

# Age Friendly City

A report of the engagement process and  
summary of themes important to older  
people

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## What is Age Friendly City?

The World Health Organisation (WHO) developed the concept Age Friendly City (AFC) on research with older people and their experiences of growing older. WHO defines an AFC as a city that encourages active ageing through optimising opportunities for health, participation and security in order to enhance quality of life as people age. Therefore an AFC may be summarised as:

*'a great place to grow older'*

In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities. To understand the characteristics of an age-friendly city, it is essential to go to the source – older city dwellers.

In an age-friendly city, policies, services, settings and structures support and enable people to age actively by:

- Recognising the wide range of capacities and resources among older people
- Anticipating and responding flexibly to ageing-related needs and preferences
- Respecting their decisions and lifestyle choices
- Protecting those who are most vulnerable
- Promoting their inclusion in and contribution to all areas of community life

## Stoke-on-Trent as an age-friendly city

### Programme initiation

The Public Health department of Stoke-On-Trent City Council supported by Beth Johnson Foundation has undertaken a series of events to promote and obtain support for the 'age friendly city' project. The following work has been undertaken to provide a foundation for Stoke-on-Trent to develop, support and understand the local context of what will make Stoke-on-Trent an age-friendly city:

- 13 middle to senior managers attended a series of 6 discussion groups regarding AFC
- 40 people attending an age awareness course run by Keele University
- Stoke-On-Trent City Council joined the membership of national AFC network
- Mentoring opportunity from Manchester Valuing Older People Service
- PhD Student support jointly funded with Keele University and Beth Johnson Foundation
- A community wellbeing needs assessment for over 50's in Stoke-On-Trent City Council has been commissioned

### The City of Stoke-on-Trent approach to AFC

In order to develop the vision for Stoke-on-Trent the stakeholders involved at the programme initiation and development stages agreed an approach to the programme based on the following principles:

- Our approach is based on citizenship, meaningful engagement and learning
- Ageing well is a public health issue
- Stoke-on-Trent City Council is keen on developing an approach that makes sense to our city that is *affordable, sustainable* and of *high impact*.

- A partnership approach to lead and develop this work – first step in the process is to develop the vision for an ‘age-friendly Stoke-on-Trent’.

## Stakeholder identified themes

The initial meetings and discussions of stakeholders involved identifying a number of potential themes believed to impact on the health and well-being of older people.

Themes identified included the following examples:

- Loneliness
- Engagement of older people as partners in service development and delivery
- Access to cultural opportunities
- Environmental issues including housing
- Civic participation and social networks
- Dignity and respect
- Dementia

It is important to stress that the vision for an ‘age-friendly Stoke-on-Trent’ will be informed through the feedback obtained through engaging with the local population aged 50 years and over. However, the process will allow stakeholders to compare the themes they identified as likely to be important prior to engagement with those provided by the local population.

## Programme development

The initial programme stakeholders proposed a number of areas of exploration and development to help ensure the continued support and progress of the programme

- Submit an expression of interest to the Big Lottery fund – Ageing well (£3 – 6 million over 3 – 5 years) to reduce social isolation
- Explore the potential to join Healthy City research project about Dementia Friendly Cities
- Engage older people in developing a shared vision
- Formalise an AFC partnership as part of Health and Wellbeing Board structure
- Develop an AFC action plan to make SOT a Great Place to Grow Old
- Develop a ‘Valuing Older People’ fund to support local innovation/coproduction

## Developing the vision

In order to help develop a local vision of an age-friendly city for Stoke-on-Trent the stakeholders decided to consider the process of how to engage the local older population. To help provide a focus and consistency across the engagement process it was agreed to ask the same three questions of all participants. The three questions are listed below and have been designed to elicit local older peoples’ opinions in line with the WHO age-friendly city initiative without directing or leading them down any specific path.

1. What would make the City of Stoke-on-Trent a great place in which to grow old?
2. What works well in the city and supports people as they age, and what do we need to do more of?
3. What are the challenges?

## The Engagement Process

As mentioned above, to understand the characteristics of an age-friendly city, it is essential to go to the source – older city dwellers. The City of Stoke-on-Trent consists of six individual towns, with varying demographics and geographical characteristics. The aim of the engagement process was to consult as many older people as possible, covering all geographical areas across the city and of varying demographics. The original work carried out by WHO for age-friendly cities focused on people 60 years and over. The local engagement process included people aged 50 years and over, as a number of local groups incorporate people from this age and upwards.

## Time period for engagement

There was not a set time period for the engagement process. However, events and other methods of engagement occurred during the period of May to August 2013 inclusive. This was largely dictated by the timing from agreement to proceed with engagement and the production of a report to inform the stakeholder meeting to devise the local vision.

## Who engaged in the programme?

The following groups and organisations participated and contributed to the engagement process and feedback contained within this report.

1. EngAGE
2. Om group (via EngAGE)
3. Sheltered Housing (Queen Elizabeth II Court, Fenton)
4. Goldenhill Social Group
5. Asian ladies group (Tunstall)
6. Staffordshire Housing
7. Approach
8. Saltbox
9. Supporting People (housing)
10. Libraries

In excess of 1,000 local older people were consulted/contacted during the engagement process. The feedback has been informed by over 300 of these people. We would like to express our gratitude to all the people who took time to participate and help inform the local programme.

Additionally, the support of stakeholders and other colleagues in organising, running and helping collate information is greatly appreciated, as without their support this process would not have been possible.

## How we engaged

The engagement process took on three main forms.

1. Engagement events – the majority of people consulted attended one of several events arranged and provided feedback to the three questions through group discussion.
2. Surveys – some organisations attached the three questions to surveys being distributed out to individual clients aged 50 years and over.

3. Notice boards – one organisation utilised this method to allow clients to provide feedback with a member of staff available at specified times to provide assist and support if required

Engagement with the process was welcomed by the majority of local older people.

## **Collation and interpretation of feedback**

The information and feedback provided by participants has informed this summary. A longer list of comments and themes is attached as an appendix to this report. The appendix covers the range of comments received but does not include every response. A decision was made not to duplicate responses in the list to avoid making it too longwinded. However, duplicates were noted to allow the author to provide a representative feedback of themes deemed most important to respondents. The overarching themes used in this report are those described by WHO as being issues and concerns voiced by older people involved in focus groups for the AFC project. These are:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services

In my role as author of the report I have decided which overarching theme the feedback provides should belong to using the WHO criteria of what is represented by each theme. It is acknowledged that this is subjective and open to interpretation and there is good argument that some responses could belong in one or more of the eight options. However, once the overarching theme for each response was decided it was recorded against the question it was provided for within each theme. This means that similar feedback or topics feature within each theme for each question posed but it reflects the views of the people who responded.

## **Summary of feedback**

The following tables summarise the main topics raised by respondents and their respective comments. They are summarised by overarching themes as described by WHO. The entries do not reflect the level of response by topic.

The overarching theme that produced the highest response was social participation. There was a significant response supporting events and activities for this area and also showing a great detail of concern about potential and existing reductions in resources. Safety and crime were also expressed by many respondents as important issues. This included the home environment and public areas, particularly open spaces and parks. People like having a visual police presence as it provides reassurance. Transport is particularly important to older people as it helps maintain independence. Bus passes are valued but the restrictions on time of use can cause problems, for example, attending appointments at a GP surgery or hospital. Removal or changes to both routes and bus stops are also a cause of inconvenience and concern.

Local accommodation specifically for older people is well liked with people enjoying living in sheltered housing or older peoples' villages. There were requests for further developments to increase capacity, as well as more bungalows which people feel meet older peoples' needs better.

Review of the tables of feedback below shows that feedback overlaps and interlinks across several themes. Feedback from respondents clearly stated that they hope moving forward their views will be respected and tangible actions will be seen as a result. This engagement process can provide a basis for meaningful engagement, participation and partnership in the future to help ensure that Stoke-on-Trent becomes an 'Age-friendly city'.

Outdoor spaces and buildings	
<b>Toilets</b>	Lower cost, easier access, opening times
<b>Safety and crime</b>	More police and patrols, safety concerns at night, in open areas and town centres
<b>Litter and redevelopment</b>	Keep streets clean, regenerate derelict areas
<b>Pavements and road crossings</b>	Drop kerbs for mobility scooters, repair uneven pavements, place pedestrian crossing where older people need them
<b>Seating</b>	Provide more, suitable for older people – arms and back to rest on, consider the location
<b>Shopping centres and parking</b>	More shopping centres in local areas, cheaper parking closer to shops
<b>Public facilities</b>	Very much valued and used, concern of cuts and closures, tranquil places are appreciated
<b>Older people villages</b>	Residents enjoy and recommend them, request for more availability
<b>Disabled access</b>	Improvements for public places – shops, centres and open space

Transport	
<b>Buses</b>	Improve routes available, more easy access buses, increase number of stops and consider older peoples' needs, passes are appreciated but time restrictions can cause issues, help social participation, driver attitude can be poor or unhelpful to less mobile or disabled
<b>Community and voluntary transport</b>	More if possible, subsidised or free, door to door provision
<b>Subsidised transport</b>	Taxi, bus and train to help independence
<b>Bus station</b>	New station in Hanley is too small, confusing, too far from the centre, little provision of bus stations elsewhere
<b>Rural services</b>	Poor or non-existent public transport
<b>Weather</b>	Adverse weather can prevent older people accessing public transport and alternative options are too costly
<b>Purpose</b>	Services to offer days out, door to door provision as well as to shopping facilities would be appreciated

Housing	
<b>Standards</b>	Better, safe and elderly specific housing, with options of keeping a pet

<b>Adaptions</b>	Changes and improvements in a timely manner
<b>Bungalows</b>	Greater provision, as can help independent living
<b>Extra care/sheltered housing</b>	More provision, appreciated by residents, safe and friendly environment, offer help and services
<b>Winter fuel allowance</b>	Helps with high cost of heating, concern that this may be cut or lost
<b>Flats</b>	Please avoid placing older people in high rise flats
<b>Housing improvements</b>	Costs can be prohibitive, confidence that a person will be reliable and provide a good service
<b>Security</b>	Good neighbours are valued, concerns regarding crime and safety

### Respect and social inclusion

<b>Community groups</b>	May be used as a mechanism to bring young and older people together
<b>School education</b>	To enable young people to understand ageing, generate respect for older people among young people
<b>Intergenerational work</b>	To provide people of all ages to interact, share experiences, build understanding
<b>Community cohesion</b>	There is a general view that people would like a greater community togetherness than is currently experienced
<b>Confidence in the council</b>	Concern that the council are wasting money, do not consult older people or listen when they do, that there should be an older peoples' champion/councillor
<b>Financial insight</b>	Help for people to understand the financial implications of growing older and how to get help or deal with issues
<b>Friends and family</b>	Understanding that the loss of family and friends can be devastating and developing new relationships can be difficult

### Social participation

<b>Social groups</b>	Social and friendship groups are viewed as invaluable
<b>Meeting venues</b>	Free and low cost venues are vital to ensure that social groups can be maintained. Great concern of closure of venues and the impact on people's ability to continue to socially participate
<b>Free/low cost activities</b>	Finance impacts greatly on individual's ability to socially participate
<b>Exercise</b>	Facilities that allow people to maintain fitness and exercise are appreciated and valued, concern regarding closures and future of many services
<b>Integration</b>	People welcomed the ability to integrate and include people regardless of background. There is appetite to increase this involvement
<b>Networks</b>	Individual groups could and should network with others to increase social participation between people and across the area
<b>Day excursions</b>	Debating, talks, crafts, exercise, dancing, coffee, museums, library services
<b>Community events</b>	People would like to see more local carnivals and events which engage all ages and the local community
<b>Isolation</b>	The availability of groups and services is vital to help prevent isolation, depression, mental health problems and provides people with something to look forward to and enjoy



<b>Civic participation and employment</b>	
<b>Visits</b>	Home visits and telephone calls for people who are housebound to be encouraged
<b>Education</b>	From local interest courses through to degrees, locations could include libraries, local University, internet based
<b>Consultation</b>	Involve people properly rather than as a token gesture
<b>Employment</b>	Utilise the skills, knowledge and experience of older people and provide encouragement to the group
<b>Champion</b>	An older peoples' champion or councillor to promote the groups cause in the council and at a local community level
<b>Partnership working</b>	Older people would value the opportunity to work/volunteer in partnership with organisations to assist and advise on how older people may be impacted by decisions
<b>Pensions and benefits</b>	People value their pension and benefits received, however there is growing concern at the disparity in increases of these compared to rising living costs

<b>Communication and information</b>	
<b>Local media</b>	Activities and events could be advertised through local media to help promote to a wider audience
<b>Communication formats</b>	Can different formats of communication be used to maximise the reach to the local population?
<b>Drop in centres</b>	Local council centres/offices rather than a central service to improve access to information and services for older people
<b>Increased awareness</b>	Improved awareness amongst the local population of the events, services, opportunities available to them, where they occur and when

<b>Community support and health</b>	
<b>Services</b>	Health and social care services to meet the needs of people, provide good education and awareness of conditions and services
<b>Wardens</b>	Sheltered housing scheme wardens are good at monitoring the standard of care provided to individuals and feeding back information to providers
<b>Beth Johnson Foundation</b>	The dementia advocacy service is well regarded and valued. People are concerned regarding the level of support and care available to people with dementia
<b>Day care staff</b>	This support is well received and valued
<b>Respite care</b>	People value this service and support and would like to see greater provision
<b>Acute care</b>	People have concerns of being admitted to hospital due to recent negative media coverage. Concerns regarding discharge from hospital and being 'left alone' at home. There are also worries regarding the stopping and starting of benefits on admission and discharge from hospital and the challenges of sorting this out.
<b>Mobility and health</b>	People worry about the impact on their life of reduced mobility and ill health
<b>GPs</b>	Access to GPs and nurses can be a problem due to poor public transport or restricted travel times with pass

## Appendix - Engagement feedback for Age Friendly City project in Stoke-on-Trent

The responses to each of the three questions posed have been colour coded as follows:

What would make Stoke-on-Trent a great city to grow old in?

What works well and what should we do more of?

What are the challenges?

Area of influence	AFC topic area	AFC checklist	Feedback from participants
<p>Key features of a city's physical environment</p> <ul style="list-style-type: none"> <li>• Personal mobility</li> <li>• Safety from injury</li> <li>• Security from crime</li> <li>• Health behaviour</li> <li>• Social participation</li> </ul>	<p><b>Outdoor spaces &amp; buildings</b></p>	<ul style="list-style-type: none"> <li>• Environment</li> <li>• Green spaces &amp; walkways</li> <li>• Outdoor seating</li> <li>• Pavements</li> <li>• Roads</li> <li>• Traffic</li> <li>• Cycle paths</li> <li>• Safety</li> <li>• Services</li> <li>• Buildings</li> <li>• Public Toilets</li> </ul>	<ul style="list-style-type: none"> <li>• Toilets – not all closed by 4pm &amp; lower cost or free</li> <li>• Parks &amp; open space facilities accessed through organised groups</li> <li>• Not safe to walk – especially at night</li> <li>• Litter – keep the city cleaner, remove chewing gum</li> <li>• Safe community based activity</li> <li>• Cheaper/free parking that is accessible</li> <li>• Seating in all public places</li> <li>• Improvement of older properties</li> <li>• All towns lack a shopping centre apart from Hanley</li> <li>• Spend money on Goldenhill. not just Hanley</li> <li>• Facilities to take grandchildren to/facilities for all the family</li> <li>• Ensure alley ways/pavements are kept clean – including removal of dog mess</li> <li>• Pedestrian crossing near locations/buildings older people use</li> <li>• A major clean-up/regeneration of Stoke-on-Trent – including development of derelict land</li> <li>• Less crime and more police on the streets</li> <li>• Music in shops is heavy and noisy, more appropriate music for older people</li> <li>• Paving slabs in Tunstall High St are dangerous, tarmacking would improve the surface</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Put Stoke market back on the map, too many stalls are closing – it used to be great</li> <li>• Local history promotion – museums etc</li> <li>• Polite and helpful shop assistants</li> <li>• More green space/open fields</li> <li>• Cinema/theatre in towns that are accessible for older people</li> <li>• A city that allows older people to remain active and be able to engage with their communities</li> <li>• Easier access to shops for disabled people</li> <li>• More facilities in parks for older people and people with a disability, particularly Fenton</li> <li>• Supporting and increasing swimming facilities and community halls for older and disabled peoples’ use</li> <li>• Troublemakers and drug addicts concern older people – particularly their safety</li> <li>• Maintaining trees and other greenery</li> <li>• Re-open community centres across the city for more local events</li> <li>• NHS clinics/walk-in centres</li> <li>• New bus station</li> <li>• Public libraries/leisure centres/swimming pools – increased services offered appreciated &amp; valued</li> <li>• Community fire stations</li> <li>• Parks – Burslem/Northwood/Hanley – lots going on</li> <li>• Older people villages</li> <li>• Access to/use of existing buildings e.g. scout huts</li> <li>• Better community facilities</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Seating appropriate for older people – arm rests, correct height, prioritised for older people, located in areas where people may need a rest eg hills</li> <li>• Meeting facilities with transport available</li> <li>• More police patrolling the streets – improve safety</li> <li>• Community venues, parks and open spaces becoming more user friendly</li> <li>• More dropped kerbs for people using mobility scooters and wheelchairs</li> <li>• Access to shops is better but still needs improving – some doorways just wide enough for mobility scooter access</li> <li>• The shop mobility scheme is fantastic – it should be available in all the towns across Stoke-on-Trent</li> <li>• Doctors surgeries and pharmacies</li> <li>• Good roads</li> <li>• Places for older people that are tranquil and refreshments</li> <li>• New University hospital - but reduce waiting times</li> <li>• Libraries and their facilities, parks, cycle paths, canal walks, markets, museums covering the history of Stoke, theatres</li> <li>• Many facilities that offer good entertainment are only easily accessed by car</li> <li>• Improve postal collections at Etruria Locks –three post offices have closed &amp; now costs £8 for return taxi as no post box</li> <li>• Town parks are good but older people would feel safer if they had park wardens</li> <li>• Stoke to be made in to a destination for visitors rather than just somewhere to shop</li> <li>• Improvement of green spaces</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Sponsored roundabouts make the City seem brighter</li> <li>• Generally disabled access is good</li> <li>• Lots of various provisions – community centres, children centres, hubs</li> <li>• Disabled access to public places</li> <li>• Grass cutting not done – inaccessible areas</li> <li>• Potteries shopping centre not attractive to older people</li> <li>• Post office in Potteries shopping centre inaccessible</li> <li>• Pavements are uneven and there are potholes in the roads – can cause a loss of balance and falls</li> <li>• The city centre does not work for older people</li> <li>• Accessible shops and services – not up banks/hills</li> <li>• Protruding tree roots through pavements – dangerous</li> <li>• Flooding due to drains not being cleared enough</li> <li>• No crossings by the bus station</li> <li>• Easier access to City offices for information and complaints</li> <li>• Street furniture and shop signs can cause problems for people using mobility scooters</li> <li>• Preservation of all old buildings</li> <li>• Free parking to assist local trades</li> <li>• Disabled toilets in all restaurants</li> <li>• Assistance for visually impaired people around the city, as signs are hard to read</li> <li>• Not enough police on the streets and lack of response to complaints/problems</li> <li>• Hand rails on pavements for people with mobility issues</li> <li>• Heavy doors that are hard to open and need to ask for help</li> <li>• Mobility as everything is spaced out</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Shops often crowded and open early for sales – older people cannot easily access.</li> <li>• Seating in bus shelters</li> <li>• Better access to shopping areas and fewer no-go streets</li> <li>• Disappearance of local shops due to on-line competition – older people rely on these</li> <li>• Litter and pride in the City</li> <li>• Crime, antisocial behaviour and greater protection in green spaces</li> <li>• Safety at night in the community</li> <li>• Improved access to services and shops</li> </ul>
	<b>Transportation</b>	<ul style="list-style-type: none"> <li>• Affordability</li> <li>• Reliability &amp; frequency</li> <li>• Travel destinations</li> <li>• Age-friendly vehicles</li> <li>• Specialised services</li> <li>• Priority seating</li> <li>• Transport drivers</li> <li>• Safety &amp; comfort</li> <li>• Transport stops &amp; stations</li> <li>• Information</li> <li>• Community transport</li> <li>• Taxis</li> <li>• Roads</li> <li>• Driving competence</li> <li>• Parking</li> </ul>	<ul style="list-style-type: none"> <li>• More bus routes throughout the city</li> <li>• Better and accessible transport</li> <li>• Transport not easily accessible – affects independence &amp; costs are high</li> <li>• Location of bus stops/more bus stops – consider older peoples’ requirements</li> <li>• Transport integration</li> <li>• Improve bus timetables – missed hospital appointments due to no buses prior to 9.30am</li> <li>• Community transport – run for benefit of users and to support independence</li> <li>• Bus travel free all the time including before 9.30am</li> <li>• A voluntary transport scheme – Om members currently pay £1.10 towards taxi but it will be £8</li> <li>• An alternative transport system to bus passes that collects people from home, as not everyone can walk to a bus stop or live near one</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Transport options for social participation – not just buses</li> <li>• Lack of bus services from William Birch Court</li> <li>• A better bus service and response from the council when issues are raised</li> <li>• Assistance at the bus station to get on and off buses</li> <li>• Transport for older people only at night – safety</li> <li>• Some cities offer book and ride and mobility for older people at more accessible pick up points</li> <li>• Closer access to shops and services for older people using their own vehicles</li> <li>• Bus pass works well (national initiative)</li> <li>• Transport that makes social participation possible</li> <li>• Buses with easy access</li> <li>• Bus/train/taxi pass or reduced rates</li> <li>• Bus services that stop at all/most supermarkets and/or NHS facilities used by older people</li> <li>• Good bus links, however the new bus station is confusing</li> <li>• All buses should accept bus passes</li> <li>• Community buses for social events at community centres etc</li> <li>• Better bus services running more frequently and at times required</li> <li>• Parking fees</li> <li>• Bus station – located up bank to town/too far away – problem – need a taxi to get to shops</li> <li>• Bus drivers attitude is poor</li> <li>• Taxis' cannot go in to the middle of Hanley</li> <li>• Longton bus station is too far from shops, old and has steep</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<p>steps</p> <ul style="list-style-type: none"> <li>• People who are not mobile struggle to get about</li> <li>• Unable to access a bus with a wheeled walking aid – the driver refused due to health and safety</li> <li>• Bus driver shut doors on me and drove off (on several occasions)</li> <li>• Mobility scooter does not fit in a taxi</li> <li>• Stop moving bus stops</li> <li>• Buses not running to time – can have to wait for up to an hour, when there should be three per hour</li> <li>• Parking facilities for the disabled and elderly</li> <li>• Bus services are not focused for older people – an older person only bus service would help</li> <li>• Very grateful for bus passes, however residents of Bradeley Village have relied on the Wardle bus stopping at ASDA but this service no longer stops there causing problems and concern for older people with heavy shopping</li> <li>• Travel assistance for older people in adverse weather to acquire essential items or services that come to the house</li> <li>• Lack of public transport in more rural areas</li> <li>• Public transport stops after 5pm and means it is not possible to shop after this time</li> <li>• Bus services in Etruria Locks non-existent – takes 15 minutes to walk to stop using a stick</li> <li>• Only one bus in and out from Reginald Mitchell Court on a Saturday</li> <li>• The design and size (too small) of the new bus station in Hanley means older people miss their buses. Drivers are not always able to stop at the allocated spot</li> </ul>



Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Older buses have steps that make access difficult</li> <li>• Shopping in the winter months when walking is not possible – a free taxi service</li> <li>• Better bus services for wheelchair access</li> <li>• Allow buses to stop on demand</li> <li>• Transport is expensive – mobility transport</li> <li>• Copeland’s buses are not accessible as they do not lower, First buses don’t run at night and do not run on time</li> <li>• Disabled friendly buses for outings</li> <li>• Transport with support when you get to your destination for trips out</li> <li>• Door to door transport for older people</li> </ul>
	<b>Housing</b>	<ul style="list-style-type: none"> <li>• Affordability</li> <li>• Essential services</li> <li>• Design</li> <li>• Modifications</li> <li>• Maintenance</li> <li>• Ageing in place</li> <li>• Community integration</li> <li>• Housing options</li> <li>• Living environment</li> </ul>	<ul style="list-style-type: none"> <li>• General improvement to property and pond around Shannon Drive Goldenhill</li> <li>• Better housing</li> <li>• Safe housing</li> <li>• Good TV signal and sound</li> <li>• More housing for the elderly that allow pets</li> <li>• More bungalows to assist independent living with thought for transport and people on low incomes</li> <li>• Care provision and facilities in West End Village are great</li> <li>• Good neighbours</li> <li>• More village complexes</li> <li>• More suitable/appropriate housing allocation for troublesome individuals, families and vulnerable older people</li> <li>• Increase the number of social developments</li> <li>• QEII court works well for me – a good flat, good warden,</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<p>safe</p> <ul style="list-style-type: none"> <li>• Extra care and sheltered housing are good</li> <li>• An independent person is able to come and go from sheltered housing as they please</li> <li>• Wardens closely monitor care calls/visits</li> <li>• Warden is not here 24 hours but there is a 24 hour responder service or the police – it needs everyone to work together to make it work</li> <li>• Showers in older peoples' bungalows</li> <li>• Heating allowances</li> <li>• The Revival handyman service</li> <li>• Winter fuel allowance to help keep warm and well</li> <li>• St Dominic's Court – happy, safe, good staff</li> <li>• More one bedroomed bungalows near to towns and their centres that are safe</li> <li>• Sheltered housing needs improvements</li> <li>• Odd job man from council who is properly trained</li> <li>• Retirement villages</li> <li>• Still waiting one year on for sheltered housing to be decorated</li> <li>• Avoid putting older people in high rise buildings – once there they don't appear to be re-housed</li> <li>• Money to improve things – previously money has been wasted and residential homes closed</li> <li>• Good care homes</li> <li>• Not enough suitable housing for older people</li> <li>• Not being able to afford for home improvements required</li> <li>• Adaptions to older people or disabled people housing</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<p>should be done – at present very difficult or impossible</p> <ul style="list-style-type: none"> <li>• Keeping warm in winter – can the council organise a group tariff for all older residents for gas and electric?</li> <li>• Ensure council accommodation is well maintained and fitted with appropriate equipment for occupant</li> <li>• Security and safety at home or sheltered accommodation when staff are not present</li> <li>• Bedroom tax</li> <li>• More appropriate accommodation for older people – retirement villages</li> </ul>
<p>Aspects of the social environment and of culture that affect participation and mental well-being</p>	<p><b>Respect &amp; social inclusion</b> – attitudes, behaviour and messages from other people &amp; of the community as a whole towards older people.</p>	<ul style="list-style-type: none"> <li>• Respectful &amp; inclusive services</li> <li>• Public images of ageing</li> <li>• Intergenerational &amp; family interactions</li> <li>• Public education</li> <li>• Community inclusion</li> <li>• Economic inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Cheaper cinema/theatre prices every day (not once per week)</li> <li>• Allotment groups</li> <li>• Keep community centres open</li> <li>• Reduce hire charges for rooms</li> <li>• Information should start in schools, children will become OAPs at some stage</li> <li>• Prefer the term ‘senior’ rather than OAP.</li> <li>• More intergenerational work</li> <li>• Vouchers/reduced cost of access to cultural opportunities</li> <li>• Greater community togetherness</li> <li>• Confidence in Stoke-On-Trent City Council and its ability to deliver</li> <li>• Respect and social inclusion for older people</li> <li>• People relax more and have a smile on their face/laugh more</li> <li>• More equality</li> <li>• Open buildings in each town to allow talented young people</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<p>to use that older people can attend and meet them</p> <ul style="list-style-type: none"> <li>• Educating young people on what it is like to be old</li> <li>• Churches offer activities for older and younger people</li> <li>• More inclusion of older people in decisions &amp; sharing issues</li> <li>• Respect has reduced towards older people – education</li> <li>• Insight for families supporting the old within their family</li> <li>• Financial insight to secure the future</li> <li>• Lack of respect to older people – address in schools?</li> <li>• We are treated with respect (in sheltered housing) but not always outside</li> <li>• People need educating regarding dementia</li> <li>• To improve society to help one another</li> <li>• Loss of friends and developing new friendships can be difficult</li> <li>• Talk to older people about the issues affecting them</li> </ul>
	<p><b>Social participation</b> – engagement of older people in recreation, socialisation and cultural, educational and spiritual activities.</p>	<ul style="list-style-type: none"> <li>• Accessibility of events &amp; activities</li> <li>• Affordability</li> <li>• Range of events &amp; activities</li> <li>• Facilities &amp; settings</li> <li>• Promotion &amp; awareness of activities</li> <li>• Addressing isolation</li> <li>• Fostering community integration</li> </ul>	<ul style="list-style-type: none"> <li>• Social &amp; friendship groups - Gardening clubs, outings</li> <li>• Safe meeting places</li> <li>• Low cost/free activities (to keep mind active)</li> <li>• More/better social amenities – concern as facilities closing</li> <li>• Swimming &amp; exercise facilities</li> <li>• More funding for community groups – not the target of cuts</li> <li>• Learn from cities like Bournemouth – see what they do well for older people – facilities in Winter</li> <li>• More social gatherings e.g. 50+ forums</li> <li>• Community centre for Sikh/Indian community – that can be widened out to other groups</li> <li>• Increase gatherings where different cultures can mix and participate together</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Access to free rooms for meetings/activities</li> <li>• Debating groups for older people</li> <li>• More facilities for people aged over 50</li> <li>• People being more caring and helping others.</li> <li>• A network of social centres for older people – similar to childrens centres, for bingo, knitting etc and possibly hot meals</li> <li>• Continued support and recognition of community groups, including publicity – particularly for smaller organisations</li> <li>• EngAGE forums – more engagement</li> <li>• One to one discussions – for a healthy/active mind</li> <li>• Dancing at Longton Town Hall</li> <li>• Age UK walks (walk and talk)</li> <li>• Crafts and exercise groups</li> <li>• Coffee mornings/afternoons</li> <li>• Exercise classes for older ladies – swimming</li> <li>• Day excursions</li> <li>• Swimming facilities for older people</li> <li>• Sikh community want to share their facilities with the wider community</li> <li>• There is a desire for an Indian community centre</li> <li>• A Om group member volunteers as an exercise instructor – much appreciated and valued</li> <li>• Saltbox’s care link scheme is good (telephone befriending) – if a person is not in when they call, they contact the warden</li> <li>• Day care with transport provided – Grocott centre through a referral by a social worker</li> <li>• Day trips with other sheltered housing schemes – funding</li> </ul>

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			<p>can vary</p> <ul style="list-style-type: none"> <li>• A line dancing class pays to use the sheltered housing's lounge – residents can join free</li> <li>• Older peoples' social groups</li> <li>• More social events</li> <li>• Services offered by charities – with transport</li> <li>• Approach and other services – to help maintain independence</li> <li>• Motability offer good service</li> <li>• More lunch centres and day trips – people are old not dead!</li> <li>• Groups like 'Changes' are excellent</li> <li>• Mobile library – on a monthly basis</li> <li>• Informative meetings – guest speakers attend</li> <li>• Shopping buddies for general shopping and conversation</li> <li>• Community carnivals and events</li> <li>• Isolation – sitting at home, nothing to do, depression, withdrawal of English classes</li> <li>• Loss of community centres</li> <li>• Loss of swimming pools</li> <li>• Day care centres – wrong people using them – dementia patients?</li> <li>• Funding for community groups is ceasing – groups would like the opportunity to speak to social services</li> <li>• Concern of social isolation, mental health issues and lack of exercise due to funding being withdrawn from social groups</li> <li>• No advice has been provided regarding alternative sources of funding for social groups</li> <li>• When on theatre trips my walking aid means I have to sit</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<p>separately from friends – it’s no pleasure</p> <ul style="list-style-type: none"> <li>• Closure of day care centres and care homes – not everyone can afford private facilities</li> <li>• Loneliness after the death of a partner – carer has made a big difference</li> <li>• Loneliness – phone calls or visits occasionally to check people are okay, especially in cold or bad weather</li> <li>• Lack of confidence going in to new social situations</li> <li>• On own with little or no family/friends – volunteer support to get of the house seen as important</li> <li>• Loneliness – unable to communicate with other elderly people due to closure of facilities</li> <li>• Loss of confidence to do things on own</li> <li>• Funding/support for community and voluntary organisations</li> <li>• To identify lonely and isolated people before they reach crisis</li> </ul>
	<p><b>Civic participation &amp; employment</b> – addresses opportunities for citizenship, unpaid work and paid work, both the social environment and the economic determinants of active ageing.</p>	<ul style="list-style-type: none"> <li>• Volunteering options</li> <li>• Employment options</li> <li>• Training</li> <li>• Accessibility</li> <li>• Civic participation</li> <li>• Valued contributions</li> <li>• Entrepreneurship</li> <li>• Pay</li> </ul>	<ul style="list-style-type: none"> <li>• Befriending/visiting people who are housebound (older &amp; younger disabled people)</li> <li>• Education &amp; courses within communities</li> <li>• Courses at University for older people</li> <li>• Proper engagement/consultation – rather than being consulted after decisions have been made</li> <li>• Volunteer gardening schemes</li> <li>• More industry and employment opportunities</li> <li>• Confidence that the council care and listen to older residents concerns and comments</li> <li>• To have an older persons champion/councillor</li> <li>• More partnership and working together</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• The more input in to the City by older people the greater the greater the output will be</li> <li>• People have their skills and abilities recognised and offered the opportunity and encouraged to use them to help others</li> <li>• Library courses – but not promoted well enough</li> <li>• Silver surfing lessons – computing</li> <li>• English classes for people whose first language is not English</li> <li>• Housing and council tax benefit greatly appreciated</li> <li>• Pension – but need rises in line with increased costs</li> <li>• Wasted talent</li> <li>• Input at meetings is ignored</li> <li>• It is not realistic to solely rely on volunteers to keep groups running</li> <li>• Poverty</li> <li>• Paying bills and having sufficient money</li> <li>• Cost of living increasing but pension increases do not reflect these</li> <li>• Low income and bedroom tax have impacted on ability to socialise – mainly stay at home watching TV or reading a book</li> <li>• Consultation of older people with views respected and listened to</li> <li>• Sharing of experiences and skills</li> <li>• Working together as a partnership</li> </ul>
Involve both social environments and health and social service determinants	<b>Communication &amp; information</b>	<ul style="list-style-type: none"> <li>• Information offer</li> <li>• Oral communication</li> <li>• Printed information</li> <li>• Plain language</li> </ul>	<ul style="list-style-type: none"> <li>• Local media proactively promote older peoples activities</li> <li>• WEA get together exercises – publicise better</li> <li>• More information about what is available</li> <li>• A ‘drop-in’ centre in Longton specifically aimed towards</li> </ul>



Area of influence	AFC topic area	AFC checklist	Feedback from participants
		<ul style="list-style-type: none"> <li>• Automated communication &amp; equipment</li> <li>• Computers &amp; the internet</li> </ul>	<p>older people – could be a coffee shop</p> <ul style="list-style-type: none"> <li>• Greater understanding/awareness of local activities</li> <li>• Information should be provided in various formats not just by internet, as many older people do not have access</li> <li>• Council offices in each town mean a lot less travel to get information &amp; staff very helpful</li> <li>• Advertising what village complexes provide to make more people aware</li> <li>• A ‘central control’ for older people when out and about to contact if in any difficulties</li> <li>• Lack of awareness of social opportunities – social isolation</li> <li>• Unsolicited phone calls and door step callers</li> <li>• Information sharing and communication</li> <li>• Information on how to get help – housing repairs, shopping, housework, emergency numbers</li> <li>• Information of how to obtain special offers or discounts for theatre, cinema etc</li> <li>• Better publicity to share information, promote activities, groups and events</li> </ul>
	<p><b>Community support &amp; health</b></p>	<ul style="list-style-type: none"> <li>• Service accessibility</li> <li>• Offer of services</li> <li>• Voluntary support</li> <li>• Emergency planning &amp; care</li> </ul>	<ul style="list-style-type: none"> <li>• Health awareness &amp; lifestyle education</li> <li>• More understanding of older peoples’ needs – fund core services invest in public spaces rather than spending money on art</li> <li>• Ensure the welfare and social life of people living in nursing and residential care</li> <li>• Wardens monitor delivery of care service – if not satisfactory she would refer it to social services</li> <li>• Diagnosis of dementia is the key to unlocking access to services and support</li> </ul>

Area of influence	AFC topic area	AFC checklist	Feedback from participants
			<ul style="list-style-type: none"> <li>• Beth Johnson Foundation’s dementia advocacy service is invaluable</li> <li>• A good care agency phones the warden if there is a problem/running late – but not all do</li> <li>• Day care staff are a god send – they are worth their weight in gold</li> <li>• Respite care</li> <li>• Social care support to provide carer support/respite</li> <li>• More new health service centres</li> <li>• Encourage interaction and volunteering</li> <li>• Concern regarding discharge from hospital direct to own home – recent example of readmission and subsequent death</li> <li>• Concern regarding access to services for diagnosis and care of dementia patients</li> <li>• Prejudice in society regarding dementia</li> <li>• Can be secrecy or lack of support from family for people living with dementia</li> <li>• The thought of going in to a hospital or a care home is terrifying - more unannounced checks and visits would ease worries</li> <li>• Mobility and health problems due to older age</li> <li>• Cuts to services like meals on wheels</li> <li>• Accessing doctors and obtaining prescriptions</li> <li>• Poor health and access to GPs and nurses – especially if require poor public transport services</li> <li>• Help around own home, for example gardening</li> <li>• Access to decision makers in the council for older peoples services</li> </ul>

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			<ul style="list-style-type: none"> <li>• Stairs, hills, fading eyesight – impacts on ability to get out and about</li> <li>• Elderly people should not have to be assessed for blue badges</li> <li>• Removal of benefits when admitted to hospital and prolonged time to reinstate once discharged</li> <li>• Understanding automated telephone systems can be confusing and difficult to hear</li> <li>• Scared to always ask for help/assistance</li> <li>• Provision for vulnerable, dependent people – mental health and long term conditions</li> </ul>