



Age Scotland Orkney Older People and Housing

May 2019

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SCOTINFORM

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1. Executive Summary

1.1 Introduction

Age Scotland's mission is '*to inspire, involve and empower older people in Scotland, and influence others, so that people in Scotland enjoy better later lives*'. Part of that desire is to ensure that older residents in Scotland live in housing which meets their needs and that there is sufficient housing available to them when the need arises as their circumstances change.

In 2017 a national survey was conducted by Scotinform Ltd¹ on behalf of Age Scotland to capture information about current housing stock, housing needs, to determine awareness of energy efficiency initiatives and establish how much older people were spending on energy bills per year.

In 2018, Scotinform was commissioned by Age Scotland to focus a similar study on Orkney, where it has been projected that by 2024 30% of the population will be of pensionable age (against a Scottish average of 23%) with a fall amongst residents of working age. 978 Orkney residents aged 55+ responded to the survey and this executive summary details the key findings.

1.2 Aims and Objectives

The main aim of the study was to determine levels of

¹ Scotinform, Age Scotland Report: Housing Survey March 2018

satisfaction with housing amongst older people living in Orkney.

The study also sought to identify:

- to what extent current accommodation was described as suitable by respondents.
- what adaptations respondents had made to their homes, and how this had been funded.
- what plans respondents had for the future in terms of moving home or adapting their existing home.
- satisfaction with heating levels, what energy efficiency measures respondents had installed over the last ten years and how this had been funded.
- expenditure on fuel bills and how these are paid.
- awareness of energy efficiency schemes and whether these are used.

1.3 Methodology

A self-completion paper questionnaire was prepared by Scotinform and its content built upon the survey which had been used in the 2017/18 Age Scotland report. Scotinform is most grateful for input from Age Scotland, Age Scotland Orkney, Orkney Islands Council, Scottish Government, THAW, and Smart Energy GB in assistance with the survey and making sure the content and terminology was appropriate for Orkney residents.

The survey was distributed to 8,000 households in Orkney by

The Orcadian newspaper and accompanied by a freepost envelope to ensure that postage costs were not incurred by respondents. In addition, the local offices of the Citizens Advice Bureau and Age Scotland Orkney distributed the survey amongst their clients.

1.4 Profile of respondents

- It is estimated that the sample of 978 represents approximately 18% of Orkney's older population.
- Respondents most likely lived in rural Orkney (39%) and Kirkwall (32%).
- 55% of respondents were female and 43% were male.
- 25% of respondents were aged 55-64, 38% were aged 65-74 and a further third (32%) were aged 75+. 4% of surveys were completed on behalf of an Orkney resident aged 75 or over.
- A third of respondents (32%) had a long-standing health problem and these were most likely respondents age 75+ (34%).
- Two thirds of respondents were retired (68%) and 25% were employed (full-time, part-time or self-employed).
- 38% of respondents had a total gross household income (before tax) of less than £20,000.
- Respondents were most likely in receipt of the State Pension (71%) and Winter Fuel Payment (54%). A fifth of respondents (21%), however, lived

in households not in receipt of any benefit or entitlements.

1.5 Housing

- The majority of respondents (95%) did not live in sheltered housing. Over half (57%) lived in a house with a third (37%) living in a bungalow.
- Three quarters of respondents (74%) owned a property outright with a further 6% living in a home for which they had a mortgage.
- Two thirds of respondents (68%) described their home as '*very suitable*' for their needs and a further 28% selected '*fairly suitable*'.
- Overall, just 4% of respondents considered that their property was not currently suitable for their needs.

1.6 Adaptations to Home

- Approximately two thirds of respondents (65%) lived in a property which had not been adapted, 23% had adapted their home since moving into it and 9% moved into a home which had had adaptations made to it.
- The adaptations most likely to be made to respondents' homes were grab rails/handrails (51%), specially designed or adapted bathroom/shower (48%) and outdoor light (39%).

- There was good awareness of the Care and Repair Service - 82% were aware and 26% had used the Service. Those who had used the Service were most likely to have had their bathroom adapted and handrails fitted but the findings highlight that the Service had assisted with services ranging from bathroom adaptations to fitting a smoke alarm.
- Over half the respondents (54%) who had made adaptations to their home had financed the work themselves with a further 20% having acquired a grant.

1.7 Future Plans

- 11% of respondents had considered moving house because they felt their current home was unsuitable. Barriers to moving, however, included the lack of local suitable housing, the associated costs and a reluctance to leave their home.
- 61% of respondents did not intend to move home in the future but 10% planned to do so in the next 5+ years. 13% were unsure of their future plans.
- Those considering a move were most likely to cite having everything on one level and the cost implications (i.e. running costs of their current home) as the key reasons for doing so. A bungalow was the favoured future accommodation but key features respondents would look for were proximity to local shops and services, a

manageable size of property, and the ability to adapt the property to suit their needs.

- 26% of respondents aged 75+ intended to move to supported accommodation at some stage.
- Of those contemplating a move, 43% would move to a different area of Orkney but 13% would leave the Islands.
- In the main, respondents' preference was to adapt their current home than move.

1.8 Energy Efficiency

- The majority of respondents (74%) considered themselves to be '*very satisfied*' and '*quite satisfied*' with the heating levels in their home.
- Over half the respondents (54%) had installed loft insulation and 30% had had a new heating system installed. 55% had taken low cost energy efficient actions to help manage energy costs from closing curtains to fitting draught excluders. 47% used less energy by turning down the heating.
- Awareness of Energy Efficiency Programmes was low:
 - 52% had heard of Home Energy Scotland.
 - 26% were aware of The Scottish Government's Home Energy Efficiency Programmes for Scotland: Area Based Scheme (HEEPS: ABS).
 - 27% were aware of The Scottish Government's Home Energy Efficiency Programmes for Scotland: Warmer Homes Scheme (HEEPS: WHS).

- The majority of respondents (71%) paid their fuel bills by direct debit with 29% paying by cash or cheque. Over half the respondents (56%) had no problems currently paying their fuel bill but were concerned about rising prices. 8% of respondents, however, sometimes struggled to pay their fuel bill and 3% always struggled to do so.
- 86% of respondents were using electricity and 45% used oil based heating.
- Of those using electricity and who provided a response to the question about fuel bills (713 respondents), they were paying annually, on average, £1080. Those using oil and who responded to the question (320) were paying, on average, £1000 per year.
- Just 2% of respondents had installed a smart meter, 47% were aware of them but were not interested in getting one installed but 31% were aware of smart meters and expressed interest in installing one in their home.

1.9 Age Scotland Orkney

- Respondents were most likely aware of the Here2Care Service offered by Age Scotland Orkney (50%) although most likely to have used the podiatry clinic (11%).
- 20% of respondents stated that they would like to hear more about the services offered by Age

Scotland Orkney and these respondents' details will be passed to the organization.

1.10 Conclusions and Recommendations

- The methodology adopted for this study worked well in Orkney and should be considered for any future survey work on the Scottish Islands. We are grateful to all who assisted us with the distribution of the questionnaire to residents aged 55+ in Orkney.
- The survey was designed to give respondents the opportunity to submit both quantitative and qualitative feedback and it is some of the latter information which has provided insight into the current status of respondents in terms of accommodation and their future plans.
- Of particular note is that
 - many respondents are living in property where there is not a bedroom and bathroom on the same level and this is causing issues at the moment and potentially in the future. Some of the qualitative feedback raised concerns about the safety and wellbeing of respondents in their current accommodation with the risk of falling when walking from the bedroom to the bathroom due to mobility issues and the distance between each.

- Some respondents feel isolated in their current accommodation or this is a concern they have for the future. The fact that older people are living in property without access to public transport and where they feel cut off raises concerns about both physical and mental wellbeing.
 - Some respondents' qualitative feedback about future plans suggests they are waiting for their health to deteriorate rather than proactively thinking about their future. This has implications for them, their family, care services and housing stock on Orkney.
 - Not all respondents are aware of what they can do to reduce energy costs and/or what energy initiatives exist to help them.
- Given the feedback captured through this survey it is important to consider how best to communicate to people aged 55+ that planning for the future means that they have more control over the way in which they live in their old age. It would also assist local and national government in planning resources accordingly. This could take the form of a tick list of things to consider and discuss with family members. It would also be an opportunity to communicate that if there are no such plans in place that a person's later life may not be as they had hoped.
 - There is good awareness of the Care and Repair Service but perhaps this needs greater investment to ensure that it can proactively encourage people to use its Service ensuring they can adapt their homes (where possible) for them to live there for as long as possible.
 - Does Age Scotland Orkney have the resources to fully deliver all its services across the Orkney Islands making sure that people feel less isolated in their homes and know what activities and support are available to them.

2. Introduction

1.1 Background

Age Scotland's mission is '*to inspire, involve and empower older people in Scotland, and influence others, so that people in Scotland enjoy better later lives*'. Part of that desire is to ensure that older residents in Scotland live in housing which meets their needs and that there is sufficient housing available to them when the need arises as their circumstances change.

In 2017 Scotinform Ltd² was commissioned by Age Scotland to conduct a survey amongst residents aged 55+ in Scotland to capture information about current housing stock, housing needs, to determine awareness of energy efficiency initiatives and establish how much older people were spending on energy bills per year.

In 2018, Scotinform was commissioned by Age Scotland to focus a similar study on Orkney, where it has been projected that by 2024 30% of the population will be of pensionable age (against a Scottish average of 23%) with a fall amongst residents of working age. The findings from a survey amongst residents of Orkney will assist Age Scotland and other Orkney-based partners to identify the needs of residents of current pensionable age in order to inform planning for the future in areas such as housing, healthcare, benefits etc.

In this report we present the key findings from this most recent

² Scotinform, Age Scotland Report: Housing Survey March 2018

study, with feedback from 978 people aged over 55 resident in Orkney.

1.2 Aims and Objectives

The main aim of the study was to determine levels of satisfaction with housing amongst older people living in Orkney.

The study also sought to identify:

- to what extent current accommodation was described as suitable by respondents.
- what adaptations respondents had made to their homes, and how this had been funded.
- what plans respondents had for the future in terms of moving home or adapting their existing home.
- satisfaction with heating levels, what energy efficiency measures respondents had installed over the last ten years and how this had been funded.
- expenditure on fuel bills and how these are paid.
- awareness of energy efficiency schemes and whether these are used.

1.3 Reporting

Throughout this report please note the following

- 'Respondents' refers to those who completed a survey.
- Where percentages do not add up to 100%, this is due to no-responses.
- Where percentages exceed 100%, this is due to multiple responses.
- Where relevant, comparisons are drawn with the national study conducted by Scotinform on behalf of Age Scotland in 2018 which is referenced as the 'Age Scotland report'.
- Open-ended feedback from respondents which has been captured throughout the survey is identified with 

2. Methodology and Sample

2.1 Methodology

A self-completion paper questionnaire was prepared by Scotinform and built upon the survey which had been used in the 2017/18 Age Scotland report. Scotinform is most grateful for input from Age Scotland, Age Scotland Orkney, Orkney Islands Council, Scottish Government, THAW, and Smart Energy GB in assistance with the survey and making sure the content and terminology was appropriate for Orkney residents. The findings from the study will be shared with all contributors.

The survey was distributed to 8,000 households in Orkney by The Orcadian newspaper. In addition, the local offices of the Citizens Advice Bureau and Age Scotland Orkney distributed the survey amongst their clients.

The survey was accompanied by a freepost envelope ensuring that respondents incurred no postal charges in returning the completed survey to Scotinform Ltd. An incentive of five £50 cash prizes was added to boost the response rate.

Of note is the number of respondents who chose not to provide a response to some of the questions within the survey. This may be due to lack of knowledge to complete the question or an unwillingness to share information within a survey. Consideration should be given to exploring some of the issues raised within this report within a forum which provides qualitative feedback which is best captured by

providing a safe, comfortable environment in which older people feel able to share their views.

2.2 Sample

A total of 978 respondents provided a response to the survey. A profile of those who participated appears in section 3.

3. Orkney Islands

In October 2017, the National Records of Scotland reported that *'the population of Scotland is projected to rise from 5.40 million in 2016 to 5.58 million in 2026, and to continue to rise to 5.69 million in 2041 – an increase of 5% over the 25 year period. The population is also projected to age, with people aged 75 and over projected to be the fastest growing age group in Scotland. The number of people aged 75 and over is projected to increase by 27% over the next ten years and increase by 79% over the next 25 years to 2041'*.

With an ageing population comes concerns about sufficient housing stock to meet its needs and this study was commissioned specifically to look at the current status and future intentions re accommodation for the over 55 age group in Orkney to ensure that the Islands are able to address housing needs.

In order to set the context in which this research has been undertaken, this section provides information about the Orkney Islands which has been captured through Location Analyst which is a profiling and mapping tool created by Experian. Key data from Location Analyst highlights that:

- The population of the Orkney Islands is 22,879 of which 11,394 are male and 11,485 are female.
- 12,391 of the population are economically active.
- 70% of houses are owner occupied and 12% are privately rented.

- The highest proportion of the population fall into the 65+ age group, accounting for 23% of the population.
- The largest ethnic group is White, with 99% of the population classified as such.
- 55% of the population is employed. Of those who are economically inactive the largest proportion belongs to the retired group, representing 17% of the working age population and reflecting the age demographic.
- In terms of household tenure, the largest proportion (70%) is owned. The smallest amount fall into the private rented sector at 12%.
- 32% of the Orkney Islands population has an income of £19,999 or less.

This is the context within which this research study is set. In the following sections we highlight the profile of respondents and their feedback (both quantitative and qualitative) on their current and potential housing needs.

3. Profile of Respondents

Key Findings:

- With 978 responses, Scotinform estimates that the sample represents approximately 18% of the older population on Orkney.
- Over a third of respondents (39%) lived in rural Orkney and a further 32% in Kirkwall, with just 9% residents of Stromness.
- The gender split was 55% female/43% male which is a more even distribution than is customary for a self-completion survey of this kind.
- Criteria for the survey completion was that respondents were aged 55+ and the survey elicited a good spread of age ranges with 25% of respondents aged 55-64, 38% aged 65-74 and a further third (32%) aged 75 or over. The survey provided the opportunity for family members/carers to complete the survey on behalf of someone aged 55+. 4% of surveys were completed on behalf of an Orkney resident aged 75 or over.
- A third of respondents (32%) had a long-standing health problem. The responses differed across age ranges, with 23% of those aged 55-64 having a long-standing health problem in comparison with 34% of respondents aged 75 and over.

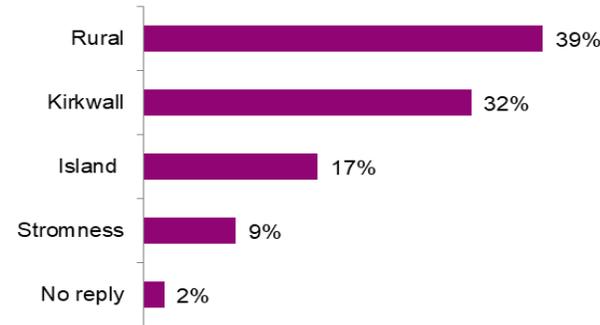
- The majority of respondents described themselves as being from a white ethnic background with 69% classified as 'White Scottish', 20% 'other White British' and 1% 'other White Background'.
- Two thirds of respondents (68%) were retired and 25% were employed (part-time, full-time or self-employed).
- 38% of respondents had a total gross household income (before tax) of less than £20,000. Annual household income varied with age: 18% of respondents aged 55-64 had a household income between £10,000 and £20,000 in comparison with 34% of respondents aged 75+. Conversely, 21% of respondents aged 55-61 had a household income of £31,000+ in comparison with 9% of those in the older age range (75+).
- 16% of respondents had zero costs for owning/renting their home whilst 8% paid more than £500 a month.
- Respondents were most likely in receipt of the State Pension (71%) and Winter Fuel Payment (54%) although 21% of households were not in receipt of any benefits or entitlements. Two thirds of respondents aged 55-64 were not in receipt of any benefits.

3.1 Place of residence

A third of respondents (39%) lived in rural Orkney with 32% resident in Kirkwall (32%).

Chart 3.1: Place of residence

Base = all respondents



3.2 Gender

55% of respondents were female and 43% were male with 3% providing no response to this question.

In contrast the Age Scotland report had a higher proportion of female respondents (ie 66%).

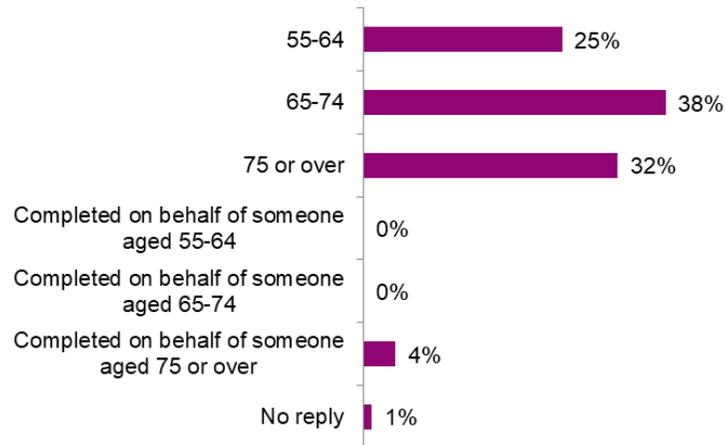
3.3 Age

There was a good spread of age ranges with 25% of respondents aged 55-64, 38% aged 65-74 and a further third (32%) aged 75 or over. The survey provided the opportunity for family members/carers to complete the survey on behalf of

someone aged 55+. 4% of surveys were completed on behalf of an Orkney resident aged 75 or over.

Chart 3.2: Age profile

Base = all respondents



The spread of ages across the original Age Scotland report was biased towards respondents aged 65+, with just 17% in the 55-64 age range.

3.4 Disability

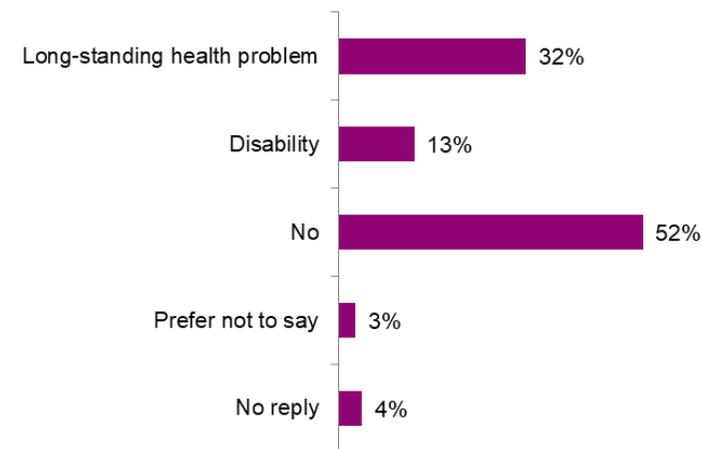
A third of respondents (32%) had a long-standing health problem although the responses differed across age ranges with 23% of those aged 55-64 having a long-standing health problem in comparison with 34% of respondents aged 75 and over.

Similarly, although overall 13% of respondents had a disability this ranged from 9% of those aged 55-64 to 15% of respondents aged 75 and over.

The findings are in keeping with those reported in the Age Scotland study.

Chart 3.3: Disability

Base = all respondents



3.5 Ethnicity

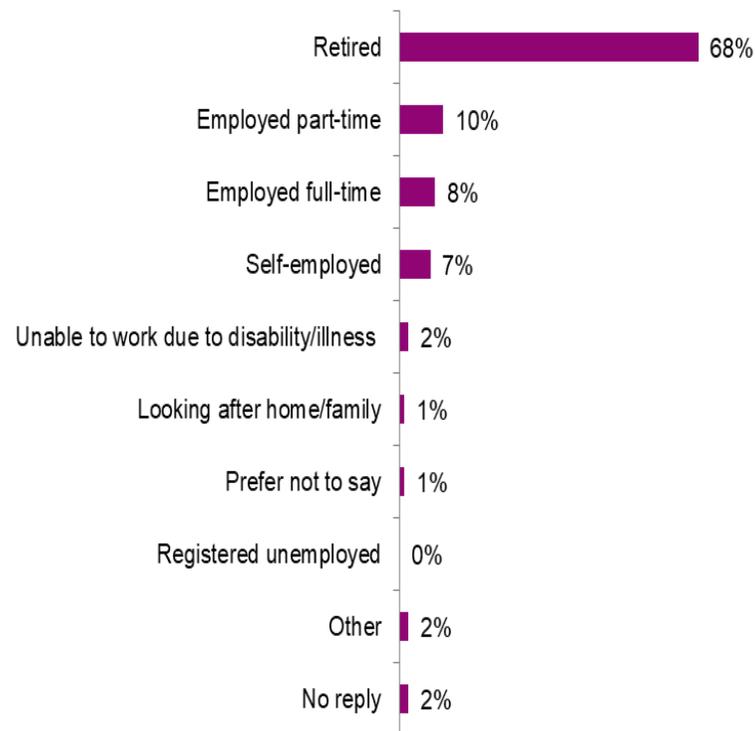
The majority of respondents described themselves as being from a white ethnic background with 69% classified as 'White Scottish', 20% 'other White British' and 1% 'other White Background'.

3.6 Occupational status

Two thirds of respondents (68%) were retired and 25% were employed (part-time, full-time or self-employed). Across the age ranges, 22% of those aged 55-64 were retired as were 78% of respondents aged 65-74 and 90% of respondents aged 75 and over.

Chart 3.4: Occupational status

Base = all respondents



3.7 Annual household income

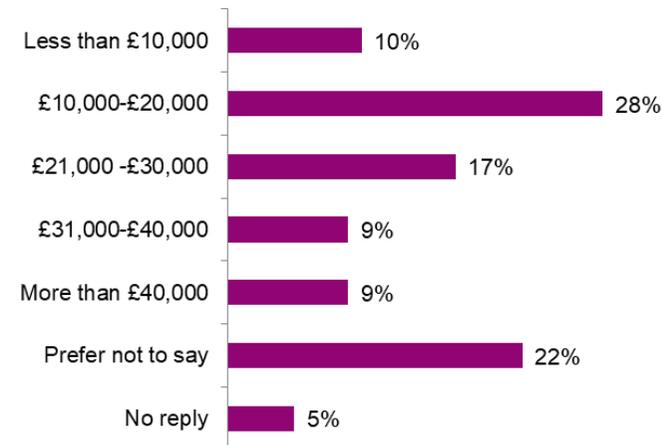
38% of respondents had a total gross household income (before tax) of less than £20,000. The high proportion of respondents who did not respond to this question should be noted, although the figure is not dissimilar to the profile of the Orkney population produced by Experian (see Section 2).

Not surprisingly, annual household income varied with age. 18% of respondents aged 55-64 had a household income of between £10,000 and £20,000 in comparison with 34% of respondents aged 75+.

Conversely, 21% of respondents aged 55-61 had a household income of £31,000+ in comparison with 9% of those in the older age range (75+).

Chart 3.5: Annual household income

Base = all respondents



The annual household income findings are similar to those reported in the Age Scotland report, which highlighted that 13% of respondents had a gross annual income of less than £10,000 and 33% had an annual income of between £10,000 and £20,000.

3.8 Monthly cost of property ownership

Respondents were asked to select, from a scale, the approximate monthly cost of owning/renting their home, including rent/mortgage payment plus regular management or maintenance costs (e.g. factoring fees).

16% of respondents had zero costs for owning/renting their home whilst 8% paid more than £500 a month.

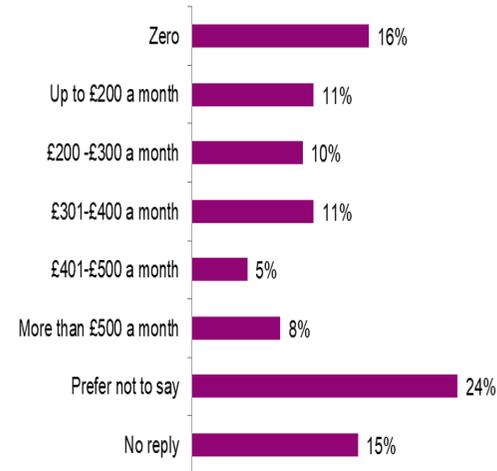
20% of respondents aged 55-64 had monthly costs of approximately £400+ in comparison with 13% of respondents aged 65-74 and 9% of respondents aged 75+.

11% of respondents with a total gross household income of £10,000-£20,000 had monthly property costs of £400+. This was also the case for 36% of respondents with an annual household income of £40,000+.

Of note, is the high level of 'prefer not to say' and 'no reply' to this question. Clearly a significant number of respondents were unwilling to disclose their personal financial details.

Chart 3.6: Monthly costs of property ownership

Base = all respondents



The Age Scotland report included a higher percentage of respondents with a zero cost linked to owning/renting (19%), with 18% spending up to £200 a month.

3.9 Benefits

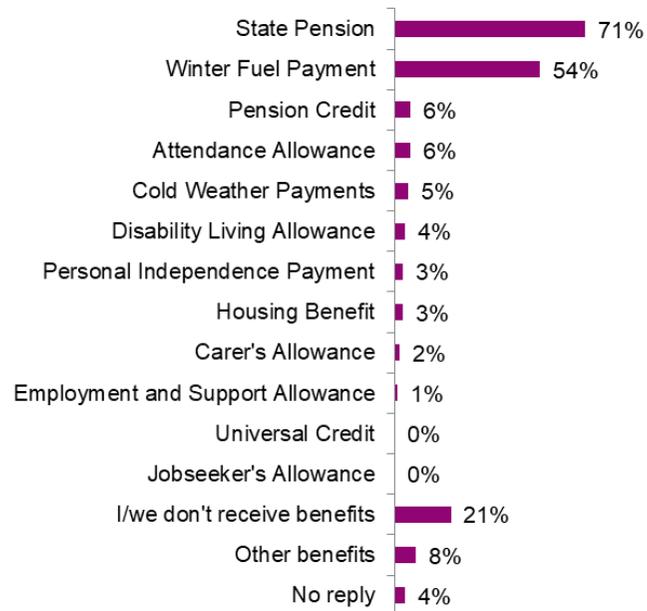
Respondents were most likely in receipt of the State Pension (71%) and Winter Fuel Payment (54%) although 21% of households were not in receipt of any benefits.

Approximately two thirds of respondents (68%) aged 55-64 were not in receipt of any benefits.

Of those who selected '*other benefits*' these included professional/personal pension (four respondents), child benefit (two respondents), child tax credit (one) and Widow's Allowance (one).

Chart 3.7: Benefits received

Base = all respondents



The State Pension and Winter Fuel Payment were the benefits most likely to be reported in the Age Scotland report (89% and 68% of respondents).

4. Housing

Key Findings:

- 95% of respondents did not live in supported accommodation which was defined within the survey as including '*sheltered housing and other accommodation where assistance and support is provided ie by a resident warden or live-in care staff*'. Just four of the 312 respondents aged 75 or over lived in supported accommodation.
- The majority of respondents (57%) lived in a house on Orkney with a third (37%) living in a bungalow. Respondents in Kirkwall (58%) and Stromness (71%) were more likely than respondents in Rural and Island locations to live in a house whilst the latter were more likely to be living in bungalows (40% and 45% respectively).
- Two thirds of respondents (68%) described their home as '*very suitable*' for their needs and a further 28% selected '*fairly suitable*' in response to this question. Overall, just 4% of respondents considered that their property was currently not suitable for their needs.

4.1 Supported accommodation

95% of respondents did not live in supported accommodation which was defined within the survey as including '*sheltered housing and other accommodation where assistance and support is provided ie by a resident warden or live-in care staff*'. Just four of the 312 respondents aged 75 or over lived in supported accommodation.

The remaining 5% of respondents did not provide a response to this question.

4.2 Type of accommodation

The majority of respondents (57%) lived in a house on Orkney with a third (37%) living in a bungalow. Respondents in Kirkwall (58%) and Stromness (71%) were more likely than respondents in Rural and Island locations to live in a house whilst the latter were more likely to be living in bungalows (40% and 45% respectively).

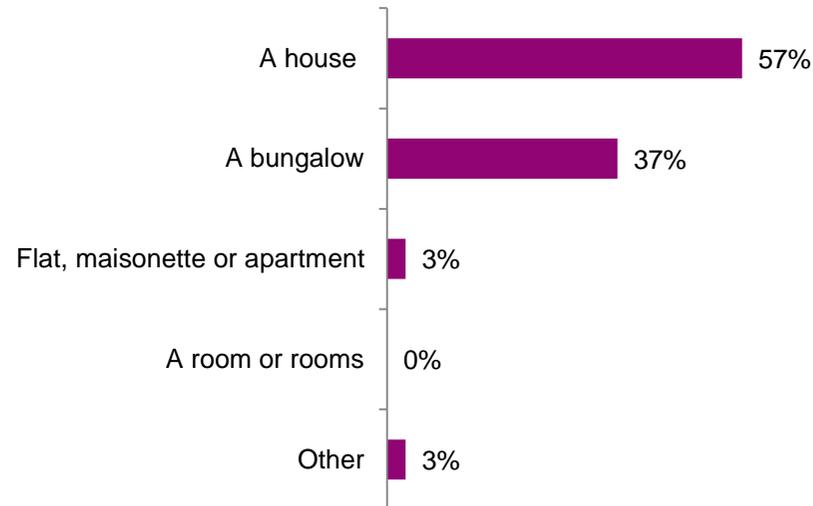
61% of respondents aged 55-64 lived in a bungalow whilst 43% of respondents aged 75 or over lived in a bungalow.

Respondents with a long-standing health problem (45%) and with a disability (48%) were most likely living in a bungalow.

The Age Scotland report had a higher proportion of respondents living in a flat, maisonette or apartment (28%) than reported amongst Orkney residents but this may reflect the housing stock available on the Islands.

Chart 4.1: Current accommodation

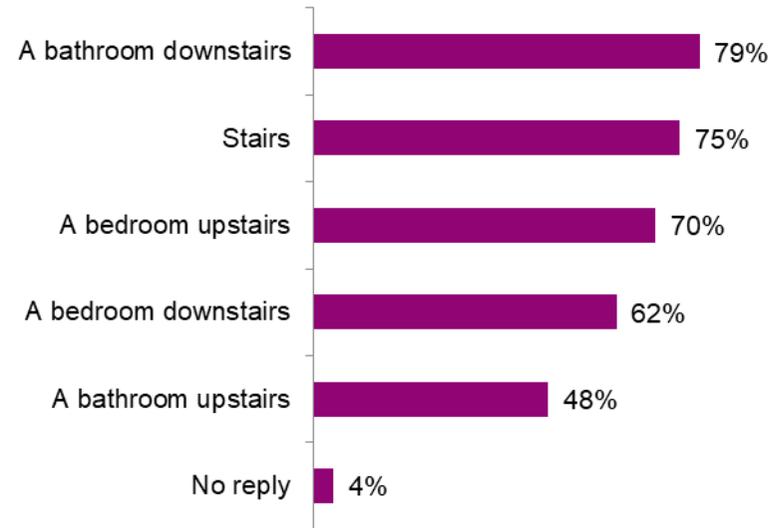
Base = all respondents



Of the 555 respondents who lived in a house (see Chart 4.2), 79% had a bathroom downstairs and 62% had a bedroom downstairs.

Chart 4.2: Bedroom and bathroom location

Base = respondents living in a house (555)



Respondents were asked whether the location of their bathroom caused them any problems. This was an open-ended question and the feedback highlights issues concerning having a bathroom on a different floor to a bedroom.



'The bedrooms and toilet are separated by very steep stairs. Bathroom in extension is very cold.'



'Downstairs bathroom is too far away from the bedroom.'



'When upstairs we need to pass the top of the stairs to get to the bathroom. We have difficulty walking.'

 *'I can manage stairs to the upstairs bathroom shower. Downstairs bathroom already has a bath with shower over it. I have problems getting in and out of bath. If I can no longer manage stairs I'll need to convert this bathroom.'*

 *'Need a toilet downstairs.'*

Similarly, the location of their bedroom caused issues for respondents with stairs and mobility issues the main area of concern.

 *'Have to use commode during the night.'*

 *'Spiral staircase to upstairs bedroom.'*

 *'I always have to go the toilet during the night. I have to use very steep stairs. Toilet is beyond door - very cold!'*

 *'The stairs we have are narrow and not to current legislations, therefore creating hazards for falls. I've already had a trip to the hospital with a dislocated finger after a fall during the night. It wasn't a problem when we first moved to the house as my husband and I are small in height but now that we are older, it has become a worry and we cannot afford to replace the existing staircase.'*

 *'My bed is in my living room which makes it look like a doss house.'*

 *'Bathroom and bedroom on different floors. Not a major problem at the moment but arthritis and elderly incontinence could be future problems.'*

4.3 Ownership

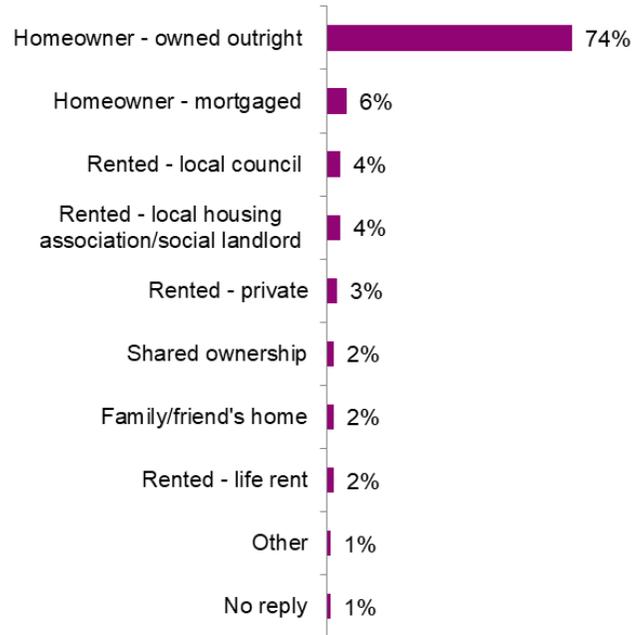
Three quarters of respondents (74%) owned their property outright with a further 6% living in a home for which they had a mortgage. Two thirds of respondents (69%) aged 55-64 owned their home outright as did 77% of those aged 75+.

Respondents aged 55-64 were more likely than respondents aged 65+ to have a mortgage – 14% of respondents in the younger age range had a mortgage.

The findings are similar to those reported in the Age Scotland report.

Chart 4.3: Ownership of property

Base = all respondents

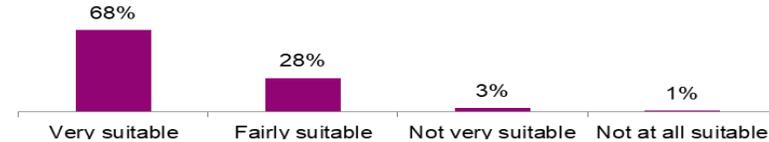


4.4 Suitability of home

Two thirds of respondents (68%) described their home as 'very suitable' for their needs and a further 28% selected 'fairly suitable' in response to this question. Overall, just 4% of respondents considered that their property was currently not suitable for their needs (this compares to 7% in the Age Scotland study).

Chart 4.4: Suitability of home

Base = all respondents



The 38 respondents who felt that their home was 'not very suitable' and 'not at all suitable' were asked to explain why they felt their home was not suitable for their current needs. This was an open-ended question. Generally, the key factors identified within the feedback were: issues with using stairs, the cost of heating, properties which are too large or too small, location of bathroom and bedrooms and location of property i.e. respondents in some instances feeling isolated.



'Bathroom and bedroom upstairs. Difficulty walking, pain, and unsteady. House has large flight of stairs, and concrete stairs outside to access front door and stairs to the back garden.'



'Require second bedroom. Location is out of transport area for work - non-driver and few buses. Is adapted shower room - prefer bath. Heating is poor and not controllable, in house electricity only. Isolated if ill. Bedroom can only take 1 other. Can't sleep. Heating poor for home, needs to be upgraded and be able to control in house. If care needed in future other'

bedroom needed.'



'Stairs to bedroom and bathroom are difficult.'



'Cold, damp, expensive to heat.'



'Tiny, cramped, I'm disabled, poor balance. Cupboards are too high. Sockets too low. Wires trailing from extension cables. Problems getting groceries into house.'



'It is a large old house and very expensive to heat and maintain.'



'No proper kitchen only one bedroom, needs another one for family/carers. Fairly isolated would be better near amenities.'



'I am elderly with osteoarthritis. We have coal fired central heating. And steep stairs. These factors can make life increasingly difficult.'



'Too small - inadequate supply of rental property available.'



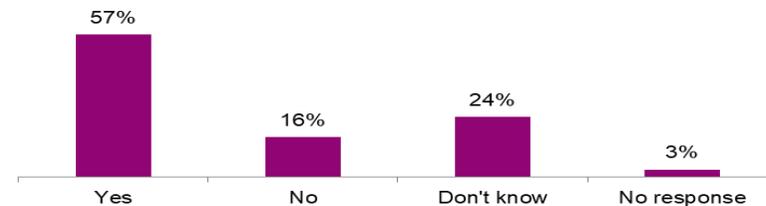
'200 year old cottage (off main road). Staircase from 2 attic rooms. Down draught when windy, also 2 downstairs corridors unheated. Expensive to heat whole house. In my 80th year and am a widow. House too big and cold.'

The respondents who selected 'very suitable' and 'quite suitable' (936 respondents) were asked whether they felt their homes would be suitable for their future needs. Over half

(57%) felt that their home would be suitable for their future needs but, of note, is that 26% were unsure.

Chart 4.5: Future needs

Base = respondents who stated that home was 'very suitable' or 'fairly suitable' for their needs (936 respondents)



151 of the 936 who stated that their home was 'very suitable' or 'fairly suitable' for their current needs felt that it may not be suitable for their future needs.

They were asked why this was the case and the responses to this open-ended question highlights once again that the key concerns respondents had for the future was that the bathroom and bedrooms were on different floors, that their homes were too expensive to heat, gardens were difficult to maintain, and that the location of their property would mean that they were too far away from amenities, carers and family.



'Upstairs bathroom and poor insulation.'



'Doors too narrow for wheelchairs. Shower over bath at moment, so it would need to be changed.'



'As it stands, the remote bathroom and small bedroom would be a problem, but I expect the planned extension will make it suitable for future needs.'



'House is suitable but is in an isolated position and may need to be nearer facilities when I am older.'



'Location is remote and home would not be suitable if I couldn't drive.'



'Storage heaters downstairs only, no heating upstairs.'



'Ramp needed at front door. Doors too narrow to accommodate wheelchairs.'



'Large house, large garden, so too much work to maintain properly.'



'More the situation of our home, i.e., rural area on a severely limited bus route. If we were unable to drive, we would be housebound.'



'Rural village, one small shop, too far away and poorly provisioned Garden, grass cutting. Steep climb from bus stop.'



'Remoteness of location. Heating system. Flagstones rough driveway.'



'Kitchen needs work, bathroom needs work, new bath suite. All rooms need decorating. Garden needs a major tidy. Concrete area and steps front and rear need replacing, cracks and crumbling. Some double glazing needing replacement.'

5. Adaptations to home

Key Findings:

- Approximately two thirds of respondents (65%) stated that their current home had not been adapted to accommodate them or their household's needs. 23% had adapted their home since moving in and 9% before moving in to their current property.
- The adaptations most likely to be made to respondents' homes were grab rails/handrails (51% of respondents), specially designed or adapted bathroom/shower (48%) and outdoor light (39%).
- Overall, 82% of respondents were aware of the Care and Repair Service, with 26% having used the Service. 12% of respondents were not aware, however, that this Service was available to them. Those who had used the Service were most likely to have done so to have their bathroom adapted and have handrails fitted.
- Over half the respondents (54%) who had made adaptations to their home had financed the work themselves, with a further 20% having acquired a grant.

5.1 Status of home

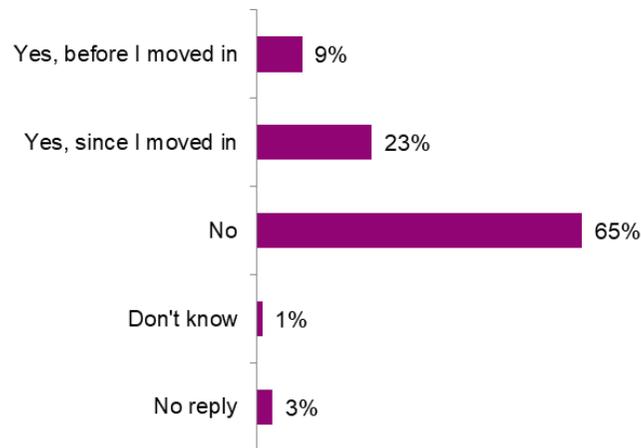
Approximately two thirds of respondents (65%) stated that their current home had not been adapted to accommodate them or their household’s needs. 23% had adapted their home since moving in and 9% before moving in to their current property.

Since moving in, a third of respondents (33%) aged 75+ had adapted their homes in comparison with 12% of respondents aged 55-64 and 17% of those aged 65-74.

Approximately three quarters of respondents aged 55-64 (77%) and 65-74 (72%) had not adapted their home in comparison with 53% of respondents aged 75+.

Chart 5.1: Most homes not adapted

Base = all respondents

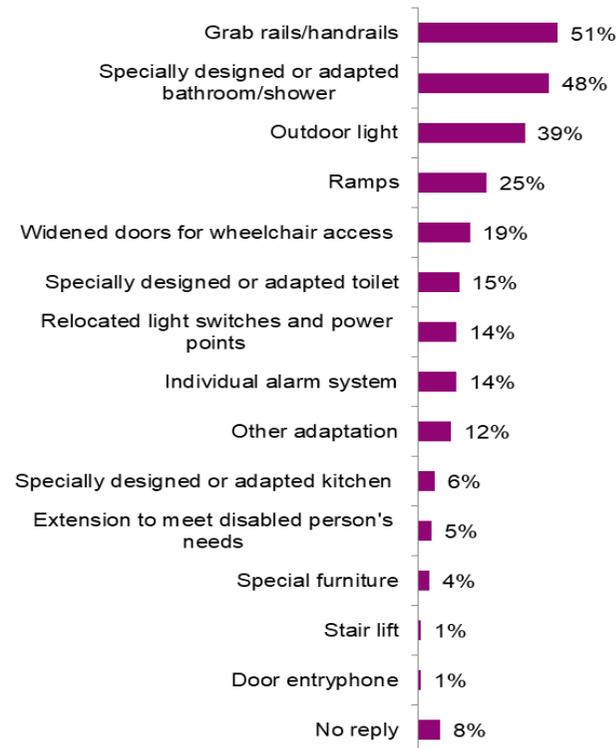


5.2 Adaptations to home

The adaptations most likely to be made to respondents’ homes were grab rails/handrails (51% of respondents), specially designed or adapted bathroom/shower (48%) and outdoor light (39%). These findings reflect those reported in the Age Scotland study.

Chart 5.2: Adaptations to home

Base = respondents who had adaptations to home (307)



'Other adaptations' most likely included the creation of a wet room facility and making accommodation suitable for a wheelchair. Other comments provided by respondents included:

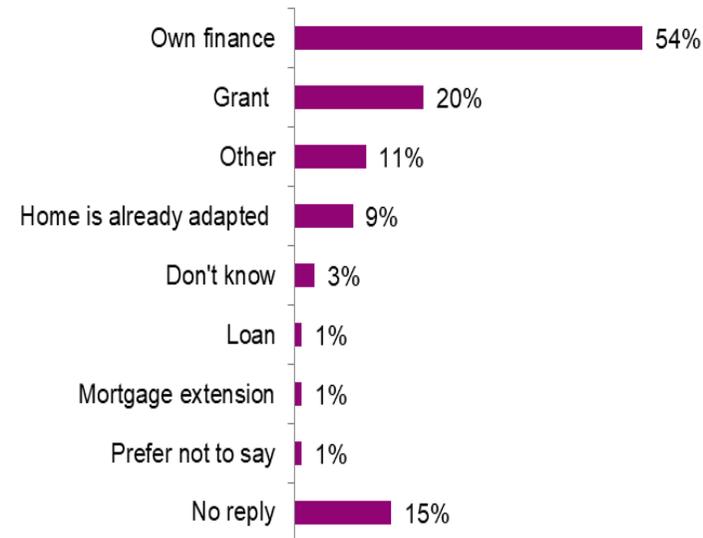
-  *'Power doors, remote control light switches, all ground floor, wheelchair friendly.'*
-  *'We have a level access Granny annex I could live in, which is fully wheelchair accessible with a wet room. It was built on to our house for my elderly mother.'*
-  *'Porch, new doors, paths planned to improve access as well as downstairs bathroom.'*
-  *'Taken away indoor steps to make ramps, at own cost, after several falls.'*

Over half the respondents (54%) who had made adaptations to their home had financed the changes themselves, with a further 20% having acquired a grant.

Respondents with an annual household income of less than £10,000 per annum and between £10,000 and £20,000 were more likely than those earning more than £20,000 to have acquired a grant for adaptations to their home although this may reflect the fact that some grants are only available to those on lower incomes. 26% of respondents with an annual household income of less than £10,000 and 27% of those with £10,000-£20,000 coming into their household had received a grant to make changes to their homes.

Chart 5.3: Financing adaptations

Base = respondents who had adaptations to home (307)



52 respondents had financed adaptations through a **grant** including:

- Care and Repair (29 respondents)
- Orkney Islands Council (20)
- Firefly (2)
- HomeCare (1)
- OHAL (1)
- Warmworks (1)
- THAW (1)
- Selbro Resource Centre (1)

30 respondents provided additional information about the other ways in which they had paid for adaptations. The responses are similar to the 'grant' question and indicate some confusion as to what is termed a grant and what is termed another form of payment. In response to this question about 'other' forms of funding, respondents mentioned:

- Care and Repair (11 respondents)
- Orkney Islands Council (5)
- Firefly (2)
- Selbro Resource Centre (1)
- McMillan (1)

5.3 Care and Repair service

The Care and Repair Service was described in the survey as being '*funded by your local Council and offers advice and assistance to enable people to repair, improve or adapt their homes*'.

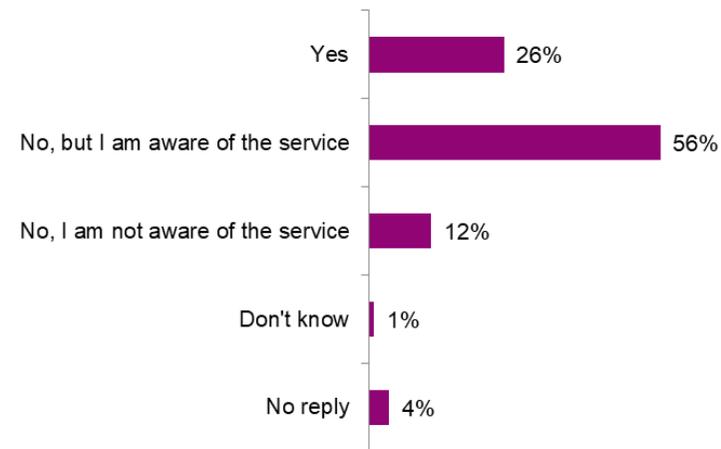
Overall, 82% of respondents were aware of the Care and Repair Service with 26% having used the service (24% in the Age Scotland report). 12% of respondents were not aware, however, that this Service was available to them.

Respondents aged 75+ were significantly more likely to have used the Service in comparison with the other age groups ie 7% and 17% of respondents aged 55-64 and 65-74 had used Care and Repair in comparison with 46% of respondents aged 75+.

Care and Repair was also most likely to have been used by respondents with a long-term health problem (33%) and/or with a disability (56%).

Chart 5.4: Care and Repair service

Base = all respondents



The 256 respondents who had used the Care and Repair Service were asked for what purpose they had used the Service.

The majority of respondents, as detailed below, had used the Service for bathroom adaptation and fitting handrails. Assistance provided by Care and Repair Service respondents is detailed in Table 5.1. Clearly Care and Repair provide an extensive programme of assistance to older people and this should be messaged more widely to increase awareness and uptake.

Table 5.1: Use of Care and Repair Services

Base = respondents who had used the Service (256)

Service provided by Care and Repair	Number of respondents
Bathroom adaptation	90
Handrails	86
Roof repairs including attention to rhones and gutters	27
Plumbing	20
Loft and cavity wall insulation	18
Ramp installation	16
General maintenance	15
Heating	11
New windows/window repair	10
General advice	9
Locks	7
Kitchen adaptation	6
Light bulbs/lighting/electrical	6
Adjusting doors	5

Garden maintenance	4
Extension	4
External steps, repairs and alterations	4
Wheelchair access	2
Stair lift installation	2
Cleaning paths	1
Installing a hospital bed	1
Fitting an alarm system	1
Fitting a smoke alarm	1

6. Future Plans

Key Findings:

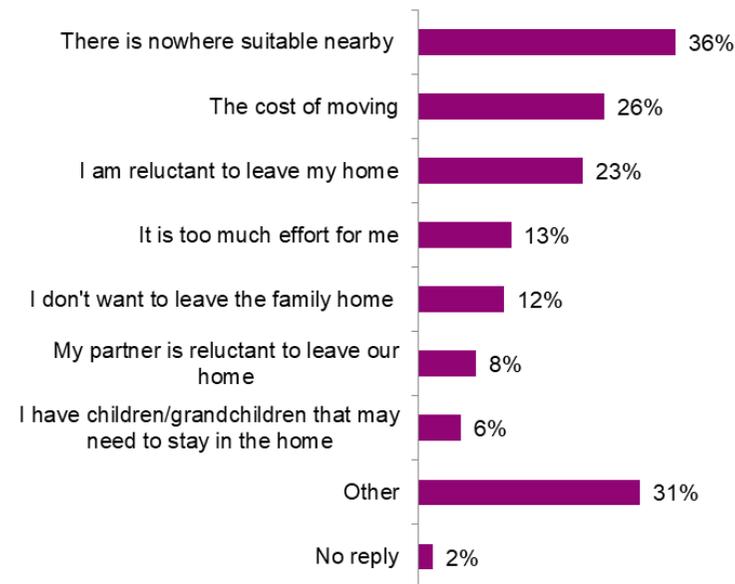
- 11% of respondents had considered moving house because they felt their current home was unsuitable. The lack of suitable housing nearby, the cost of moving and a reluctance to leave their home were the key reasons why these respondents had not moved home despite the fact they felt their current home was unsuitable.
- 61% of respondents did not intend to move home in the future with 10% planning to do so in the next 5+ years. 13% of respondents did not know what their future intentions were with regards to their current home.
- Those considering a move in the future (176 respondents) were most likely to cite having everything on one level and the cost implications as the key reasons for doing so.
- Of those contemplating a move, 43% would move to a different area of Orkney but 13% would leave the Islands.
- Respondents were most likely to consider moving to a bungalow in the future (56%) with 10% potentially moving to a flat, maisonette or apartment.
- Of note is that 75% of these respondents did not intend to move to supported accommodation at some stage whilst 10% had plans to do so. The percentage of those considering a move to supported accommodation varied significantly within the age groups ie 6% of respondents aged 55-64 intended to move to supported accommodation at some stage in comparison with 26% of those aged 75+.
- Three quarters of respondents (76%) would own outright any future accommodation with 45% considering renting their property from a local housing association/social landlord (18%), the local council (15%) and a private landlord (12%).
- Barriers to moving home were a reluctance to leave their home (32%), the cost of moving (19%) and an unwillingness to leave the family home (18%). 9% of respondents stated that there were no barriers to moving home.
- Respondents' preference was to adapt their current home (43%) than move (19%).
- The key features which respondents were most likely to look for in their new home were proximity to local shops and services (36%), a size which was more manageable (33%) and the ability to adapt the property to suit their needs over time (22%).

6.1 Moving House

11% of respondents had considered moving house because they felt their current home was unsuitable. The lack of suitable housing nearby, the cost of moving and a reluctance to leave their home were the key reasons why these respondents had not moved home despite the fact they felt their current home was unsuitable.

Chart 6.1: Barriers to moving

Base = respondents who had considered moving home because their current home is unsuitable (108)



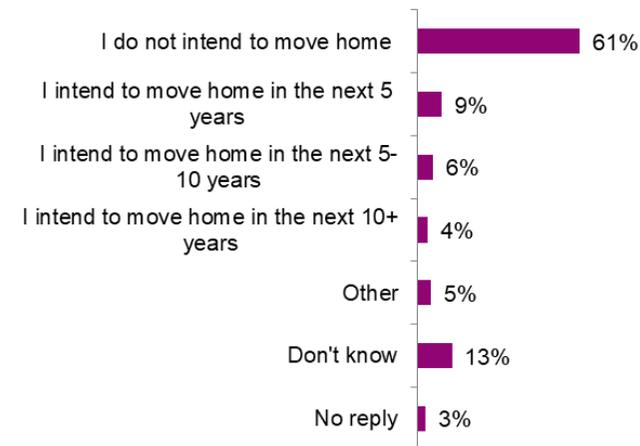
6.2 Future intentions

61% of respondents did not intend to move home in the future (58% in the Age Scotland report) with 10% planning to do so in the next 5+ years. 13% of respondents did not know what their future intentions were with regards to their current home.

53% of respondents aged 55-64 did not intend to move home and this was also the case for 62% of respondents aged 65-74 and 66% of those aged 75+.

Chart 6.2: Future intentions regarding moving

Base = all respondents



Fifty respondents provided an 'other' response to the question about their future intentions with regards to moving home. Their comments suggest that whilst a few are actively looking to their options regarding future accommodation others are taking a more reactive approach and will consider moving

when their health fails.

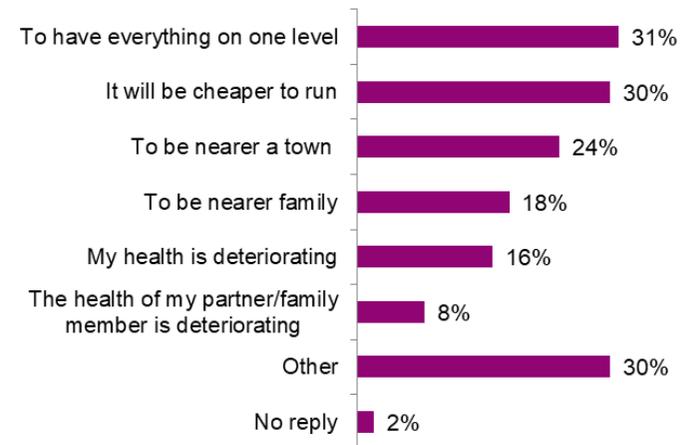
-  *'Family are trying to help us explore options. Badly need to move but making no forward steps on this.'*
-  *'If I can get my house into a state that will be suitable for me long term and that is not too costly to run then I may stay here. Nice area serviced by two different bus routes and not far to town in taxi. Currently drive.'*
-  *'I plan to move shortly before living here becomes untenable for one reason or another.'*
-  *'Waiting on availability for suitable house at Hillside, Stromness.'*
-  *'If a suitable small house came for sale, I would be interested.'*
-  *'I intend to move to a bungalow in town, if and when I cannot drive or can't use stairs.'*
-  *'I would move if my health deteriorated and I had no choice.'*
-  *'At age 89 I hope to remain at home for my lifespan being supported by my daughters and carers.'*
-  *'I intend to stay in my home as long as I am able. I would move to sheltered accommodation when I need help.'*
-  *'I expect old age will decide what happens.'*

-  *'If I become incapacitated or chronically ill, would want to be in or near town.'*
-  *'We intend to move when we feel the time is right or if our health fails.'*
-  *'I will only move if it becomes necessary to do so.'*

Those considering a move in the future (176 respondents) were most likely to cite having everything on one level and the cost implications as the key reasons for doing so.

Chart 6.3: Reasons for moving

Base = those considering a move in the future (176)

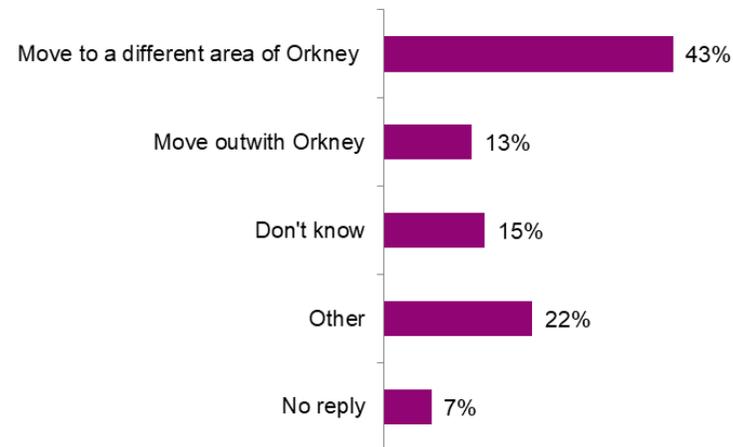


6.3 Location of next move

Of those contemplating a move, 43% would move to a different area of Orkney but 13% would leave the Islands.

Chart 6.4: Location of move

Base = those considering a move in the future (176)



Thirty-nine respondents provided an 'other' response to the question regarding the location of a future move. The majority of these respondents wanted to stay in the local area with which they were familiar.



'Somewhere local - I like it here.'



'We want to stay within Kirkwall proper, and be able to walk to friends, family and shops.'



'I think I would stay in this village, in St Margaret's Hope but not sure.'



'I would remain as close as possible to where I am now.'

6.4 Type of future accommodation

Respondents were most likely to consider moving to a bungalow in the future (56%) with 10% potentially moving to a flat, maisonette or apartment.

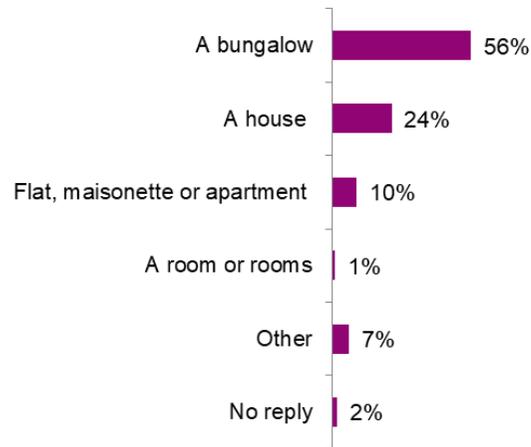
Of the 119 respondents currently living in a house, 53% would look to move to a bungalow, 30% would move to another house and 8% would move to a flat, maisonette or apartment.

Of the 43 respondents currently living in a bungalow, three quarters of them (32 respondents) would move to another bungalow.

The findings suggest that, in the main, respondents who are considering moving would be seeking accommodation on one level which reflects the findings in Chart 6.3.

Chart 6.5: Type of future accommodation

Base = those considering a move in the future (176)



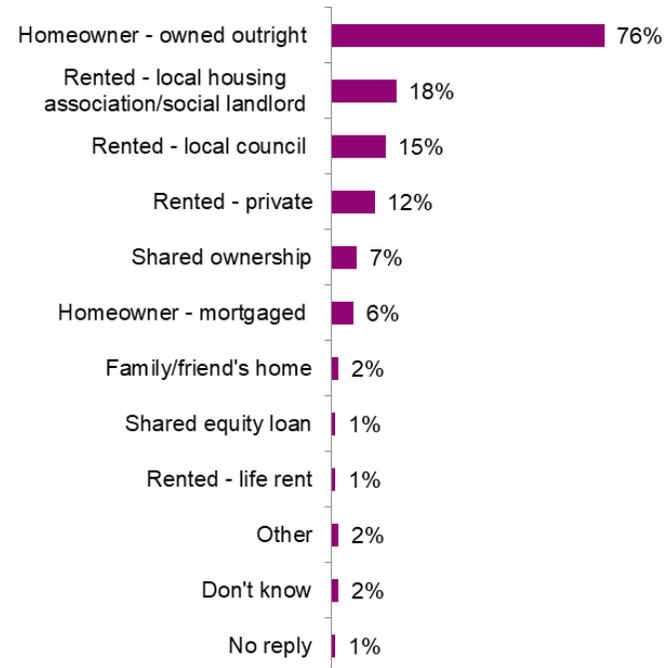
Of note is that 75% of these respondents did not intend to move to supported accommodation at some stage whilst 10% had plans to do so. The percentage of those considering a move to supported accommodation varied significantly within the age groups ie 6% of respondents aged 55-64 intended to move to supported accommodation at some stage in comparison with 26% of those aged 75+.

6.5 Ownership of future accommodation

Three quarters of respondents (76%) would own outright any future accommodation with 45% considering renting their property from a local housing association/social landlord (18%), the local council (15%) and a private landlord (12%).

Chart 6.6: Type of future accommodation

Base = those considering a move in the future (176)

**6.6 Barriers to moving**

334 respondents provided feedback on barriers to moving home which were a reluctance to leave their home (32%), the cost of moving (19%) and an unwillingness to leave the family home (18%). 9% of respondents stated that there were no barriers to moving home.

Additional feedback on this issue highlighted concerns about

selling a property and finding accommodation locally which met respondents' needs.

'If my health is to deteriorate to such an extent as I am unable to look after myself. I like the area in which I currently live and would like a more suitable property in the same area, possibly a bungalow. I don't intend to move into supported accommodation but who knows what I might need?'

'You must get your house sold before you can move on.'

'Selling current home and finding suitable property to buy.'

'Ability to sell current property.'

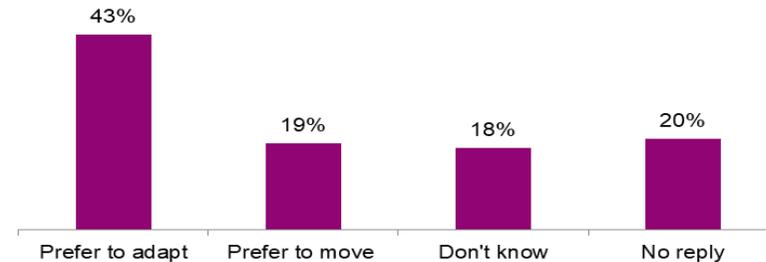
'None at present but I expect moving will be expensive and exhausting when it becomes necessary.'

6.6 Move or adapt

All respondents were asked whether they would prefer to move house or adapt their home in the future if it became unsuitable for their household because of disability or ageing. Chart 6.7 once again demonstrates respondents' unwillingness to leave their home with the majority (43%) stating that they would prefer to adapt rather than move but the fact that 20% did not respond to the question should be noted.

Chart 6.7: Move or adapt

Base = all respondents



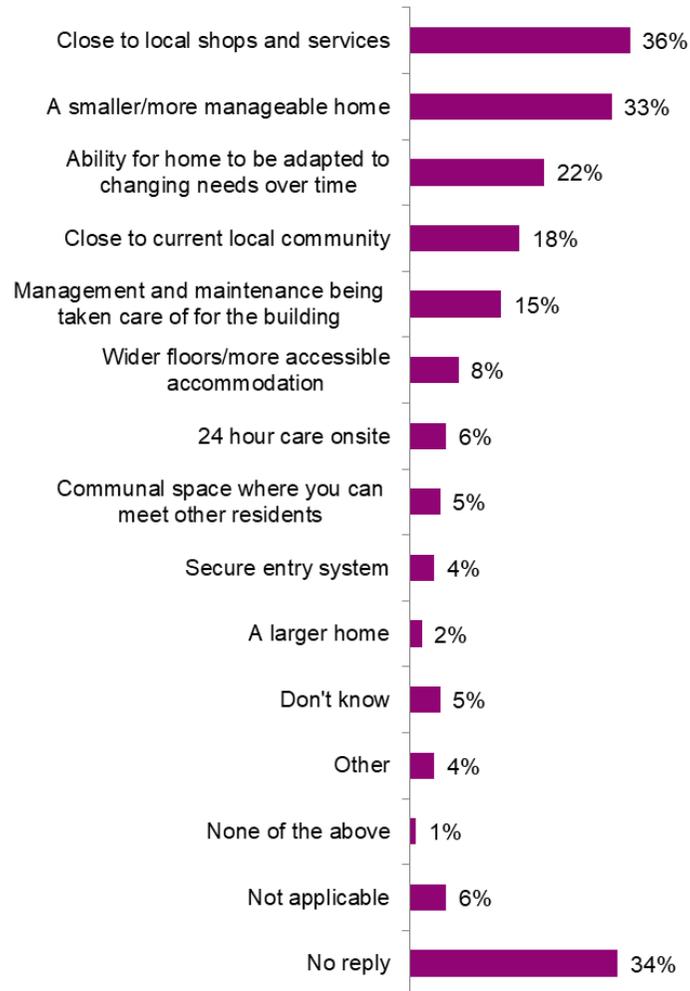
6.7 Key features when moving home

The key features which respondents were most likely to look for in their new home were proximity to local shops and services (36%), a size which was more manageable (33%) and the ability to adapt the property to suit their needs over time (22%).

Please note the high level of no response to this question.

Chart 6.8: Key features when moving home

Base = all respondents



6.8 Staying in current home

Respondents were asked, via an open-ended question, whether there was anything else that could be done to their home so that they could stay there. The feedback highlights that the majority of adaptations that would need to be undertaken reflect those tasks undertaken by Care and Repair in Section 5.3. It would be appropriate, therefore, to ensure that older people are fully aware of the Service and what it offers them.

154 respondents provided feedback with the following key themes emerging:

Table 6.1: Changes to be made which would allow respondents to stay in current home

Base = 154 respondents

Potential changes to be made to home	Number of respondents
Heating	27
Lift/stair lift	23
Ramps	22
Bathroom adaptation	21
Insulation	14
Hand rails	9

Kitchen adaptations	9
Conversion of a room to suit needs ie move a bedroom downstairs	8
Doors (changes to enable access)	8
Improving roads/tracks in rural areas	7
Garden maintenance	6
Lots needs to be done/property needs modernised	4
Reduction in Council Tax/rent	3
Help with general maintenance	2
Live-in help	2
Window improvements	2
Roof repairs/maintenance	2



'I love my house. I am 81 years old. If my health deteriorates I would probably move.'



'Issue is social isolation, not the house.'

Additional feedback highlighted concerns about isolation and location of property than the property itself.



'House is fine but location is quite isolated - would need to be closer to neighbours etc.'



'I am getting old and don't want to be stuck in a flat at my age.'

7. Energy Efficiency

Key Findings:

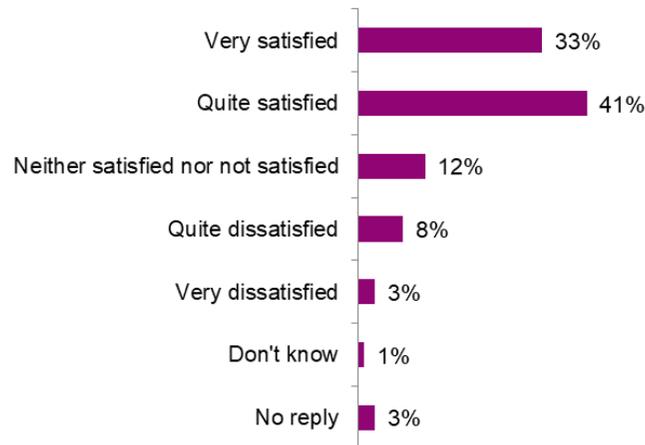
- The majority of respondents (74%) considered themselves to be *'very satisfied'* and *'quite satisfied'* with the heating levels in their home.
- 14% of respondents had not installed any energy efficiency measures in their home but over half (56%) had installed loft insulation and 30% had had a new heating system installed.
- Awareness of Energy Efficiency Programmes was low:
 - 52% of respondents had heard of **Home Energy Scotland** but 33% had not.
 - 26% were aware of **The Scottish Government's Home Energy Efficiency Programmes for Scotland: Area Based Scheme** (HEEPS: ABS).
 - 27% were aware of **The Scottish Government's Home Energy Efficiency Programmes for Scotland: Warmer Homes Scheme** (HEEPS:WHS).
 - 51% of respondents were not aware of either HEEPS: ABS or HEEPS: WHS.
- The majority of respondents (71%) paid their fuel bills by direct debit with 29% paying with cash or a cheque. Just 7% paid their fuel bills online.
- 86% of respondents used electricity with 45% using oil. 25% of respondent used solid fuel and 8% selected 'other' in response to this question. Of note is that 62% of respondents were using more than one type of fuel.
- Over half the respondents (56%) had no problems currently paying their fuel bill but were concerned about rising prices. 8% of respondents, however, stated that they sometime struggled to pay their fuel bill and 3% always struggled to do so.
- Over half the respondents (55%) had taken low cost energy efficient actions to help manage energy costs. This included closing curtains, boiling only the water needed, energy efficient light bulbs and fitting draught excluders. 47% of respondents had used less energy i.e. turning down their heating.
- Key sources of information on the various energy efficiency grant schemes were the Scottish Government/Energy Saving Trust/Home Energy Scotland and the local council (39% and 38% of respondents). Local organisations such as THAW, Citizens Advice Bureau and Age Orkney Scotland were mentioned by 20%, 19% and 16% of respondents.
- 48% of respondents were aware of smart meters but were not interested in getting one installed whilst 31% were aware and interested in having one in their home. Just 2% of respondents had already had a smart meter fitted.

7.1 Satisfaction with heating levels

The majority of respondents (74%) considered themselves to be 'very satisfied' and 'quite satisfied' with the heating levels in their home. 44% and 40% of respondents in the Age Scotland report described themselves as being 'very satisfied' and 'quite satisfied' with their heating levels. 18% of those living in a bungalow were 'neither satisfied nor dissatisfied', 'quite dissatisfied' or 'very dissatisfied' with their home's heating levels in comparison with 25% of those living in a house.

Chart 7.1: Satisfaction with heating levels

Base = all respondents



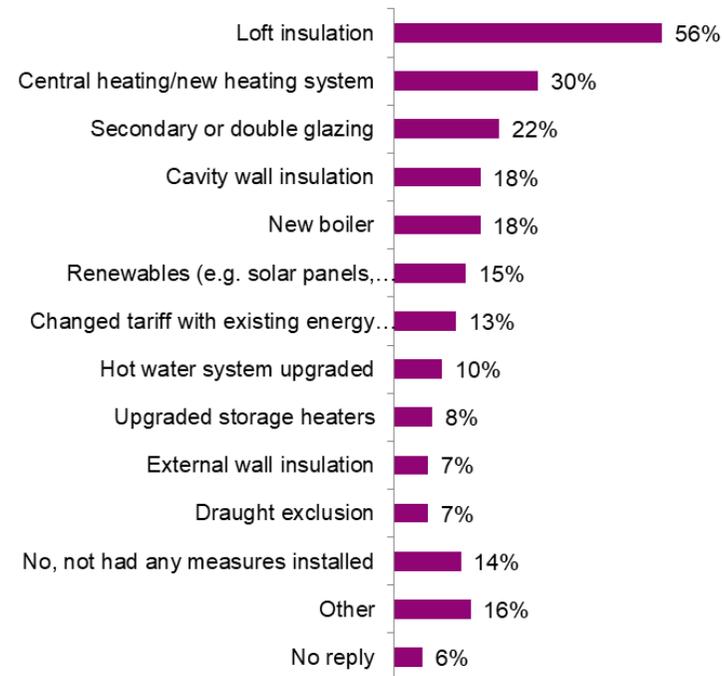
7.2 Energy efficiency measures

14% of respondents had not installed any energy efficiency measures in their home but over half (56%) had installed loft

insulation and 30% had had a new heating system installed.

Chart 7.2: Energy efficiency measures taken

Base = all respondents

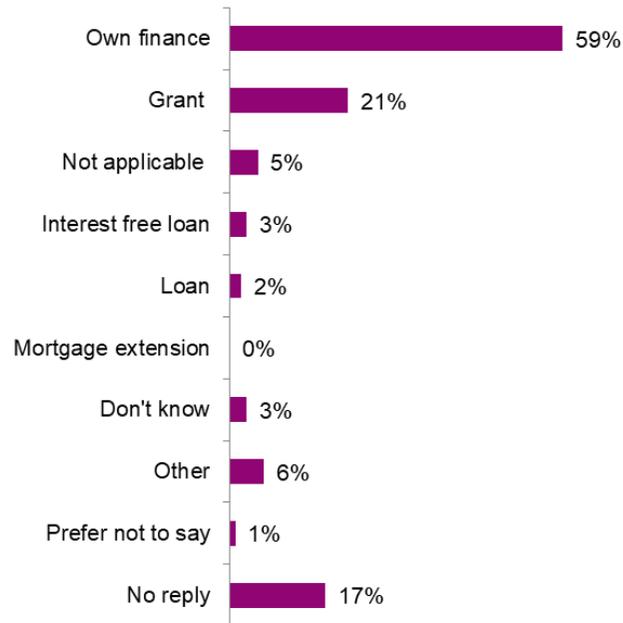


In terms of 'other' energy efficiency measures installed by respondents, 40 mentioned air to air source heating, 32 mentioned insulation other than loft insulation and cavity wall insulation ie plasterboard, under-floor and 'rooms in crofts', and 11 mentioned replacement windows or double glazing.

Respondents who had installed energy efficiency measures were most likely to have paid for them themselves (59%)

whilst 21% had received a grant (56% and 15% in the Age Scotland study).

Chart 7.3: Payment for energy efficiency measures
Base = respondents who had taken energy efficiency measures (838)



7.4 Energy Efficiency Programmes

Awareness of Energy Efficiency Programmes was low:

- 52% of respondents had heard of **Home Energy Scotland** but 33% had not.

- 26% were aware of **The Scottish Government's Home Energy Efficiency Programmes for Scotland: Area Based Scheme** (HEEPS: ABS).
- 27% were aware of **The Scottish Government's Home Energy Efficiency Programmes for Scotland: Warmer Homes Scheme** (HEEPS:WHS).
- 51% of respondents were not aware of either HEEPS: ABS or HEEPS: WHS.

20% of respondents were aware of other schemes which provide assistance with energy efficiency including:

- Firefly (mentioned by 52 respondents)
- THAW (41)
- Heat Smart Orkney (4)
- Renewable Heat Incentive (3)
- Boiler replacement/scrappage schemes (3)
- Keep Orkney Warm (2)
- Energy Savings Trust (2)

7.5 Type of fuel

86% of respondents used electricity with 45% using oil. 25% of respondents used solid fuel and 8% selected 'other' in response to this question.

Of note is that 62% of respondents were using more than one type of fuel.

7.6 Payment of fuel bills

The survey asked respondents to provide details of fuel bills and Table 7.1 below details the monies spent by type of fuel on a weekly, monthly or annual basis. A total of 780 respondents provided a detailed response to the question.

Where respondents provide a range of costs a midpoint has been taken ie £60-£80 is assumed at £70 and 2-3 times per year is 2.5 times.

Scotinform has calculated the median annual figure based on those provided by respondents and these are detailed in Table 7.1 below. The findings should, however, be treated with caution given the response rate to this question, which suggested that respondents were unaware of their fuel expenditure and/or unwilling to share this information within a survey.

The Age Scotland report recorded an annual expense of £650 for electricity, £300 for solid fuel and £950 for oil. The corresponding Orkney figures are slightly higher across all fuel types.

Table 7.1: Annual Fuel Expenditure

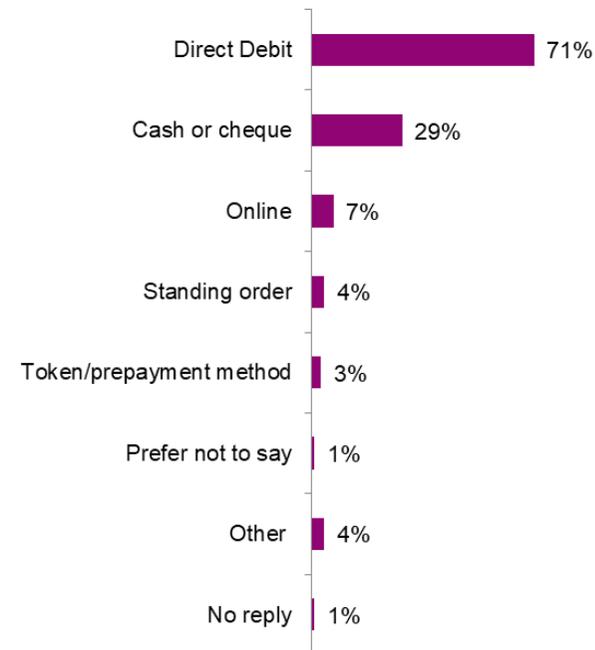
Base = those who provided a response to this question

	Electricity	Solid Fuel	Oil	Other
Base:	713	178	320	45
Annual expense (median)	£1080	£360	£1000	£120

The majority of respondents (71%) paid their fuel bills by direct debit with 29% paying with cash or a cheque. Just 7% paid their fuel bills online which may reflect the survey demographic.

Chart 7.4: Payment of fuel bills

Base = all respondents

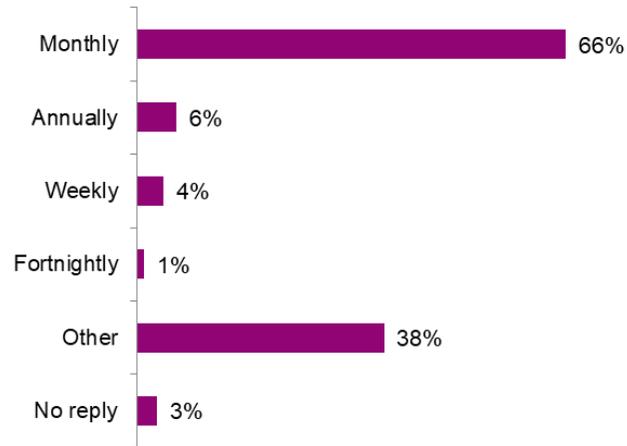


Respondents most likely paid their fuel bills monthly (66%) with 6% paying annually and 4% weekly.

Those who responded 'other' to this question tended to pay for fuel (ie coal or oil) as and when needed rather than on a frequent/regular basis.

Chart 7.5: Frequency of payment of fuel bills

Base = all respondents

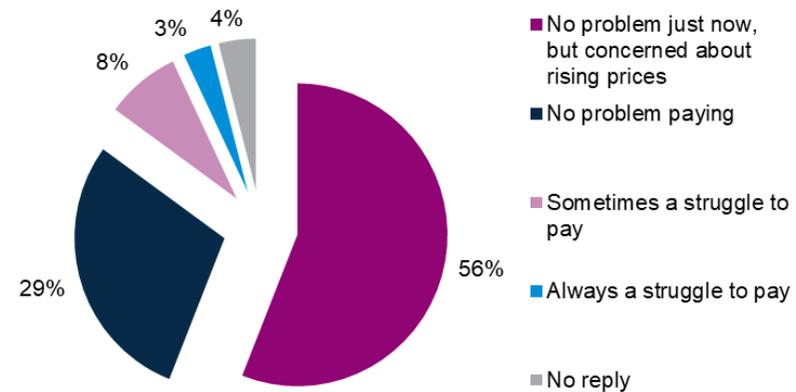


Over half the respondents (56%) had no problems currently paying their fuel bill but were concerned about rising prices. 8% of respondents, however, stated that they sometimes struggled to pay their fuel bill and 3% always struggled to do so.

The Age Scotland report highlighted that 3% of respondents always struggled to pay their fuel bills and 10% sometimes struggled to pay.

Chart 7.6: Ease of paying fuel bills

Base = all respondents



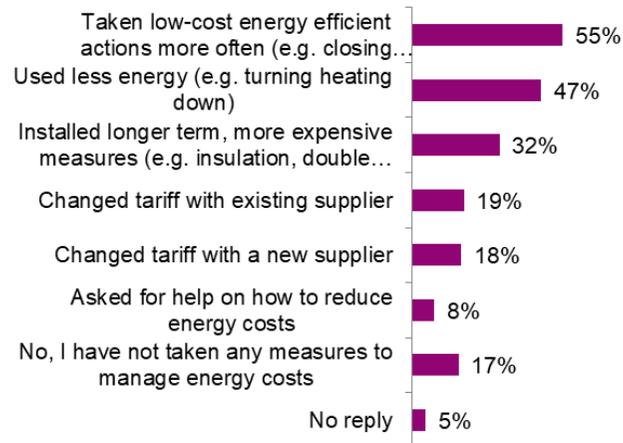
7.7 Management of energy costs

Over half the respondents (55%) had taken low cost energy efficient actions to help manage energy costs. This included closing curtains, boiling only the water needed, energy efficient light bulbs and fitting draught excluders. 47% of respondents had used less energy ie turning down their heating.

17% of respondents had not taken any measures to manage energy costs.

Chart 7.7: Management of energy costs

Base = all respondents

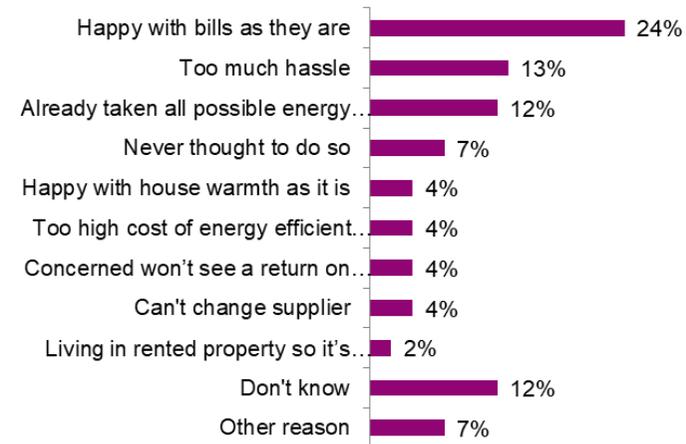


Approximately three quarters (77%) of the 777 respondents who had been motivated to take measures to manage energy costs had done so to lower energy costs and 32% cited environmental benefits.

The 162 respondents who had not taken any measures to manage energy costs were most likely happy with the bills as they currently are (24%), taking action was 'too much hassle' (13%) and 12% considered they had already taken all possible energy efficiency actions.

Chart 7.8: Reasons for not taking action to manage energy costs

Base = those who had not taken such action (162)



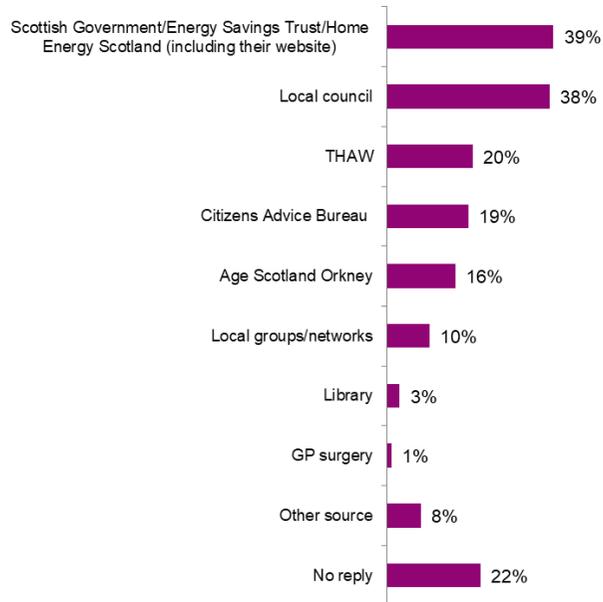
7.8 Sources of information

Key sources of information on the various energy efficiency grant schemes were the Scottish Government/Energy Saving Trust/Home Energy Scotland and the local council (mentioned by 39% and 38% of respondents).

Local organisations such as THAW, Citizens Advice Bureau and Age Orkney Scotland were mentioned by 20%, 19% and 16% of respondents.

Chart 7.9: Sources of information

Base = all respondents



7.9 Smart Meters

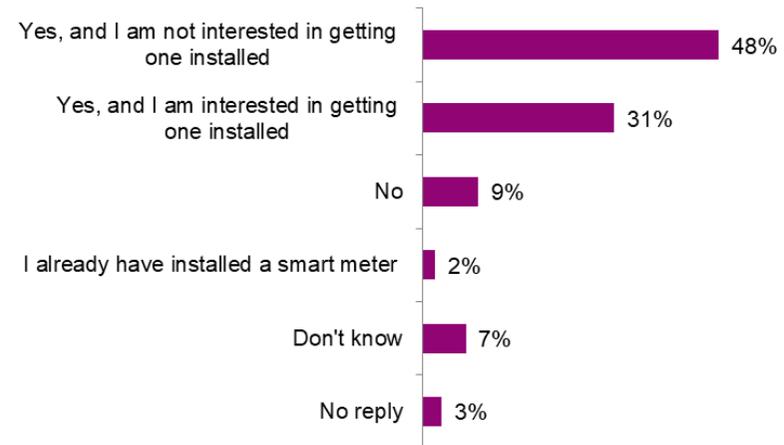
Smart meters were described in the survey as replacing traditional meters and ‘enable you to see how much you are spending on energy in near real-time, in pounds and pence. Meter readings are sent automatically to your supplier, bringing an end to estimated bills. Smart meters are installed at no extra cost by your energy supplier. They are due to be introduced in every household in Scotland by 2020’.

48% of respondents were aware of smart meters but were not interested in getting one installed whilst 31% were aware and interested in having one in their home. Just 2% of respondents had already had a smart meter fitted.

The Age Scotland reported that 95% of respondent had heard of smart meters with 22% having had one installed.

Chart 7.10: Awareness of smart meters

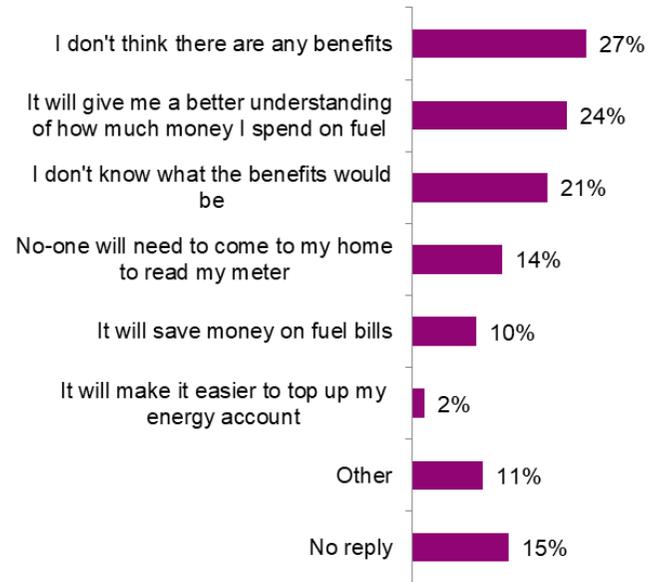
Base = all respondents



Respondents who did not have a smart meter fitted were asked what they felt the benefits of a smart meter would be. A quarter of respondents (27%) felt that there were no benefits associated with smart meters and 21% did not know what the benefits would be. A quarter of respondents (24%), however, felt that it would give them a better understanding of how much money they spent on fuel.

Chart 7.11: Benefits of smart meters

Base = all respondents



Open-ended feedback from respondents suggest that there is some negative perceptions of Smart Meters and a lack of knowledge of what benefits they may bring.

-  *'Recent bad press on smart meters deterred us from having one installed.'*
-  *'Some acquaintances here have poor experiences. We know of no-one with a positive experience.'*
-  *'They have been getting bad press lately so I am undecided.'*

-  *'They need to improve before I am interested.'*
-  *'Another way for energy companies to get data.'*
-  *'I have heard that too often smart meters give fake readings and home owners are faced with exorbitant bills.'*
-  *'No, because I have read they are not as good as claimed and OHAL does not use them.'*

Respondents had also been told, or advised, not to install smart meters as it would be difficult to change energy supplier thereafter.

-  *'Have been advised by current supplier not to install smart meter.'*
-  *'I have been informed that having a smart meter makes it very difficult to change supplier.'*
-  *'Can be difficult to change suppliers.'*

Respondents also made reference to poor mobile reception and connectivity which they understood to mean that smart meters would not work on Orkney.

-  *'I filled in the forms sent through the post. The next time the meter reader came I was told I had wasted my time as no-one in Orkney was trained for installation and that the infrastructure was not in place. What was the point of sending out the forms in the first place?'*



'In South Ronaldsay mobile phone and broadband connections are some of the worst in Britain, so I don't see how they could get them to work reliably.'

18 respondents had already had a smart meter fitted and were asked that impact this has had. Seven respondents felt that the meters were giving them an accurate understanding of how much energy they were using and two mentioned financial benefits they had had as a result of installing a smart meter.



'It gives me a better understanding of how much money I spend on fuel.'



'It has reduced electricity consumption at the expense of oil consumption by £163 in the first month of 2019.'



'I proved that I was being overcharged as I had suspected, and then reissued with a refund of nearly £2000.'

8. Age Scotland Orkney

Key Findings:

- Respondents were most likely aware of the Here2Care Service offered by Age Scotland Orkney (50%) although most likely to have used the podiatry clinic (11%).
- Some respondents mentioned that they would like Age Scotland Orkney services to be available beyond the Orkney mainland.
- 20% of respondents stated that they would like to hear more about the services offered by Age Scotland Orkney and these respondents' details will be passed to the organisation.

8.1 Age Scotland Orkney Services

The survey featured a series of services offered by Age Scotland Orkney and sought to establish awareness, whether services had been used/received and interest in hearing more about them.

Respondents were most likely aware of the Here2Care Service (50%) although most likely to have used the podiatry clinic (11%). The high level of no responses should be noted when interpreting this table.

Table 8.1: Age Scotland Services

Base = all respondents

Service	Aware of	Used/received	Interest in hearing more	No response
Here2Care Service	50%	2%	2%	47%
Here2Help Service	48%	2%	3%	48%
Good Day Calls	44%	1%	2%	54%
Podiatry Clinic	44%	11%	8%	41%
Dementia Hub Drop-In	38%	1%	2%	60%

Christmas Day Lunch	38%	1%	2%	60%
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20% of respondents stated that they would like to hear more about the services offered by Age Scotland Orkney and these respondents' details will be passed to the organisation.

8.2 Feedback on Services

Whilst many respondents were clearly unaware of the services offered by Age Scotland Orkney the survey has acted as a mechanism to inform local people and they stated that they were pleased to know such services were aware if the time came that they needed them.



'I have no need at present for these services, but it is interesting to know that so many different forms of help are available.'



'It's lovely to know that we have such a good service here in Scotland. Thank you.'

Feedback on services used was positive highlighting the impact such services has on older people.



'Used these services for my mother. Excellent service.'



'I have used the podiatry clinic regularly. The service is excellent.'



'Have used podiatry clinic - very satisfied. In addition,

may I say how welcoming and efficient I find reception staff.'

 *'Not used for myself but used for assistance with a relative. I find ASO staff approachable, understanding, flexible, helpful and honest. Without their assistance I might well have been overwhelmed as a carer and done something stupid to myself.'*

 *'Christmas Day Lunch - encouraged 86 year old neighbour to go, and he loved it.'*

 *'We are very grateful with Age Scotland for our weekly Here2Help cleaning service, and quarterly podiatry service.'*

 *'I go to Age Concern for my podiatry treatment. A wonderful environment to visit. It feels like they really care and wish to make a difference.'*

 *'My father has the early morning call and 'Here2Help' service. Excellent!'*

Three respondents, however, mentioned that the services were not as accessible for those living outwith the Orkney mainland.

 *'I have heard of the 3 things I have ticked above as they have been advertised on Radio Orkney - but they are only for people living on the Orkney mainland. I have not heard of Age Scotland Orkney coming out to Sanday to do anything.'*

 *'Not available to any meaningful extent on the smaller islands of Orkney, good services on the mainland.'*

 *'Chiropody service is excellent. I have to go to Kirkhouse for the service (from Flota).'*

9. Conclusions and Recommendations

- The methodology adopted for this study worked well in Orkney and should be considered for any future survey work on the Scottish Islands. We are grateful to all who assisted us with the distribution of the questionnaire to residents aged 55+ in Orkney.
- The survey was designed to give respondents the opportunity to submit both quantitative and qualitative feedback and it is some of the latter information which has provided insight into the current status of respondents in terms of accommodation and their future plans.
- Of particular note is that
 - many respondents are living in property where there is not a bedroom and bathroom on the same level and this is causing issues at the moment and potentially in the future. Some of the qualitative feedback raised concerns about the safety and wellbeing of respondents in their current accommodation with the risk of falling when walking from the bedroom to the bathroom due to mobility issues and the distance between each.
- Some respondents feel isolated in their current accommodation or this is a concern they have for the future. The fact that older people are living in property without access to public transport and where they feel cut off raises concerns about both physical and mental wellbeing.
- Some respondents' qualitative feedback about future plans suggests they are waiting for their health to deteriorate rather than proactively thinking about their future. This has implications for them, their family, care services and housing stock on Orkney.
- Not all respondents are aware of what they can do to reduce energy costs and/or what energy initiatives exist to help them.
- Given the feedback captured through this survey it is important to consider how best to communicate to people aged 55+ that planning for the future means that they have more control over the way in which they live in their old age. It would also assist local and national government in planning resources accordingly. This could take the form of a tick list of things to consider and discuss with family members. It would also be an opportunity to communicate that if there are no such plans in place that a person's later life may not be as they had hoped.

- There is good awareness of the Care and Repair Service but perhaps this needs greater investment to ensure that it can proactively encourage people to use its Service ensuring they can adapt their homes (where possible) for them to live there for as long as possible.
- Does Age Scotland Orkney have the resources to fully deliver all its services across the Orkney Islands making sure that people feel less isolated in their homes and know what activities and support are available to them.