

## **Older People's Survey**

### **Summary**

1. This report asks Health and Wellbeing Board to consider revising and repeating the older people's survey that was last held in 2008.
2. They are asked to consider whether there is value in repeating this survey and whether there are any specific themes they would wish to be included should a new survey be undertaken.

### **Background**

3. In January 2007 a Long Term Commissioning Strategy for Older People was agreed by City of York Council. This Strategy identified that the needs of older people were changing and that the number of older people in the city was increasing. At this time a wide consultation process was undertaken to explore the views of older people on some of the challenging options that needed to be addressed, given the demographic pressures of a growing older population and the changing aspirations of that particular part of York's population.
4. As part of this consultation process a survey of the over 50s in the city was undertaken for a four week period. This was made available on-line through the Council's website and was also posted to around 3,000 people who were on the mailing lists of the following organisations:
  - York Older People's Assembly
  - Age Concern York (now Age UK York)
  - Alzheimer's Society
  - York Blind and Partially Sighted Society
  - OCAY (Older Citizens Advocacy York)

5. The postal surveys were undertaken with the help of all of these organisations and were co-ordinated by the York Older People's Assembly using their databases – this allowed for the survey to be sent to people that might not be in receipt of services or known to the Council.
6. The response rate in 2008 was good with 725 people responding to the consultation. 638 by postal survey and 87 online. Advice from Marketing and Communications at the time was that this represented a very good response rate of 24%, and that based on an estimated over 50s population of 62,000, the results were accurate to within a +/-3.6% at a 95% level of confidence. Just under two thirds of respondents to the consultation were aged over 70 years, half had a disability, two thirds were female and respondents lived in all areas of York. 93.7% of respondent belonged to the White British ethnic group.
7. The responses received to the 2008 survey led to a re-commissioning of services that are still in existence.
8. The 2008 survey covered a number of areas:
  - Using care services/providing care for older people
  - Helping older people to live independently
  - Residential care
  - Using our resources more effectively
9. The survey in 2008 was led by the marketing and communications team at the City of York Council who sought information and ideas for relevant questions from the voluntary sector. Whilst much of the co-ordination was done by the voluntary sector the costs were covered by City of York Council.

### **Main/Key Issues to be Considered**

10. As the older population continues to increase and with the current absence of an older people's partnership board it is important that the voice of this sector of York's residents is heard and taken into consideration when commissioning future services.
11. Discussions with representatives from York Older People's Assembly have indicated that whilst many of the survey questions from 2008 could be re-used there would be a need to revisit them all to ensure they were still meaningful.

In addition the representatives have suggested the following themes be included if the survey is repeated:

- Older people living in poverty (impact and consequences)
  - Social isolation and loneliness
  - Older people living in their own homes (are their homes too large, are housing needs catered for)
12. The recent needs assessment around frail/elderly [undertaken as part of the Joint Strategic Needs Assessment (JSNA)] would also make a good reference point for questions. Additionally the survey results could be used to inform further ongoing work on the JSNA.
13. Purpose/Aim of Survey – routine sources of information provide a good indication of mortality and morbidity in the local older population at present however there is a lack of robust local information on wider factors which impact upon an older person's health and wellbeing. It is therefore suggested that the two main aims of any repeated survey should be:
- To gather information on the factors that impact on the wellbeing of older people
  - To fill gaps in knowledge in order to aid health and social care services in meeting the specific needs of the older population in York.
14. Value added – repeating a revised version of the 2008 older people's survey has the potential to be an excellent piece of partnership working between different departments within the local authority, health colleagues the voluntary sector and all partners represented on the York Health and Wellbeing Board. It would be an opportunity to receive feedback from local residents to help all partners understand the needs around health and wellbeing, lifestyle and vulnerability of older people.
15. With growing numbers of older people with more complex needs the implications of this demographic change for those delivering health and social care services is vast. Whilst the outlook overall is very positive in York, we know that the city has some older residents who are in poor health, feel vulnerable and are socially isolated. Keeping older people active, independent and engaged for longer will become increasingly important.

16. As well as referencing some of the original questions asked in 2008 and reflecting the views from the discussions with the representatives from the York Older People's Assembly; this would be an opportunity to drill down and understand better some of the information we have already collected. It could also include questions around smoking, alcohol, carers, contact with health services, home life, anti-social behaviour and vulnerabilities thus reflecting the Health and Wellbeing Board's ambition to be focused on the wider determinants of health and wellbeing.
17. The survey and subsequent analysis and report will be made available to commissioners and policy makers and all those involved in delivering services to older people in York to aid the integration of health and social care process. It will assist in ensuring there is an evidence based approach to prevention, early intervention and reducing ill health and wellbeing and in meeting the needs of the local older population.

### **Consultation**

18. To date no formal consultation has taken place as this would be the role of any new survey undertaken. Informal conversations between the Director of Adult Social Care and representatives from York Older People's Assembly and the VCS Older People's Forum have happened which have led to this report being produced.

### **Options**

19. Health and Wellbeing Board Members can choose to:
  - Option 1** – support a refreshed survey taking place and indicate the timescale in which they would like this to happen
  - Option 2** – request that no further action be taken in relation to a survey of older people for the time being

### **Analysis**

20. Option 1 would allow for views to be gathered from a wide range of older people who may not be known to the Council and ensure that the voice of older people is heard. Whilst the sub-structures of the Health and Wellbeing Board are being reviewed, and may include an older person's board in the future, currently there is no formal route in to the Health and Wellbeing Board for older residents.

21. If the Health and Wellbeing Board choose to support a refreshed survey this will give all partners the opportunity to have input and use the responses to help re-commission services for older people. NHS Vale of York Clinical Commissioning Group has indicated that there would be benefits to making this a joint health and social care survey sponsored by the Health and Wellbeing Board.
22. In addition the Joint Health and Wellbeing Strategy for York is currently being renewed and this is likely to follow a life course approach with one of the themes being Ageing Well. Any engagement with older people will help inform this piece of work.
23. There will be a number of ways of conducting this survey and these will need to be worked through should agreement be given to proceed.
24. Consideration could be given to the merits of commissioning an external party to undertake the survey so that it would be truly independent. However, this could come with significant cost implications. Health and Wellbeing Board may feel that with the involvement of the voluntary sector this would be a peer led survey anyway and would be considered both good practice and the most cost effective way to provide the survey.

### **Strategic/Operational Plans**

25. Ensuring that resources are used to best effect to meet the needs of a growing older population could be better achieved by gathering information on the factors that impact on the wellbeing of older people.

### **Implications**

26. **Financial** – if the survey were to be undertaken in-house with the support of the York Older People’s Assembly there would be a small cost involved and a budget would need to be found for this. Based on posting to 3,500 people using second class postage this would equate to approximately £2,000.
27. **Human Resources (HR)** - consideration needs to be given to resources available to put this survey together. The Marketing and Communications Team have indicated that they will be able to help pull the survey together but further capacity may be needed to analyse the survey responses.

28. There are no other known implications associated with the recommendations within this report.

### **Risk Management**

29. There are no known risks associated with the recommendation in the report. However it would be difficult to make fully informed commissioning decisions and potentially decisions around disinvestment and investment without robust and up to date information around the needs of the older population.

### **Recommendations**

30. It is recommended that Health and Wellbeing Board approve Option 1

Reason: To ensure that the needs of the older population are fully understood when re-commissioning services

### **Contact Details**

**Author:**

Tracy Wallis  
Health and Wellbeing  
Partnerships Co-ordinator  
01904 551714

**Chief Officer Responsible for the report:**

Martin Farran  
Director of Adult Social Care

**Report  
Approved**

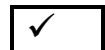


**Date** 05.07.2016

**Specialist Implications Officer(s)** None

**Wards Affected:**

All



**For further information please contact the author of the report**

**Background Papers:**

2008 Report and Survey Results – [Outcome of the Consultation on the Future Challenges for Social Care](#)

**Annexes**

None

**Glossary**

JSNA – Joint Strategic Needs Assessment

OCAJ – Older Citizen's Advocacy York