from me and sometimes I go over to them."*

*"Live with my partner and we have a active social life."*

*"I live alone through choice. I have a number of friends and help siblings with their medical conditions."*

*"I live alone, but I am a member of some organisations and I attend their meetings."*

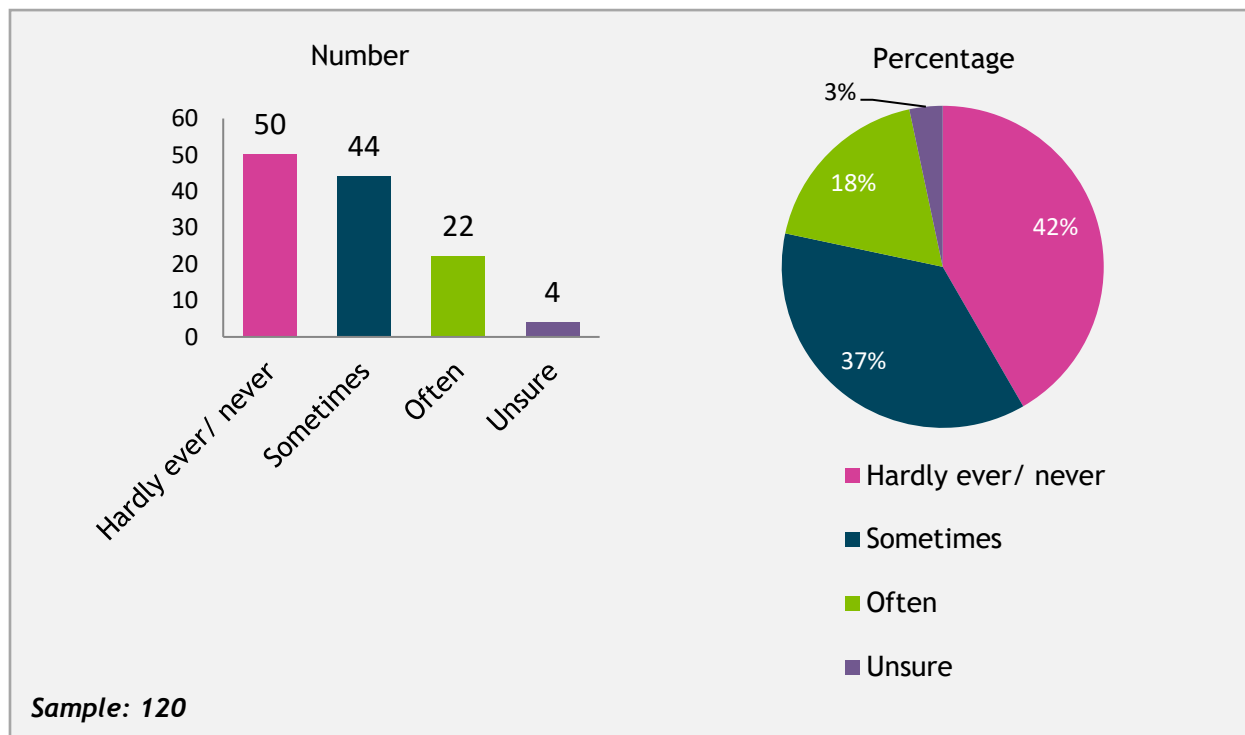
*"I have felt lonely in the past but felt it was up to me to join a club to meet people. Kept myself busy."*

*"I do spend quite a lot of time on my own. I am happy if I have done something with others and can cope better when I am at home in the evening."*

*"I am not a 'social mixer' and am very aware of striking up any conversations. I pick my own friends."*

*"Lack of companionship with people my own age."*

## 6.2 How often do you feel left out?



Around a fifth of respondents (18%) say they often feel 'left out'.

### 6.2.1 Often feel left out

	% Yes
In poor health	45%
Aged 65 - 74	28%
Aged 50 - 64	25%
In fair health	25%
Female	20%
Living with others	19%
Living alone	18%
All Respondents (Baseline)	18%
Male	15%
Aged 75 and over	13%
In good health	4%

Responses suggest that those in poor health are much more likely, than those in good health to often feel 'left out' (45% comparing with 4%).

On age, 50 to 74 year olds are most likely to often feel left out, as are female respondents.

There is little difference between sole occupants and those living with others.

Respondents say they feel overlooked by family, and in cases friends.

#### Selected Feedback

*"I feel left out when my family or friends are busy and I am left alone."*

*"I do have friends that meet up quite often but do not always include me."*

*"Very few friends."*

*"Got to make an effort to mix with people."*

On health, a common barrier is a lack of hearing, with mobility also mentioned. Some respondents complain of receiving no support, to leave the house.

#### Selected Feedback

*"Wear hearing aids - so can't hear if people speak softly or in crowds."*

*"Lack of mobility."*

*"To leave the house I need physical help and I have none."*

*"I feel things are happening around me that I have no way of engaging in."*

Voluntary and community interests have helped to connect people. Local knowledge is viewed as important, by one person.

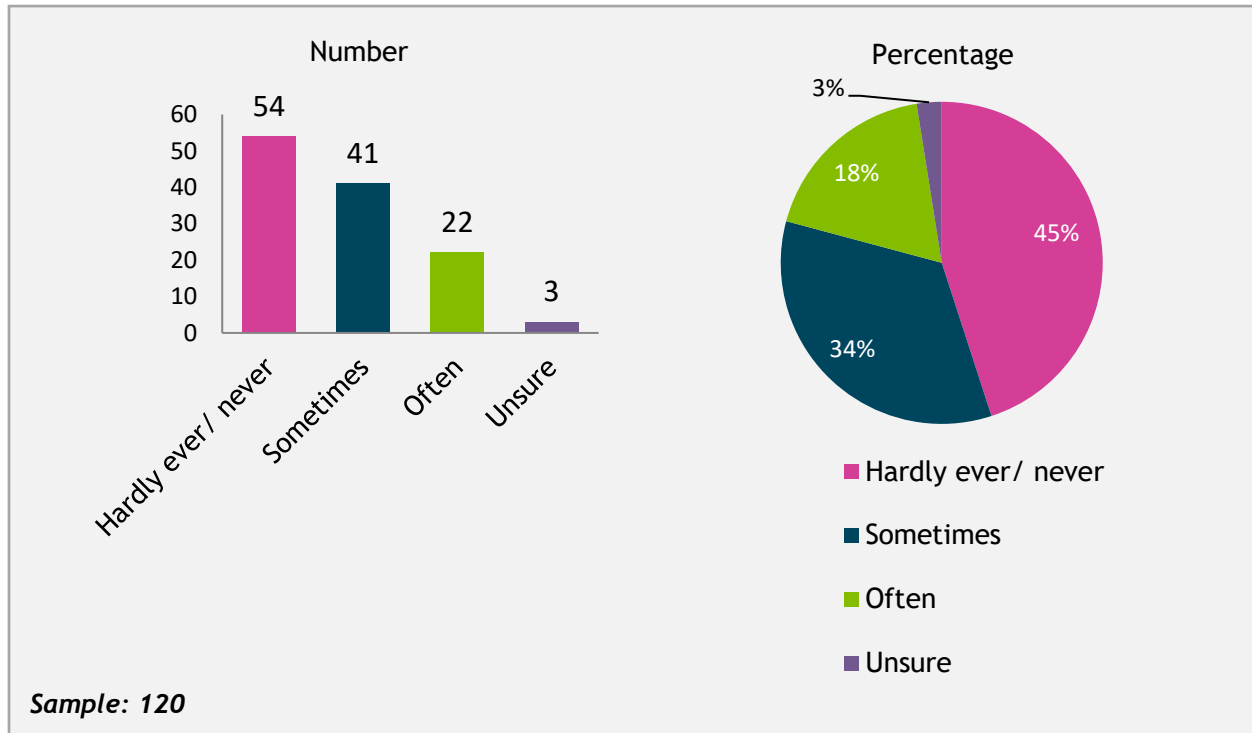
#### Selected Feedback

*"I'm involved with a couple of local groups, neighbours groups and others. Also having done a stint as a borough councillor, met a lot of people, fortunately positively. I also try and make sure my wife is included as far as she wishes."*

*"Left out of what? As mentioned above I am a member of some organisations. I am treasurer of an organisation, and I also give talks here and there."*

*"I have very limited knowledge of the area - buses, trains, travel to events."*

### 6.3 How often do you feel isolated from others?



Around a fifth of respondents (18%) say they often feel isolated from others.

#### 6.3.1 Often feel isolated from others

	% Yes
In poor health	73%
Aged 65 - 74	33%
Living with others	25%
Male	23%
In fair health	22%
All Respondents (Baseline)	18%
Female	17%
Aged 50 - 64	17%
Living alone	15%
Aged 75 and over	11%
In good health	2%

Almost three quarters of respondents in poor health feel isolated (73%), comparing with just a fraction (2%) of those in good health.

Recent retirees (aged 65 to 74) are notably more likely than others to feel isolated, as are men.

Surprisingly, those living with others are almost twice as likely, as sole occupants, to feel isolated - according to responses.

While some respondents have wide social and support networks, others do not. Motivation can be an issue - one person comments it is simply 'easier to stay at home'.

#### Selected Feedback

*"I have a very good network of friends and family."*

*"Again, membership of some organisations keeps me in touch with others."*

*"I have a friend who I see often but if she is busy or away I sometimes feel isolated."*

*"Neighbours, I have people who live next door but I am never invited into their house."*

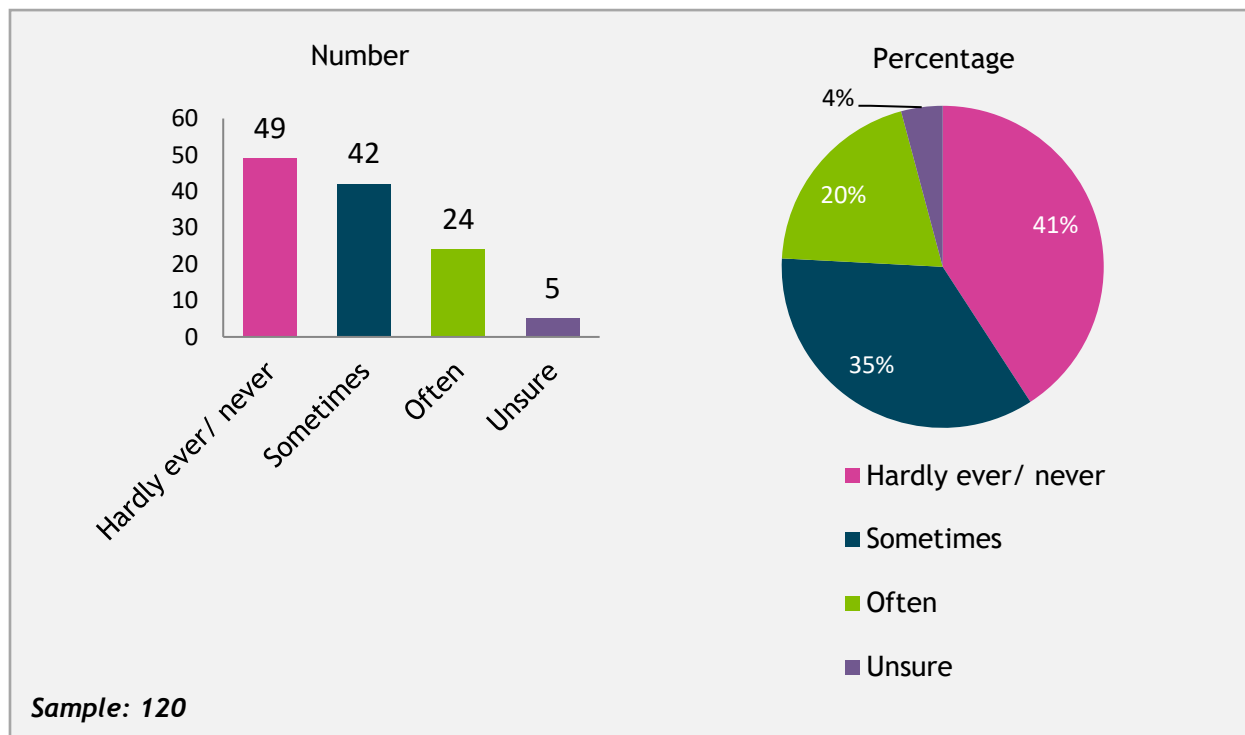
*"There are times when I would like to go out, but it is easier to stay at home."*

Health challenges include a loss of mobility and memory.

#### Selected Feedback

*"As you get older mobility becomes a problem, not knowing about things makes you feel a stranger."*

## 6.4 How often do you feel lonely?



A fifth of respondents (20%) often feel lonely.

### 6.4.1 Often feel lonely

	% Yes
In poor health	55%
Aged 50 - 64	33%
Aged 65 - 74	33%
In fair health	25%
Female	20%
Living alone	20%
All Respondents (Baseline)	20%
Male	19%
Living with others	17%
Aged 75 and over	10%
In good health	4%

A closer look reveals that 'feeling lonely' is very similar to feeling 'left out' (question 6.2) with many of the above percentages similar.

The passing of a partner is again a cause of loneliness, and for some this can be a new experience. Having a pet (cat) has helped for one person.

We hear that families are not always in touch.

#### Selected Feedback

*"My husband was my world, I needed no-one else, so now I am alone."*

*"Because now living alone for the first time ever."*

*"The cat is company, she sleeps on the bed where hubby used to sleep."*

*"Children busy with their own lives."*

*"Although I have a family, I feel lonely which is sad."*

The evenings can be especially difficult.

#### Selected Feedback

*"I feel lonely at least 3 - 4 days a week and every evening."*

On health, Alzheimer's has created a barrier for one person.

#### Selected Feedback

*"I've got Alzheimer's, I don't think family and friends know how I feel and I can't put it into words."*

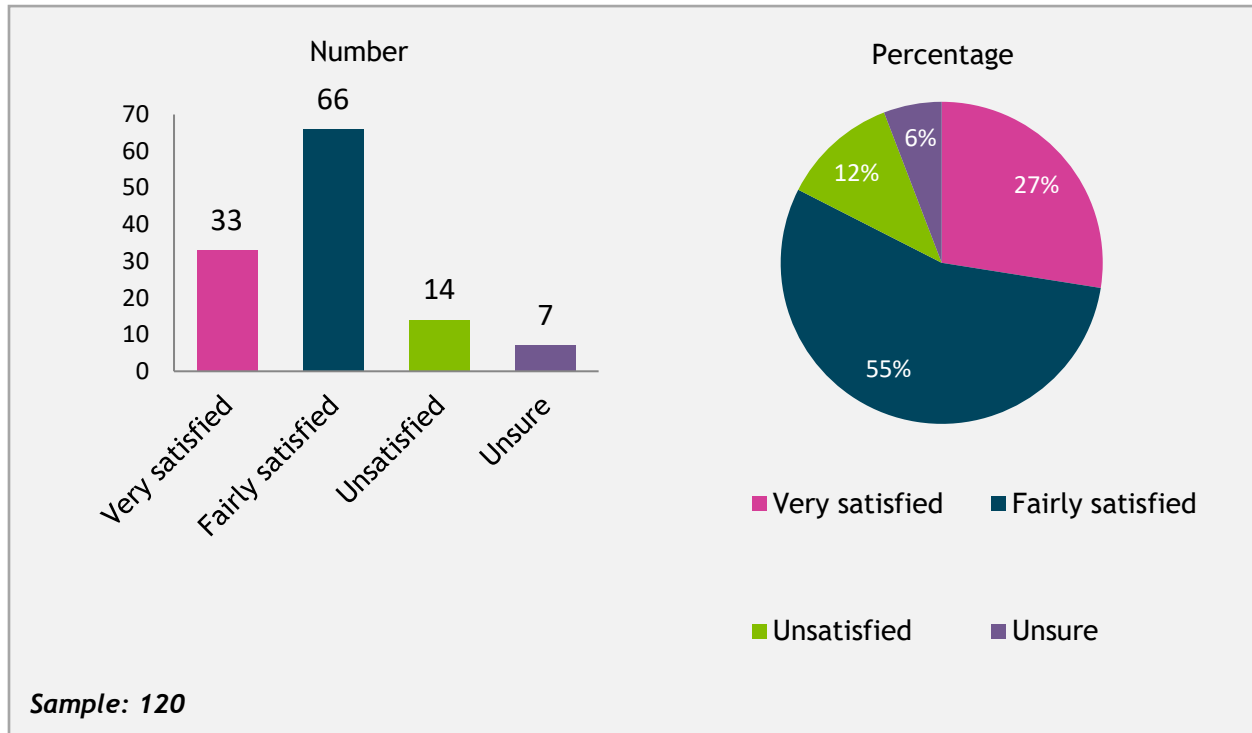
Daily tasks and chores can help to keep occupied.

#### Selected Feedback

*"Keep myself busy with everyday chores, keeping up with current affairs, talk to people here & when out shopping etc."*



### 6.5 How satisfied are you with your life currently?



A broad majority of respondents (82%) feel currently satisfied with their lives.

#### 6.5.1 Satisfied with life currently

	% Yes
In good health	96%
Aged 75 and over	86%
Female	84%
Aged 50 - 64	83%
Living with others	83%
Living alone	83%
All Respondents (Baseline)	82%
In fair health	80%
Male	77%
Aged 65 - 74	75%
In poor health	36%

Almost all respondents in good health feel satisfied (96%), comparing with just a third of those in poor health (36%).

Recent retirees (aged 65 to 74) are less satisfied than others, while men are notably less satisfied than women.

No difference is recorded between sole occupants and those living with others.

Partners and wider families are a key factor in being satisfied, or not. Bereavement can be 'life changing'.

Activities and social networks are again seen as beneficial, however one person's social circle has 'reduced since Covid'.

### Selected Feedback

*"Lost my husband recently so my life has changed completely."*

*"Older son married, has 2 kids but is too busy to talk. Texts now and again - it's all very sad and lonely."*

*"At home or with family at their homes, watch TV, listen to radio, do puzzle books, play records etc."*

*"Lack of a female friend to go out with."*

*"I have started to go out a bit more often to activities organised by Age UK."*

*"Had lots of close friends, but since Covid things are very different."*

The benefits of independence, good health and finances are highlighted. The Freedom Pass is noted as an enabler.

### Selected Feedback

*"I have a home, I have retired with a pension that enables me to do the things that I want to do within reason."*

*"I have a couple of social events a week, I volunteer one morning a week, so am happy currently with my life. I am in good health fortunately."*

*"Having the freedom pass is great as it means we go out more than we would normally."*

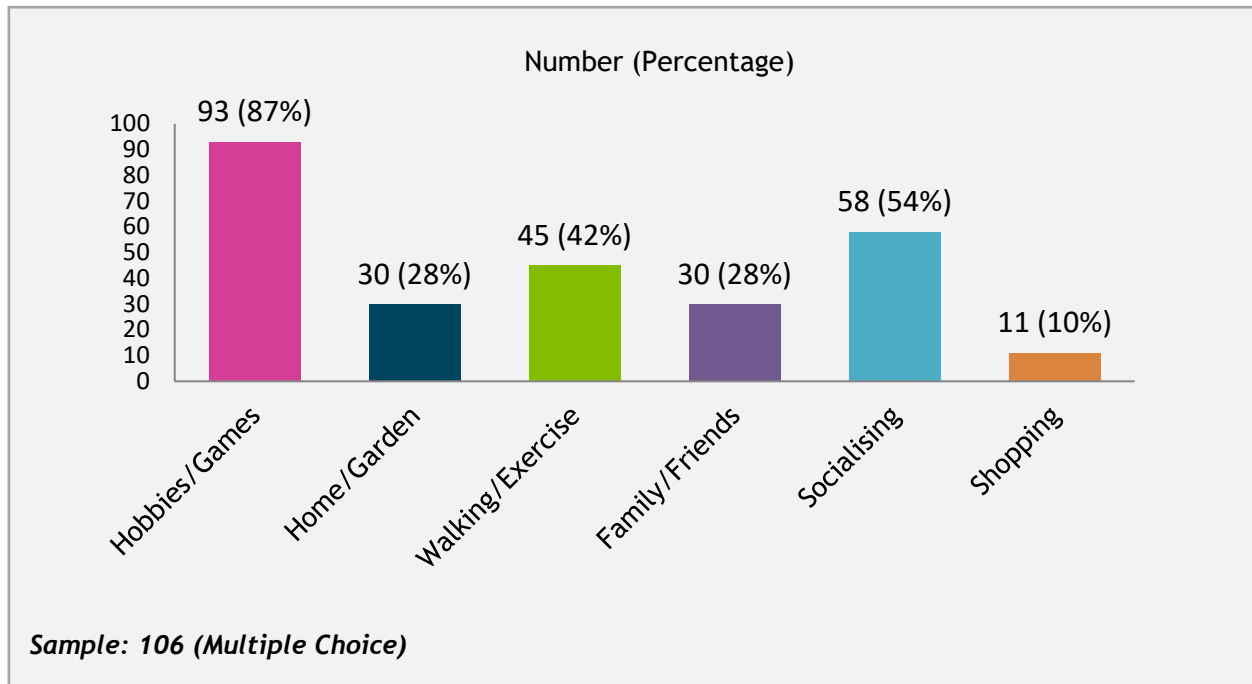
For some, cost is cited as an increasing challenge - in daily living and in securing support.

## Selected Feedback

*"It's much harder with the cost of living. Never thought I would reach 60 and be counting every penny."*

*"The lack of physical help leaves me miserable. I come up against brick walls with outside agencies because I lack the finances to pay for help."*

### 6.6 How do you usually spend your free time?

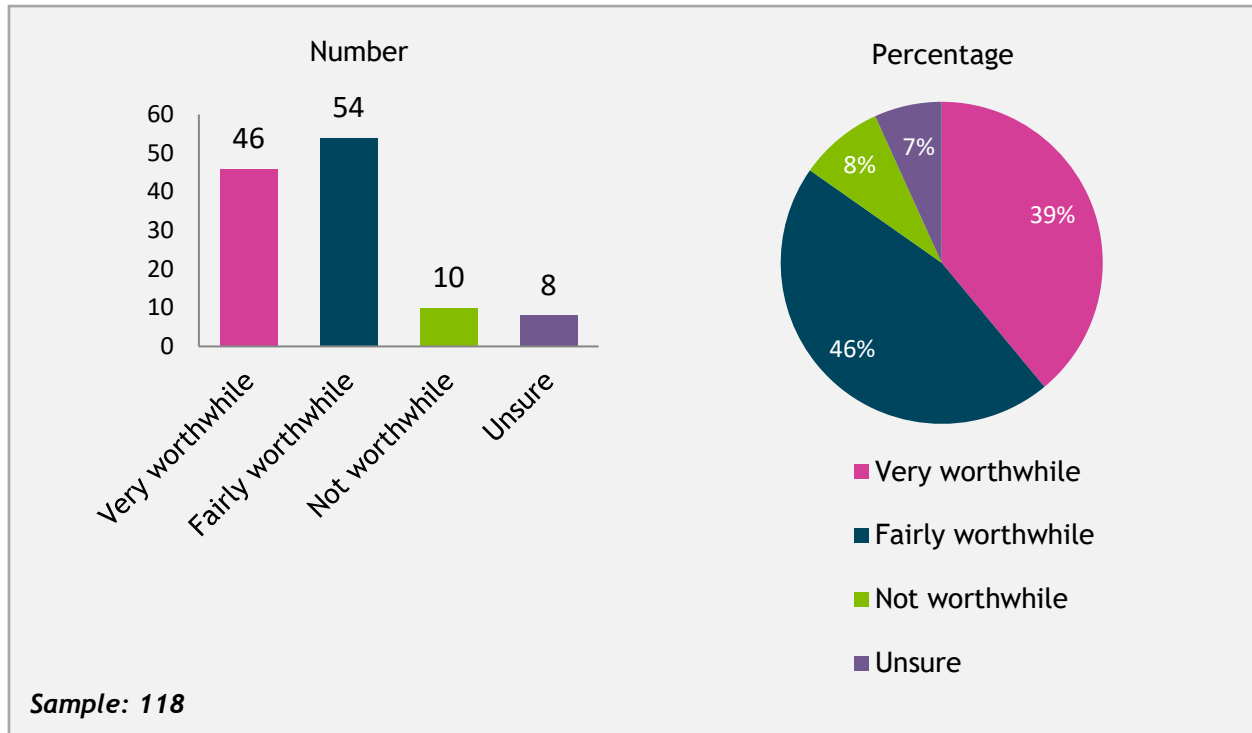


On free time, a broad majority of respondents (87%) enjoy games, hobbies and other interests such as reading or watching television.

Just over half (54%) like to socialise with over a quarter (28%) mentioning family or friends. At 42%, walking and exercise is also popular with visits to local parks frequently mentioned.

28% of respondents spend time on housework or their gardens, while 10% visit shops.

## 6.7 To what extent do you feel that the things you do are worthwhile?



A broad majority of respondents (85%) feel that the things they do, are worthwhile.

### 6.7.1 Find things worthwhile

	% Yes
In good health	95%
Aged 75 and over	90%
Female	86%
Living with others	86%
All Respondents (Baseline)	85%
Aged 50 - 64	83%
Living alone	83%
In fair health	83%
Male	81%
Aged 65 - 74	78%
In poor health	45%

Almost all respondents in good health (95%) feel the things that they do are worthwhile, comparing with less than half (45%) of those in poor health.

The oldest respondents (aged 75 and over) are most content, and women are more content than men.

Those living with others are marginally more content than sole occupants.

We hear that socialising, caring or volunteering can be mutually beneficial, enhancing mental wellbeing and self-esteem, and giving a sense of worthiness, or achievement.

Activities that improve skills or health, such as computer classes or chair exercise are highly regarded, as is involvement in faith groups.

#### Selected Feedback

*“Some things are useful to others, whilst others are beneficial to myself, both physically & mentally.”*

*“I enjoy being with people & help if possible.”*

*“I have been trying to speak to other residents more often and offering my help.”*

*“The ladies I visit have amazing stories to tell me and their attitude to life is so humbling.”*

*“My talks are well received, and my publications are referred to by others.”*

*“Learning to type, regain my skills.”*

*“I do volunteer 4 hours per week which gives me a sense of worthiness and I do a chair yoga class which makes me feel I am doing something to improve my mobility.”*

*“Activities associated with my faith community are very worthwhile.”*

Coping after bereavement can be difficult, and take a long time.

#### Selected Feedback

*“I have enjoyed my time at church and exercise classes, but after 18 months, still not at ease in my home.”*

*“Mixing with people is the only thing that will make me get over this bereavement.”*

Some respondents feel cut off from wider society.

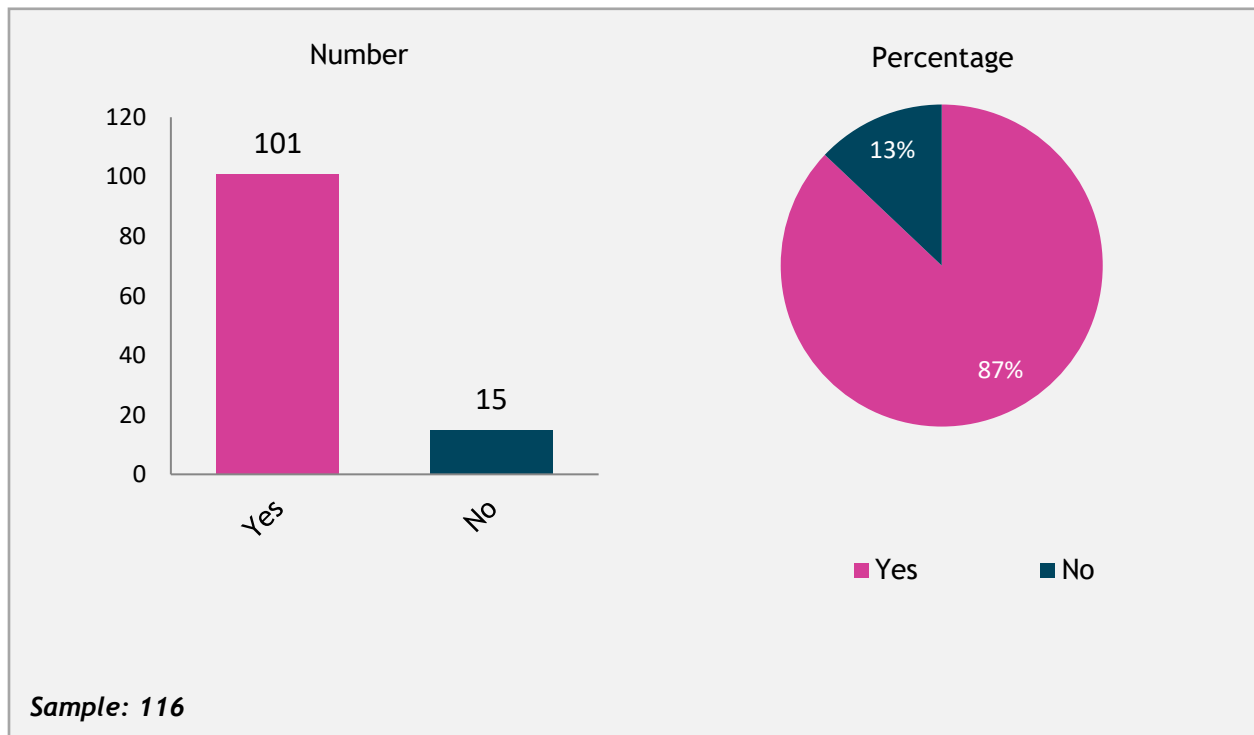
### Selected Feedback

*“It looks like the things that I do are not valued anymore.”*

*“Feel insignificant.”*

*“Seems no way out of the isolation/loneliness.”*

### 6.8 If you had a problem and needed help, are there people who you can call on?



A broad majority of respondents (87%) have somebody to call on, if they need help. A noticeable minority (13%) do not.

### 6.8.1 Have people to help, if needed

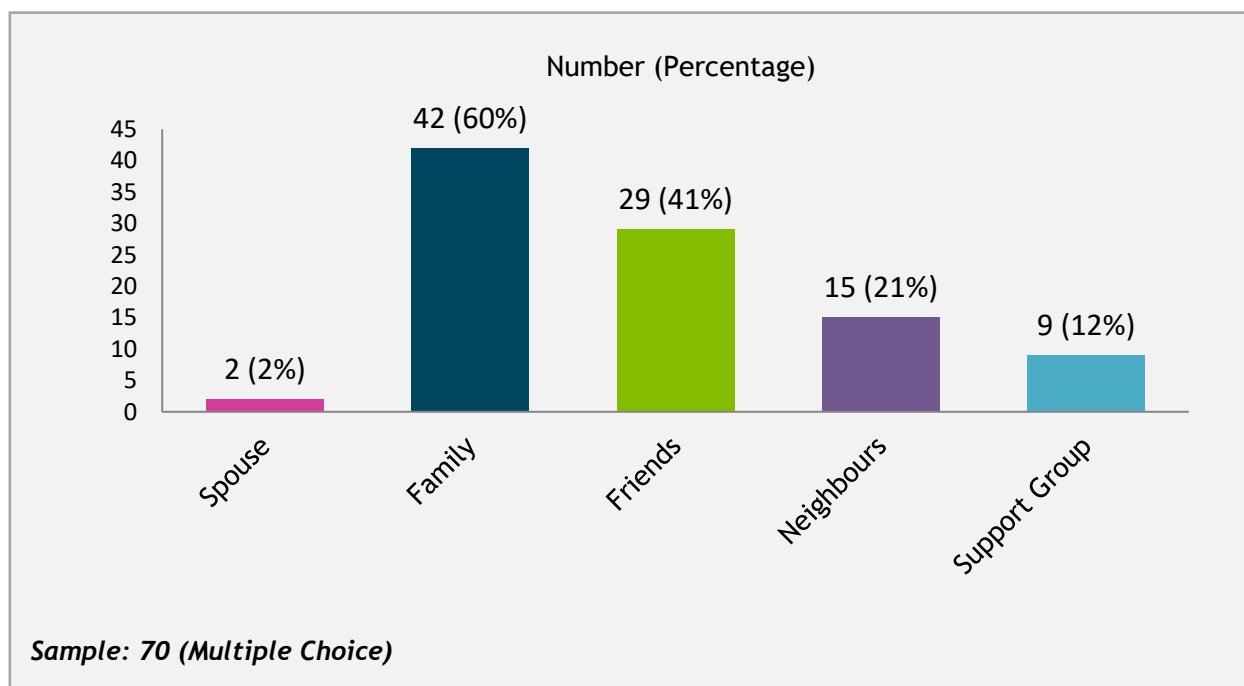
	% Yes
Male	96%
Aged 75 and over	93%
In good health	93%
Living with others	89%
In fair health	88%
Living alone	87%
All Respondents (Baseline)	87%
Female	84%
Aged 50 - 64	83%
Aged 65 - 74	78%
In poor health	55%

A clear majority of respondents in good health (93%) have somebody to help, if needed, while this is just 55% for those in poor health.

The oldest respondents (aged 75 and over) are most likely to have somebody to help, and men feel more supported than women.

There is little difference between sole occupants and those living with others.

### 6.8.2 Please tell us more



Over half of respondents (60%) receive support from their family. Friends (41%) are also widely relied upon, with neighbours (21%) and support or social groups (12%) to a lesser extent.

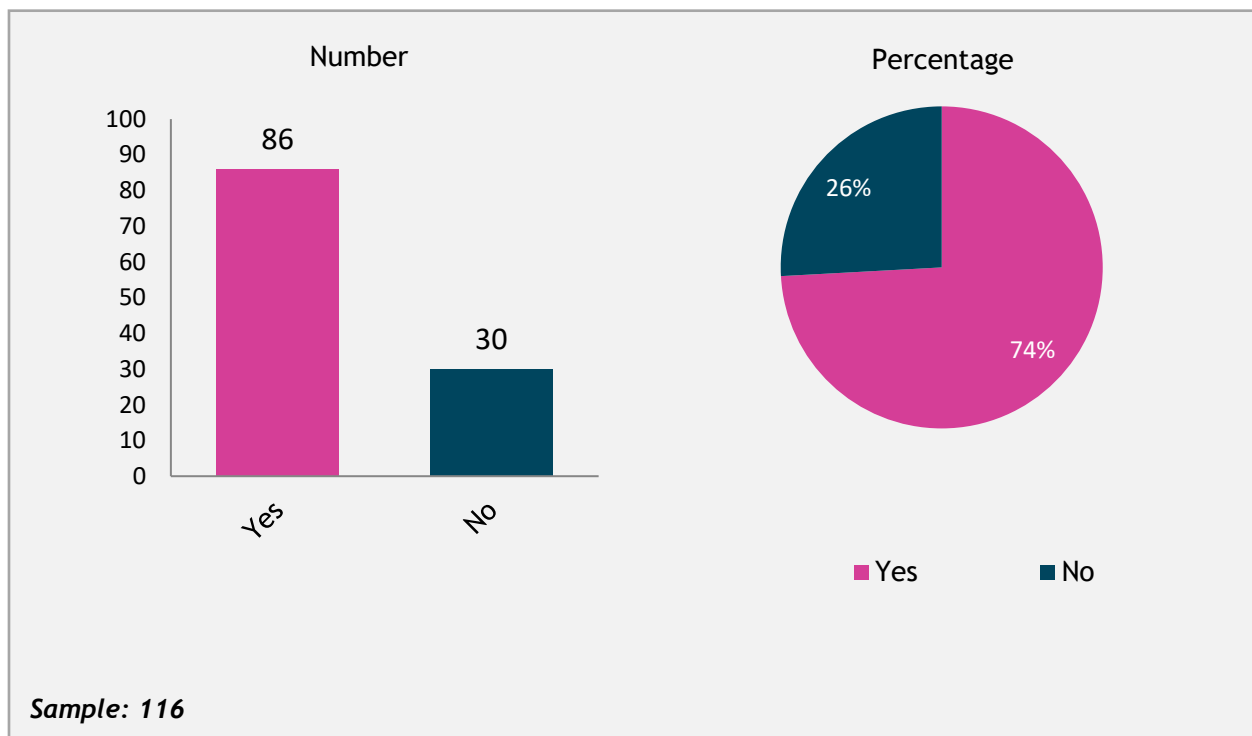
We hear it's not always easy, to call for help.

### Selected Feedback

*"But I don't like asking, it's not always convenient and I like to be independent."*

*"Not sure - apprehensive on calling on any of them."*

### 6.9 If you want company or to socialise, do you have people to call on?



Three quarters of respondents (74%) have somebody to socialise with, if wanted.



### 6.9.1 Have people to socialise with, if wanted

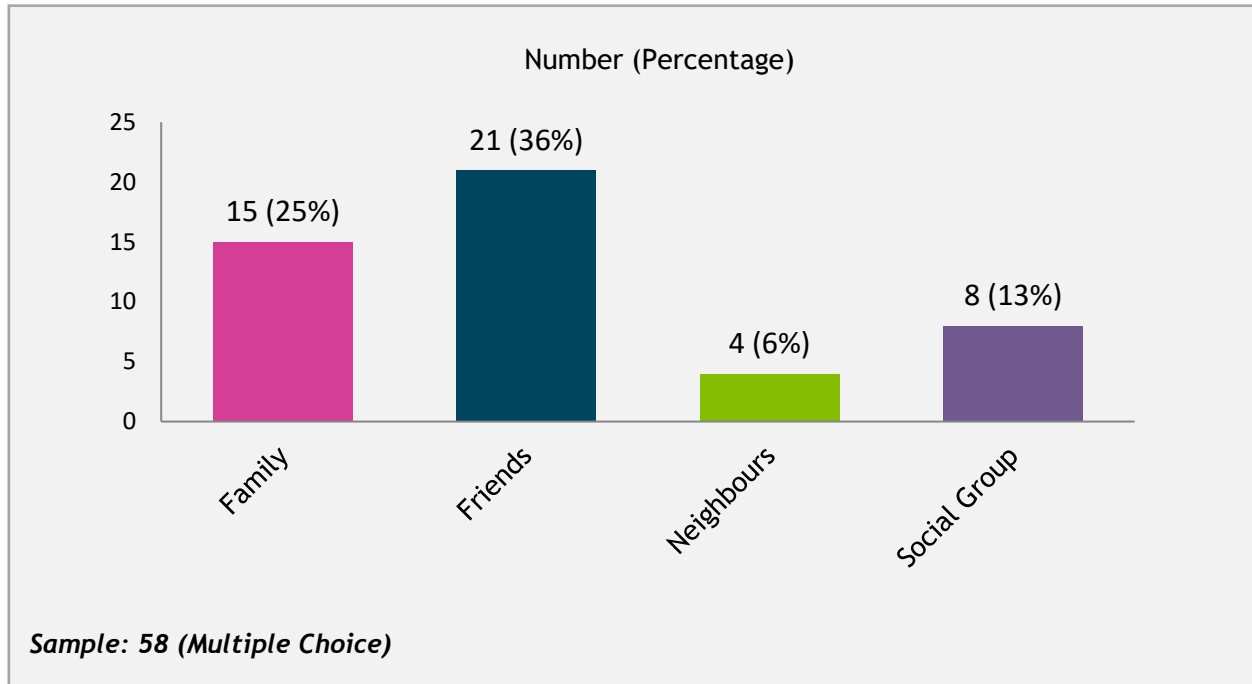
	% Yes
In good health	89%
Aged 75 and over	76%
Living alone	76%
Aged 65 - 74	75%
Female	74%
All Respondents (Baseline)	74%
Male	73%
Living with others	69%
In fair health	66%
Aged 50 - 64	58%
In poor health	56%

A broad majority of respondents in good health (89%) have somebody to socialise with, if wanted, while this is just 56% for those in poor health.

The youngest respondents (aged 50 to 64) are least likely to have somebody to socialise with, while the difference between men and women is marginal.

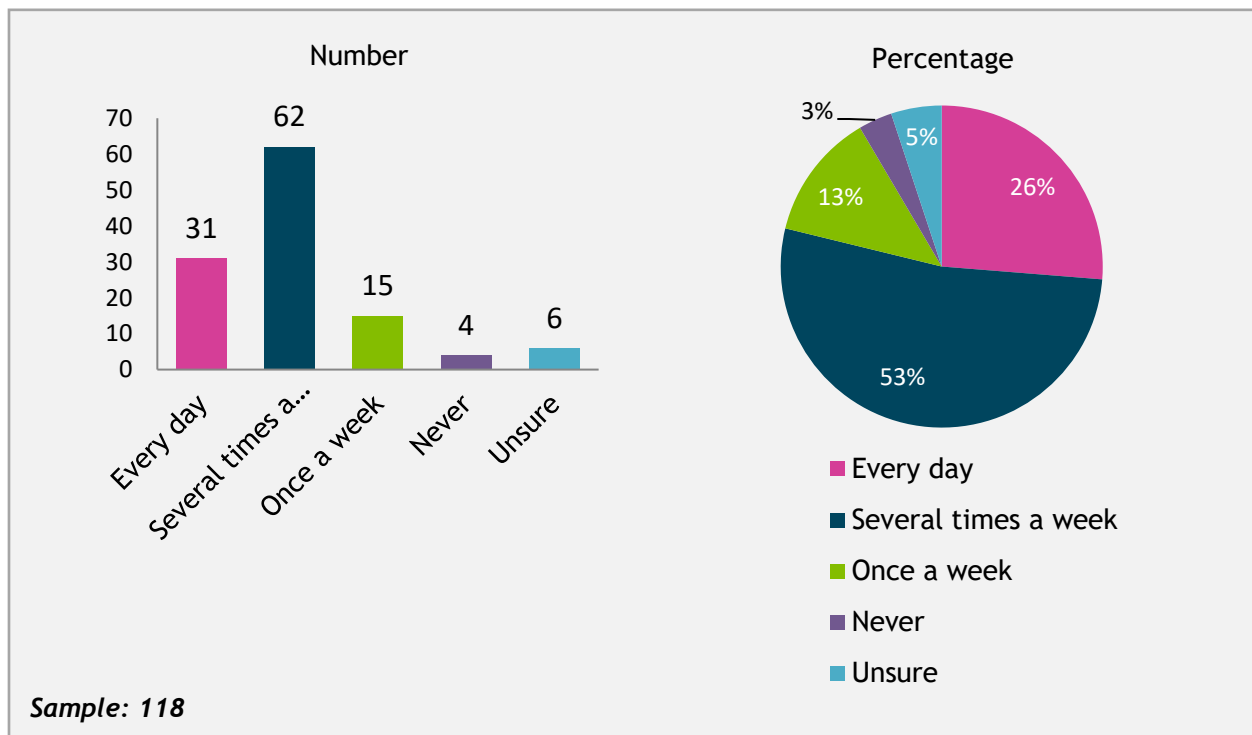
We find that sole occupants are more likely to find somebody to socialise with - than those living with others.

### 6.9.2 Please tell us more



Just over a third of respondents (36%) may call on their friends to socialise, with a quarter (25%) able to call on their family, and 6% on neighbours. 13% attend social groups or activities.

### 6.10 How often do you go out during the week?



A clear majority of respondents (92%) go out during the week - 79% often, and 13% less so. Just 4 respondents indicate that they never go out.

**6.10.1.Go out often (daily, or several times a week)**

	% Yes
In good health	93%
Male	85%
Aged 65 - 74	80%
Aged 75 and over	80%
Living alone	80%
All Respondents (Baseline)	79%
Female	77%
Living with others	74%
In fair health	74%
Aged 50 - 64	67%
In poor health	36%

A clear majority of respondents in good health (93%) go out daily, or several times a week, while this is just a third (36%) for those in poor health.

The youngest respondents (aged 50 to 64) are least likely to go out as regularly, and women are less likely to, than men.

Feedback suggests that sole occupants go out more often, than those living with others.



### **6.10.3 If you don't go out at all, please list the barriers which prevent you**

When asking about barriers to going out, we detect themes on accessibility and the local area, health and mental health, mobility and transport, safety and support.

#### **Selected Feedback**

##### **Accessibility and Local Area**

- Clubs for over 60s.
- Lack of knowledge of where and how to get to these events.
- Finding a toilet can be difficult as lots are closed.

##### **Health and Mental Health**

- Some anxiety, depression.
- Unable to walk far before I become breathless.
- Mostly weak leg muscles and lack of sight.
- Rheumatoid Arthritis and Osteoarthritis.
- Hard of hearing stops me joining large gatherings.

##### **Mobility and Transport**

- Find Mobility a problem.
- Not much confidence in walking.
- Limited by mobility, but have mobility scooter.
- Limiting the Freedom Pass time, particularly bad for early hospital appointments.
- Had a few falls, just manage to walk to the top of the road, then have another.

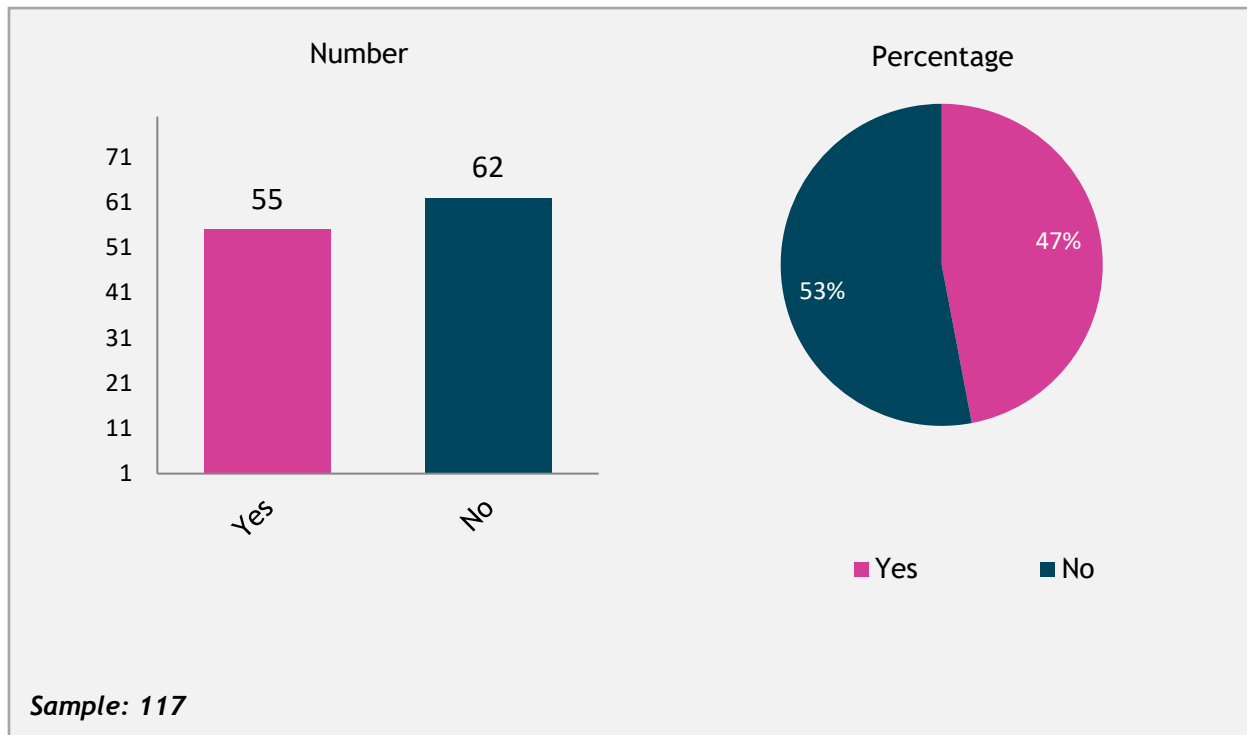
##### **Safety**

- Fear for safety
- Lack of company.
- Fear of being unable to find my way home.

##### **Support**

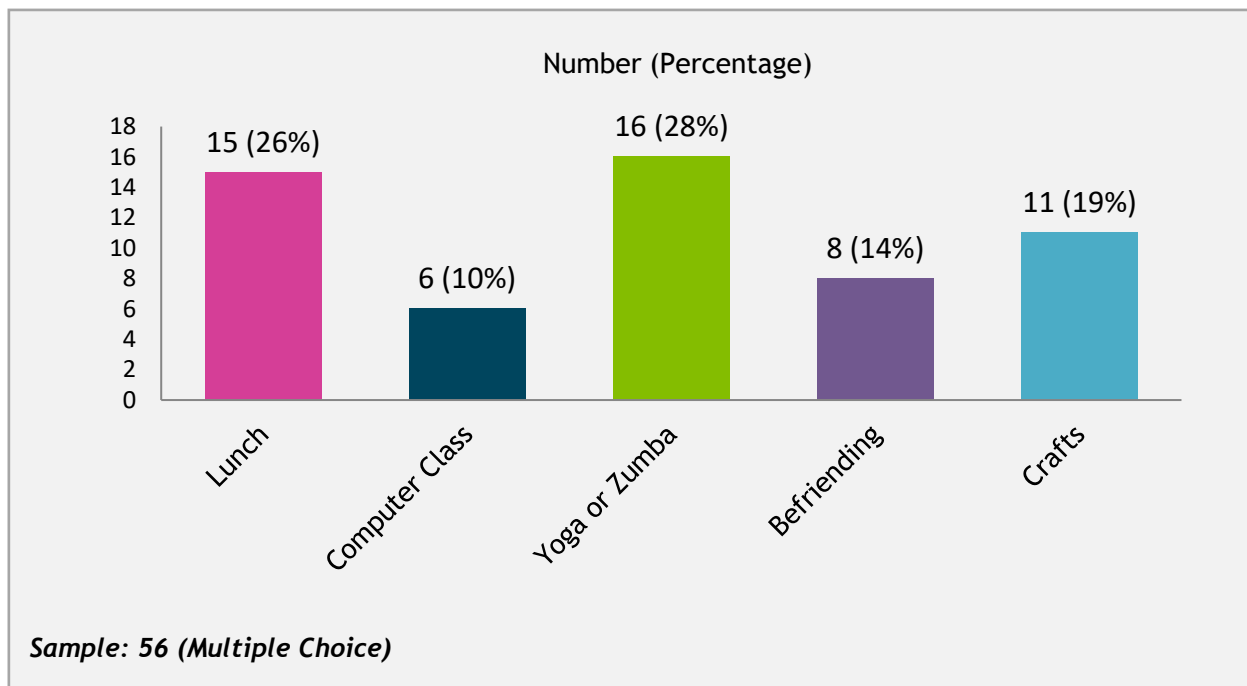
- Caring pressures.
- No physical help, met by brick walls by outside agencies when you try to find help.
- Unable to carry shopping.
- Cannot leave my disabled partner alone in the house.
- Need someone to go with.

### 6.11 Do you take part in any of Age UK's activities?



Around half of respondents (47%) take part in Age UK activities.

#### 6.11.1 If you said yes, please list which activities



Most popular are exercise classes (28%) and lunch (26%).

### **6.11.2 If you said No, please give reasons as to why?**

The main reason people don't attend, by far, is a lack of awareness and information.

### **6.12 Please give any other comments about how you feel about loneliness and social isolation**

Finally we asked for any other feedback. Themes are detected on availability, bereavement, cost, family and friends, mental health, physical health and support.

#### **Selected Feedback**

##### **Availability**

- “Need more clubs to go to.”
- “Need to advertise in local media which may encourage people to go out.”
- “Most of the groups are based it seems in central Ilford and none local to me.”
- “More sports activities and keep fit programmes for seniors.”
- “I am trying to find another yoga class or tai chi class.”

##### **Bereavement**

- “Grief of the loss of a loved one & soulmate is a pain that never goes away.”
- “As a widow, loneliness is with me all the time, no matter how many people I am with.”

##### **Cost**

- “I can't afford to pay.”
- “Rented flat is becoming unaffordable.”
- “I am running out of savings to subsidise everyday living, so it's hard to feel optimistic.”

##### **Family, Friends & Socialising**

- “Feel I should keep in touch with friends who are housebound or have no family.”
- “Feel everyone around me is very busy.”
- “It's hard to make the initial contact in social places on your own.”
- “Very lucky to have husband & family if I need anything.”

##### **Mental Health**

- “Can get very depressing and don't want to do anything.”
- “Can be distressing or worrying.”
- “Long hours of social isolation leads to depression.”
- “Vulnerable, desperate, no one to turn to, frightened.”
- “Sometimes I feel invisible in today's society.”

##### **Physical Health**

“Well you gain weight.”  
“Limited sight affects all my activities and I have also had strokes.”  
“I’m disabled and it’s difficult.”

### Support

“The isolation is exacerbated by having no physical help.”  
“We all feel loneliness sometimes but I try to find something to do.”  
“The dark long nights are I think hard for a lot of people.”  
“I think people should do meditation, exercise, yoga, enjoy life.”  
“If you help someone else, or anyone else, it’s less of a problem.”  
“Phone contact for most services difficult.”

## 7. Closing Statement

The findings in this report suggest that the vast majority of older people in good health, are unlikely to be isolated, or lonely.

Of the respondents citing poor health, three quarters (73%) say they often feel isolated, two thirds (64%) lack companionship, go out just once a week (or less), or have poor life satisfaction, and almost half (45%) feel ‘left out’ and have inadequate support networks.

We are told there is a lack of awareness on what is available, a lack of support or difficulty with costs, health issues such as mobility and loss of hearing, poor self-esteem and motivation, and family, friends or neighbours who are ‘too busy’ to assist.

More generally, we are told that coping after bereavement can be difficult, and take a long time, and that the evenings can be especially difficult.

There is a difference between the genders - women are more likely to lack companionship and to feel ‘left out’ while men are more likely to feel isolated, and as a whole, are ‘less satisfied’ with life.

On households, we are surprised to find that those living alone, are less likely to feel isolated, and also go out more often - than those living with others.

On closing this report, we will be looking further at why poor health has such an impact on isolation and loneliness. It is clear, that information - on the support and activities on offer, is absolutely essential, and as a support organisation we will be working with others - the local authority, community groups, health and care services, to ensure that a greater number of local older people are reached, and assisted.



## 8. Glossary of Terms

There are no acronyms in this report.

## 9. Additional Reading

‘No One Should Have No One’ - Report by Age UK, 2016:

[https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/health--wellbeing/rb\\_dec16\\_no\\_one\\_should\\_have\\_no\\_one.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/health--wellbeing/rb_dec16_no_one_should_have_no_one.pdf)

‘Testing Promising Approaches to Reducing Loneliness’ - Report by Age UK, 2016:

[https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/health--wellbeing/rb\\_2016\\_testing\\_promising\\_approaches\\_to\\_reducing\\_loneliness\\_report.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/health--wellbeing/rb_2016_testing_promising_approaches_to_reducing_loneliness_report.pdf)

## 10. Distribution and Comment

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

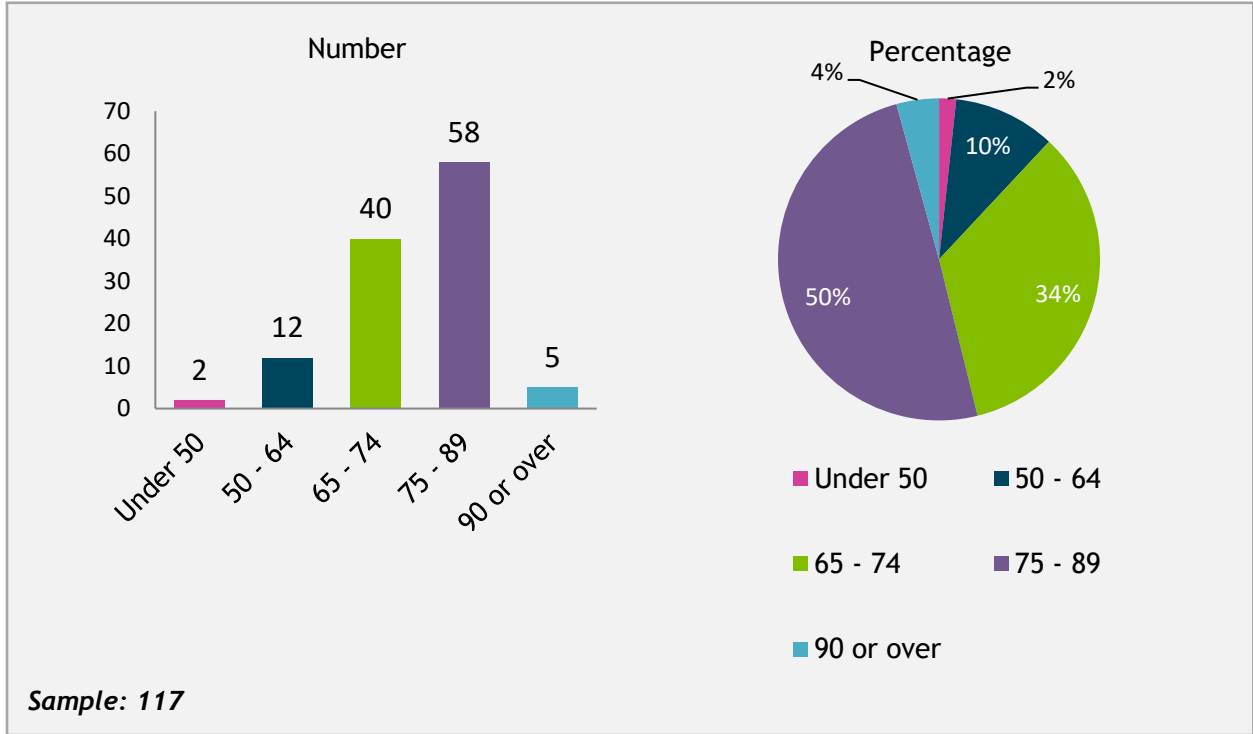
If you have any comments on this report or wish to share your views and experiences, please contact us.

Age UK Redbridge, Barking and Havering, 103 Cranbrook Road, Ilford, IG1 4PU.  
Phone: 020 8220 6000  
Email: [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)  
Registered Charity Number: 1088435

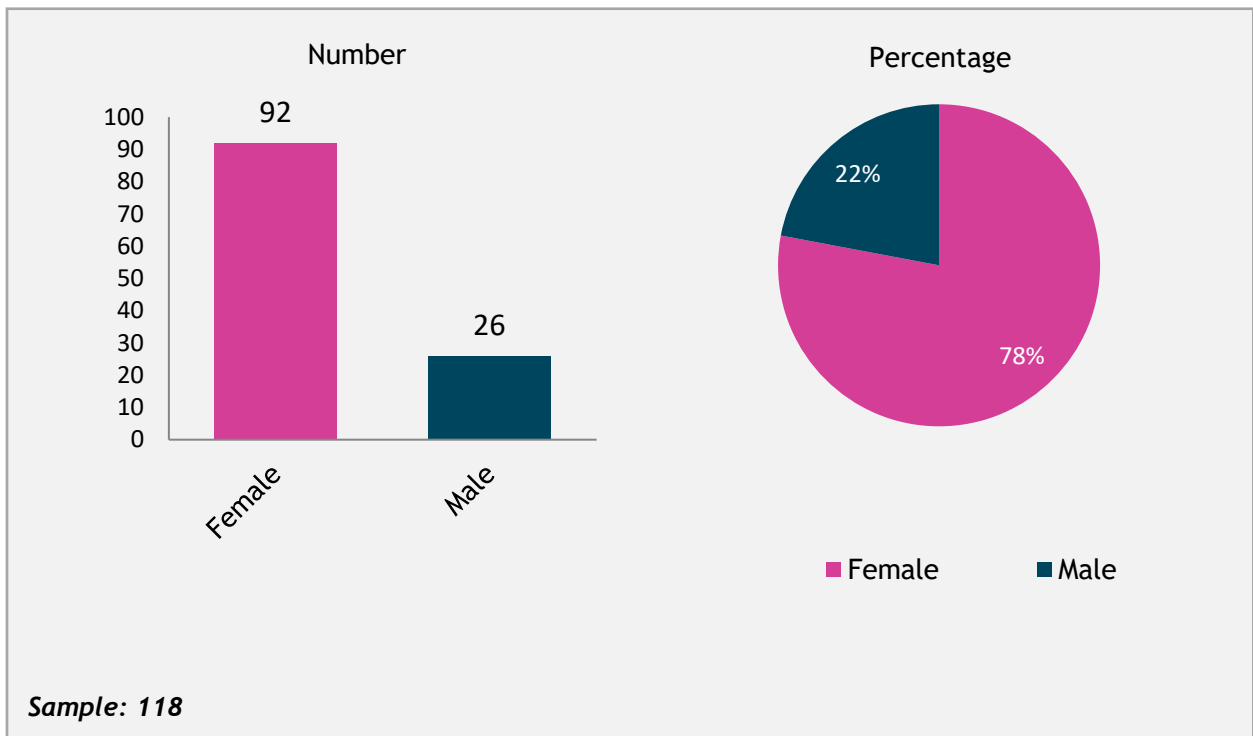
## Appendix - Demographics

The demographics of participants are stated as follows:

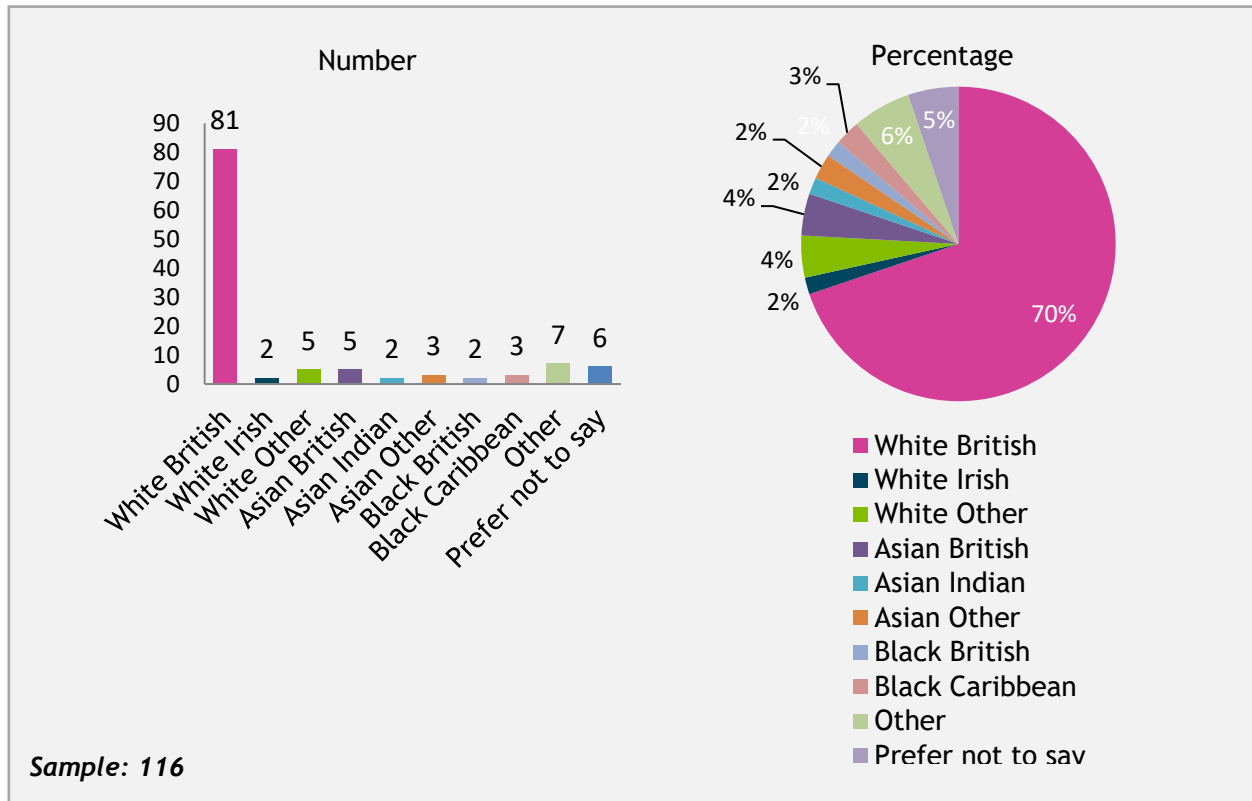
### Age



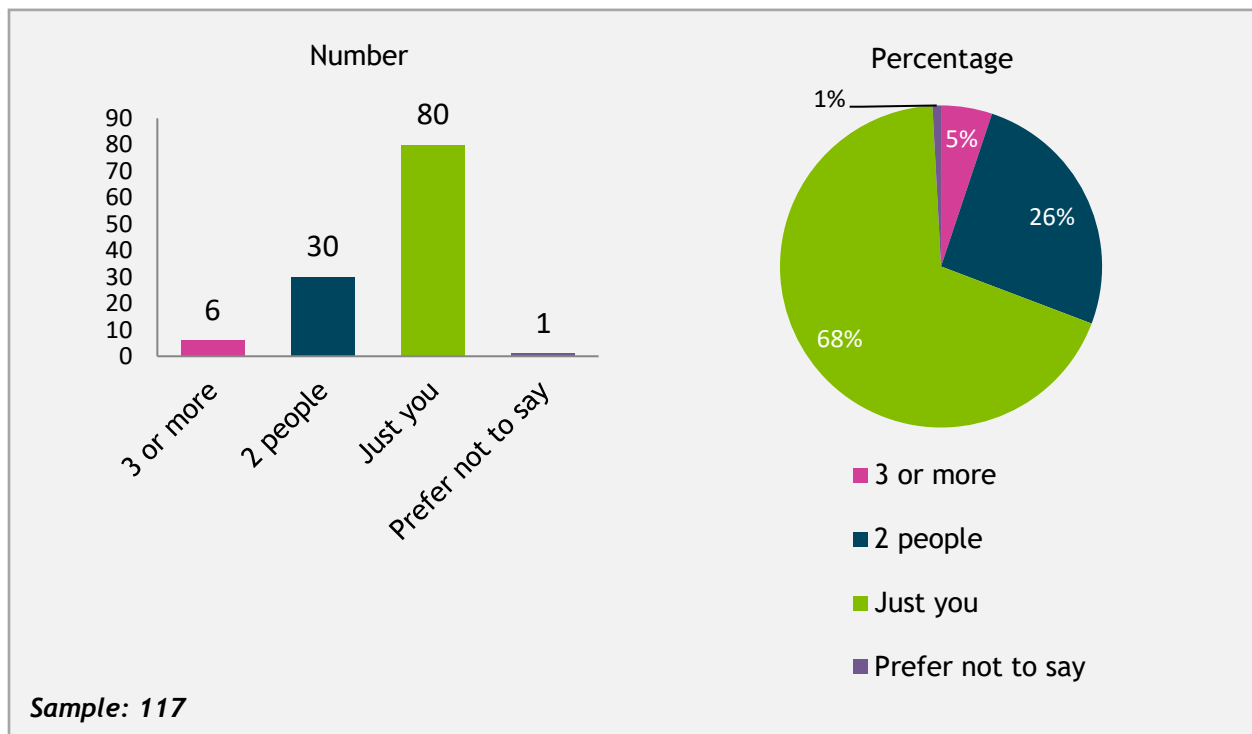
### Gender



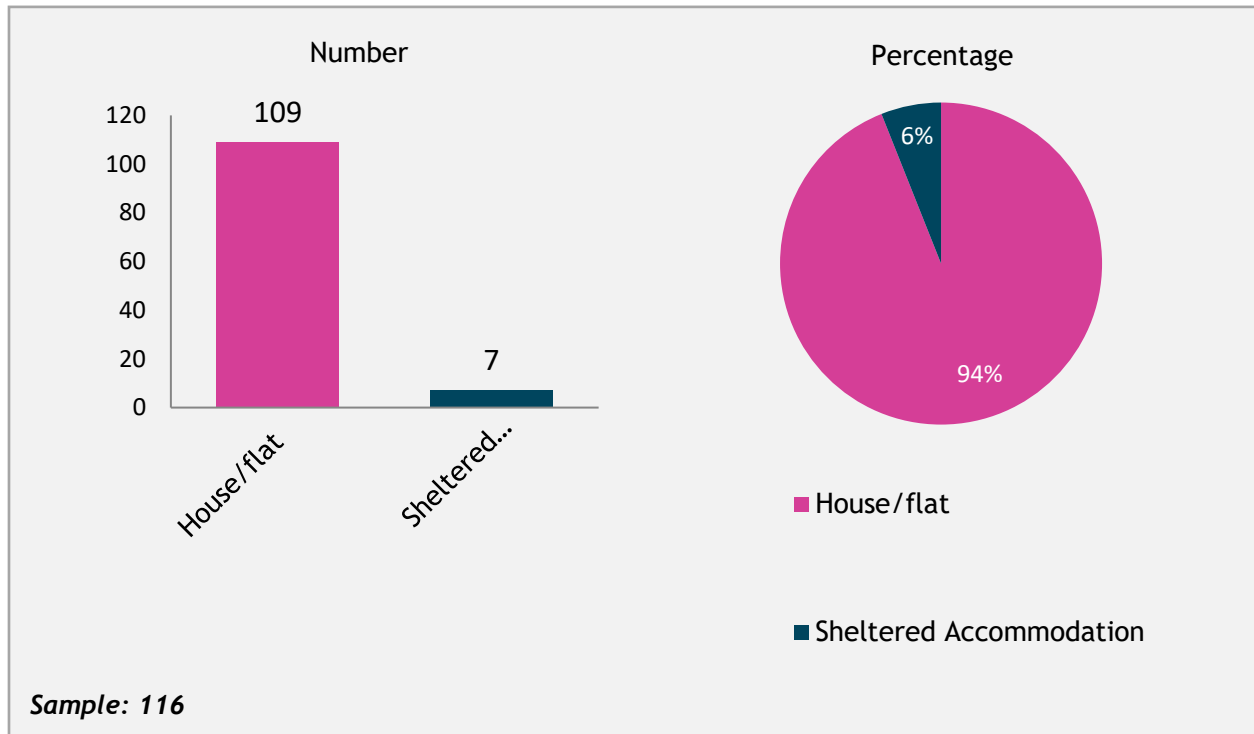
## Ethnicity



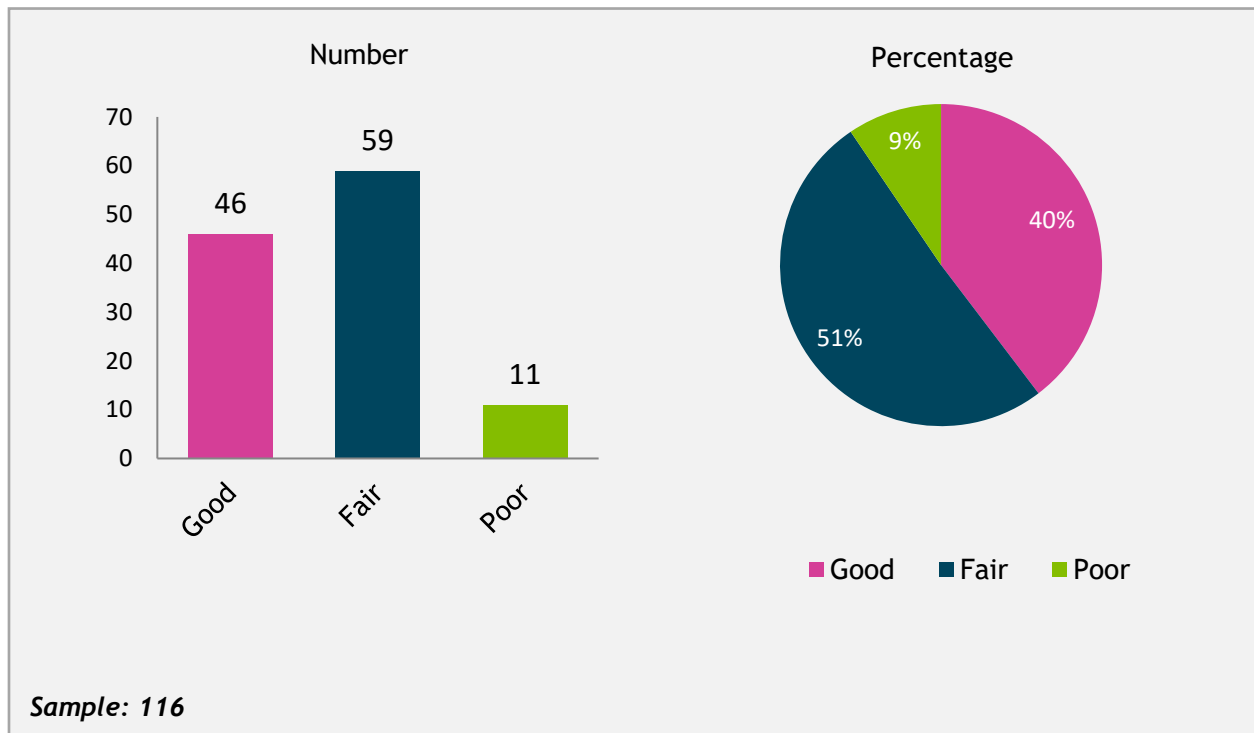
## Household



## Housing



## Health



“Having the freedom pass is great as it means we go out more than we would normally.”

Local Resident