

## **Highlight of Results from Older People's Survey 2017**

The survey was undertaken to gain insight into the issues for older people in York; to identify how older people's attitudes have changed since the previous survey of 2008; and to find out from the older population what they would like to see changed within York.

The Older People's Survey 2017 was available in both paper format and online. 4070 paper copies were distributed by the various groups collaborating on the survey. These were either distributed through the partner agencies' mailing lists, available at reception areas, or handed out during their events. A total of 912 surveys were completed. Of these, 142 were completed online via Survey Monkey and 770 were returned paper versions. The returned surveys yield a 19% answer rate (based on the paper copies returned), which is a slight decrease from the 2008 survey. However, the total survey count increased in both formats, as 2008 had only 638 paper responses (from 3000 distributed) and 87 online.

Additionally, two steering group discussions were conducted with various stakeholder representatives to discuss the initial data findings. These proved very insightful as the meetings helped pinpoint areas worth more initial analysis and provided background information on certain response outcomes to questions.

The figures for each question have been calculated after taking out those respondents that did not answer the question.

The demographics of respondents are as below.

In total, 25% of respondents were male and 62.5% were female. The rest did not provide this data.

**Table 1: Age and sex breakdown of respondents**

	Under 50	50-59	60-69	70-79	80-89	Over 90	Total
Male	0	12	50	66	81	23	232
Female	17	36	124	142	177	74	570
Unspecified	0	2	3	2	9	3	19
<b>Total</b>	17	50	177	210	267	100	821

In terms of relationship status, 49% of respondents were single, widowed or divorced, 41% were married, cohabiting or in a civil partnership, and the rest did not respond. There were more single, widowed or divorced females responding (61%) than there were males (37%).

In terms of the geographic spread of responses, people from every ward across York responded. More surveys were returned from wards with a higher concentration of older people, such as Haxby & Wigginton.

**Table 2: Geographical distribution of respondents by ward**

Copmanthorpe Ward	7
Dringhouses & Woodthorpe Ward	32
Fishergate Ward	58
Fulford & Heslington Ward	29
Guildhall Ward	24

<b>Haxby &amp; Wigginton Ward</b>	71
<b>Heworth Ward</b>	46
<b>Heworth Without Ward</b>	28
<b>Holgate Ward</b>	56
<b>Hull Road Ward</b>	11
<b>Huntington &amp; New Earswick Ward</b>	52
<b>Micklegate Ward</b>	28
<b>Osbalwick &amp; Derwent Ward</b>	23
<b>Rawcliffe &amp; Clifton Without Ward</b>	31
<b>Rural West York Ward</b>	38
<b>Strensall Ward</b>	16
<b>Westfield Ward</b>	29
<b>Wheldrake Ward</b>	12
<b>unspecified</b>	245

The survey questionnaire was divided into nine sections as follows:

Section 1 – Getting information and advice

Section 2 – Social Life

Section 3 – Your health

Section 4 – Staying healthy and independent

Section 5 – your local community

Section 6 – Transport

Section 7 – Finances

Section 8 – Planning for the future

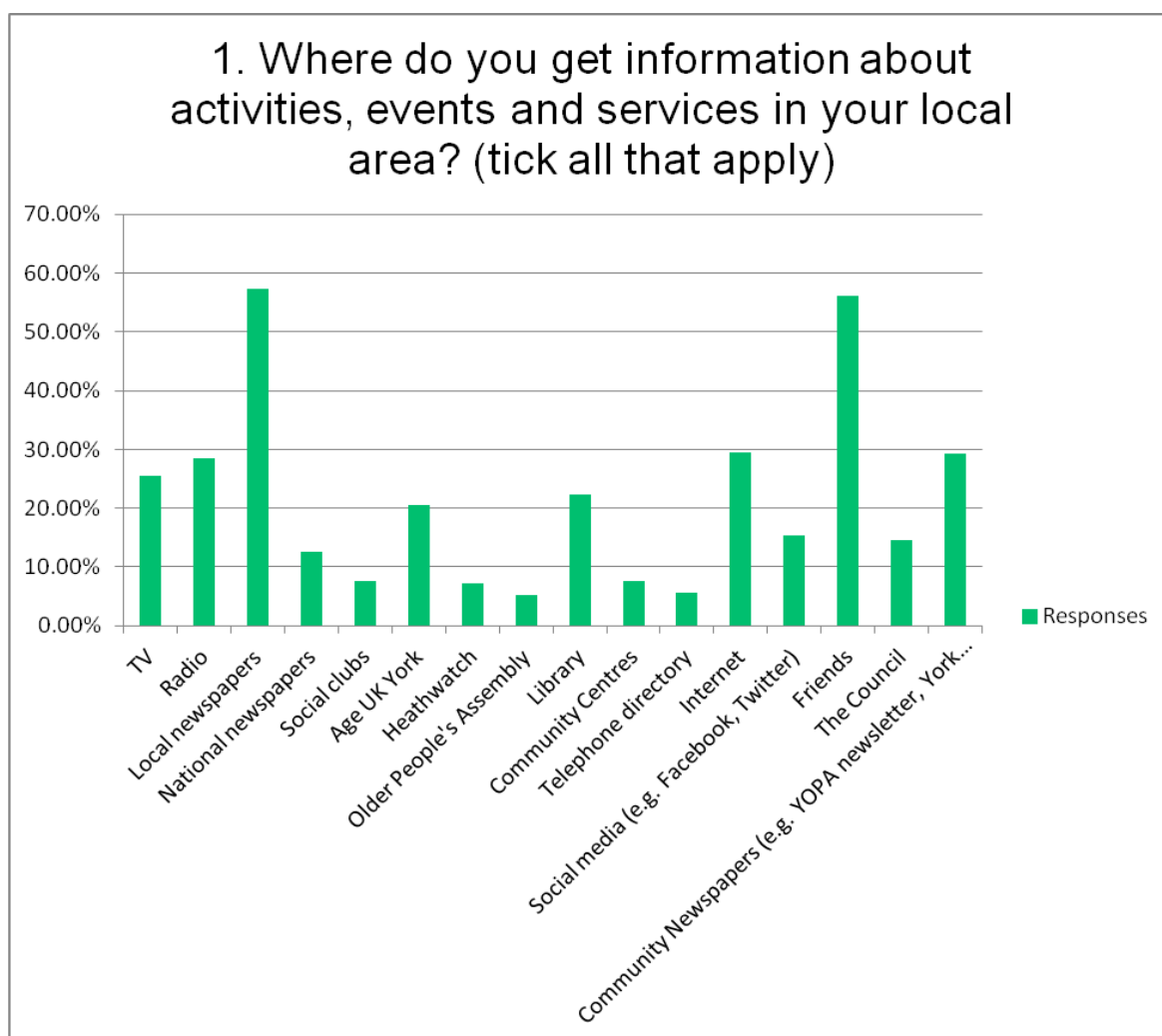
Section 9 – About you (demographics)

A full report will be produced on all sections of the survey, but for the purpose of this meeting this report gives a highlight from each section along with a more detailed look at Section 2 on social life, as reducing social isolation is a key priority within the Joint Health and Wellbeing Strategy.

### Section 1 – Getting information and advice

**Highlight:** Respondents prefer information in printed format, received through the post. This is often through local newspapers, although word of mouth is an important source.

**Figure 1: Where people get information**



## Section 2 – Social life

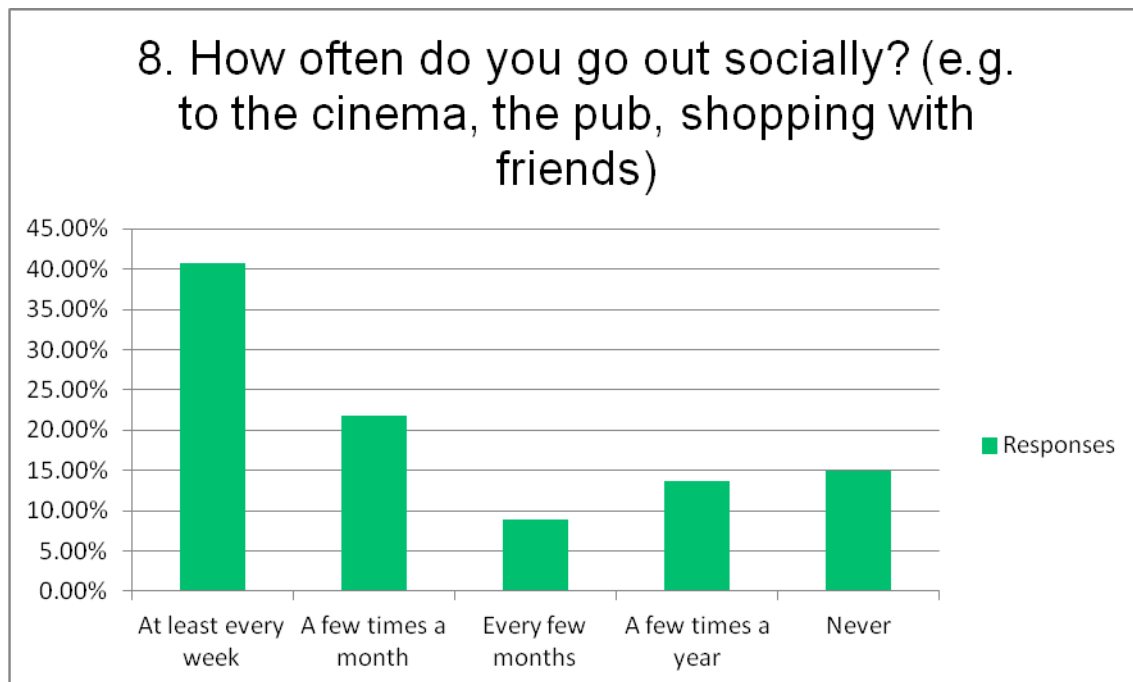
We asked about shopping as an indicator for how much respondents were getting out of the house on a regular basis. The majority of respondents did this weekly or more often. 33% required some kind of assistance to be able to do this. 40% of those requiring assistance relied on family, friends or neighbours to enable them to go shopping. This was either through providing transport for them to get to the shops, helping them in the shop reading labels or pushing a trolley, or helping to unload shopping back at home. Of the 33% that required assistance, 61% were single, widowed or divorced meaning that the additional support needed did not come from a spouse or partner, but from extended family, friends or neighbours. Only 25 respondents said that they did their shopping online.

**Figure 2: Frequency of shopping**

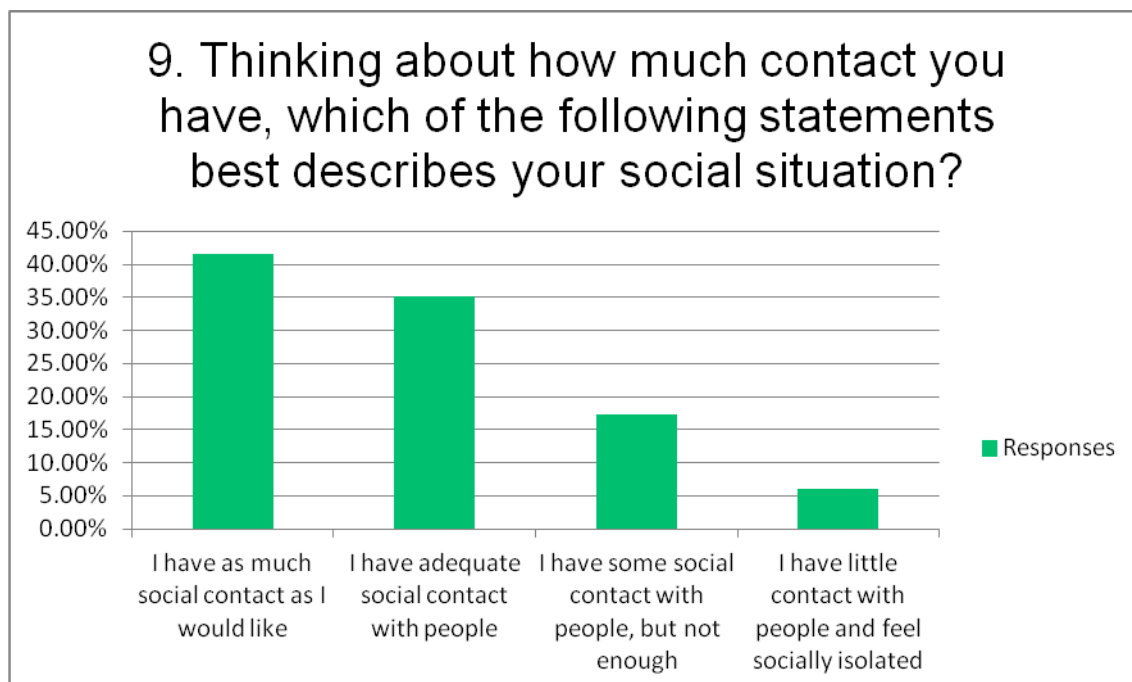


When asked how often respondents went out socially, 40% replied at least every week. In terms of whether people had as much social contact as they would like, the majority replied that they had as much social contact as they would like, or at least adequate social contact.

**Figure 3: Frequency of going out socially**



**Figure 4: How people feel about their level of social contact**



For the 35% of respondents that said that they hardly ever went out socially (either every few months, a few times a year, or never) 63% were female and 70% were over 80 years of age. Of those that hardly ever went out socially, 37% responded that they did not have enough social contact or felt socially isolated.

When asked if there were any social activities that people would like to do 19% provided a comment. The responses were quite varied, but covered opportunities for exercise, arts and cultural activities, social groups etc. Below are some of the comments received:

**“I cannot find a professional and business women club, which I would like to join. I am hoping to become a member of some society later. I may re join the historical society”**

**“I am a carer and cannot engage in many social activities. I should like a 'mumsnet' for carers - not just a charity forum.”**

**“Friday club is only every other week. Something similar on another day would be helpful.”**

**“I would like to join clubs but meetings are often evenings and buses are few and far between later on and car parking in centre of York is not easy and I am increasingly reluctant to venture out especially at night.”**

**“Pub quiz at lunch times or early evenings.”**

**“Anything which helps me socialise. Everything seems aimed at younger generation.”**

When asked what prevents people from going out or socialising as much as they would like the common barriers were transport, access issues, seating, toilets and money.



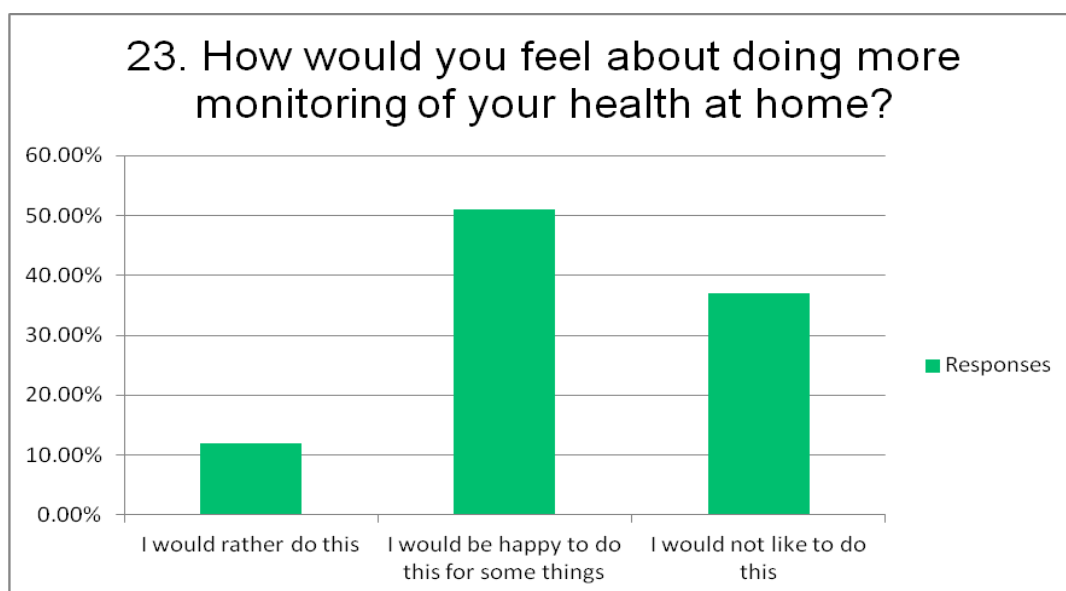
### Section 3 – Your health

#### Highlight: Respondents to the survey were very physically active.

The percentage that reported doing the recommended levels of physical activity in a week (i.e. over 150 minutes per week) was 68%. This is similar to the proportion doing the recommended level of physical activity in the adult population in York (69.8%), which is higher than the England rate of 57%. It is encouraging to see that the trend in high physical activity levels does not appear to drop with age in York as it does in other areas.

There was also willingness for people to do self monitoring of their health at home. Currently 25% of respondents said they already did some form of self monitoring, such as checking blood pressure or blood glucose levels.

**Figure 5: Self monitoring**



### **Section 4 – staying healthy and independent**

We asked people what they thought was important in helping to increase people's independence, helping them to live in their own homes for longer. The key issues appeared to be around social activities and contact with friends and family. This question was asked in the 2008 older people's survey and there is a difference in the results. In 2008 the emphasis was on help having your home adapted, help with personal care and help with the practicalities of running a home.

**Table 3: What keeps people independent responses from 2008 survey and 2017 survey**

Answer Choices	Responses	
	2017	2008
More social activities held in the community	52%	40%
More contact with friends and family	62%	43%
Moving to a new home with care and support linked in	30%	34%
Support for people that care for a relative or friend	52%	60%
Help with the practicalities of running a home	50%	70%
Help with personal care	45%	70%
Access to information on support and services	58%	not asked
Help with having your home adapted	56%	73%

When asked what activities people did to keep them healthy the answers fell into the following categories:

**Table 4: activities that people do to stay healthy**

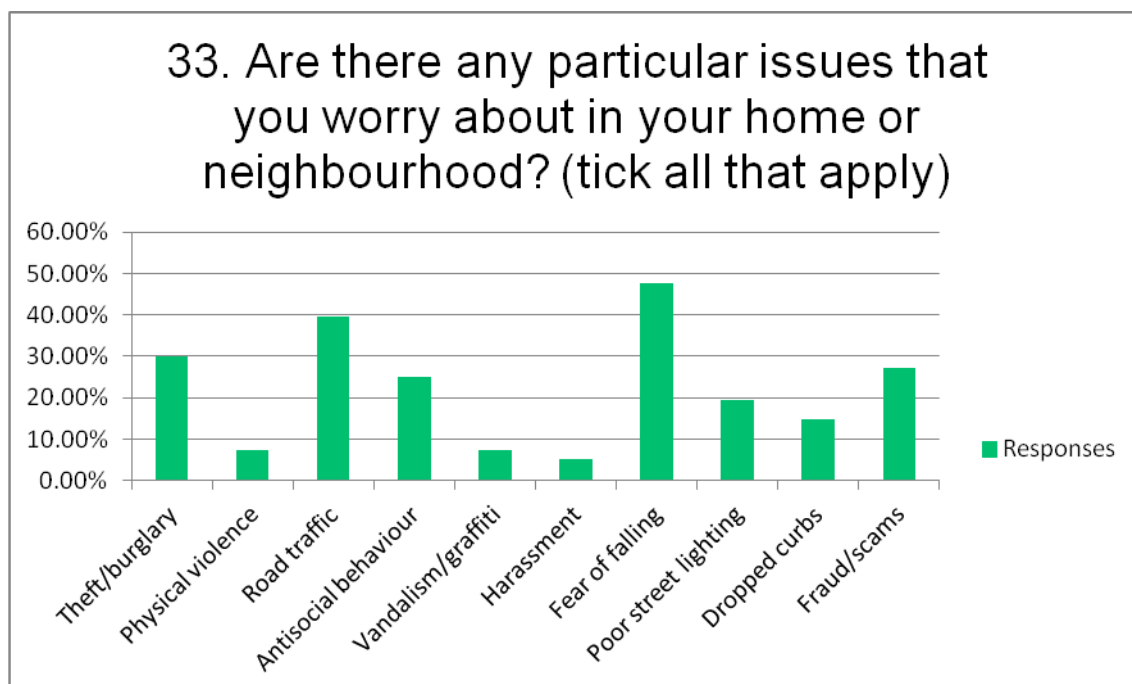
<b>Diet</b>	<b>Eat healthily, diet with fresh fruit and vegetables, include nuts and fruit, eat properly, balanced diet.</b>
<b>Physical Exercise</b>	Gently exercise, keep doing physio exercises, swimming, walking, keep fit classes, cycling, upper body exercises, gardening, dog walking
<b>Mental Exercise</b>	Crosswords, play bridge, keep up with current affairs, sewing and knitting, book club, continuing in employment or volunteering
<b>Outdoor activities</b>	Walking (including dog walking, shopping) and cycling
<b>Indoor activities</b>	Knitting, housework, choir, cooking
<b>Socialising</b>	Keep socially active, looking after grandchildren
<b>Lifestyle</b>	Drinking alcohol to sensible limits, not smoking
<b>Sleep</b>	Sleep well, at least 7 hours sleep.

**Section 5 – Your local community**

**Highlight: 98% of respondents said they feel completely safe or safe most of the time in the area in which they live.**

In terms of the things that people do worry about in their home or their neighbourhood the most common concern is a fear of falling, followed by road traffic.

**Figure 6: What people worry about in their local area**



## Section 6 – Transport

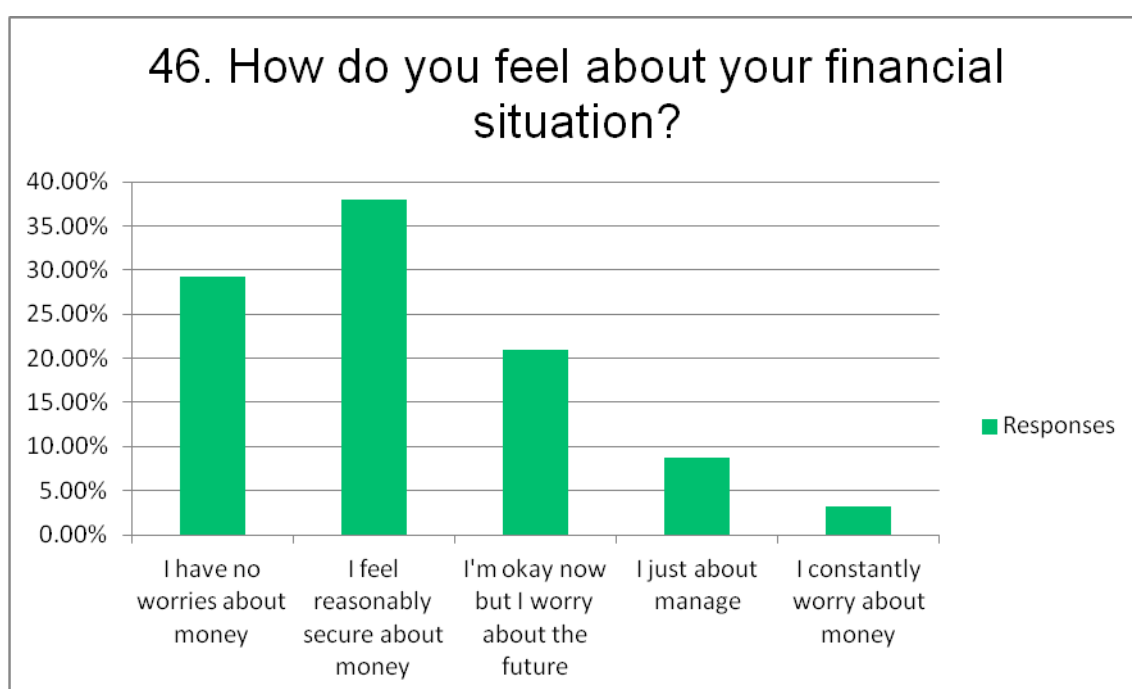
**Highlight: 93% of respondents said they were either very or mostly satisfied with public transport in York.**

When asked about the barriers to getting about in York, the most common responses related to lack of public toilets, seating, condition of pavements, as well as an individuals health condition.

## Section 7 – Finances

**Highlight:** When asked about their financial situation the majority had no worries or were reasonably secure about money. However a significant minority stated that they worried about the future or had current difficulties.

**Figure 7: Perceptions of financial situation**



## Section 8 – Planning for the future

**Highlight:** 85% of respondents stated they had made a will.

However, only 17% had made an advanced directive. Although according to Age UK the figure nationally is only 12% having made an advance directive.

### ***Conclusion and next steps***

The survey yielded a good response and has enabled an insight into the issues facing older people in York. There will be further analysis to look at all of the questions in the survey and to begin looking at whether there are any differences in responses according to some of the demographic factors. A full report will be made available to members of the Health and Wellbeing Board.

When analysis is complete the report will also make some recommendations. This will aim to inform the development of an action plan to deliver the priorities of the Health and Wellbeing Strategy theme for older people as well as any other additional areas that are highlighted as requiring action. The report will be shared widely with partners in order that they can use the results to inform future service provision and priority areas.