



Older Persons Housing Strategy Survey – responses and analysis.

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Introduction

The Council will publish an 'Older Persons Housing Strategy' in summer 2022. A survey was published on Monday 17th May 2021 till Friday 9th July, 2021 with a Communications Strategy promoting the survey regularly on social media, the Council's website and a media release. In addition, local retirement living schemes, Town and Parish Councils as well as Community Partnerships and other community groups were encouraged to share the survey.

The objective of the survey was to seek an understanding of the community's thoughts, concerns, ideas and experiences around the topic of older persons housing. Throughout the survey, the term 'Independent Retirement Living Housing Schemes' (RL) was used. This term was used consciously to firstly offer clarity of the topic and secondly, to reduce bias towards any particular tenure or model.

The Older Persons Housing Strategy Survey consisted of 32 questions. These included open and close questions with opportunities for respondents to include additional information, thoughts and comments. All answers were wholly anonymous allowing respondents to include personal information. A total of 255 surveys were completed.

The questions allowed respondents to pick more than one answer. Where this has occurred, the number of people (respondents) as opposed to the number of answers (responses) has been used. Please note, figures may not sum due to rounding.

The results and themes from this research will guide focus group discussions and help shape the Older Persons Housing Strategy.

Structure of document

A detailed summary of the responses is given below for each question. The appendix contains a detailed analysis of each question, together with all comments made. Please note, the comments have been replicated as entered onto the survey.

Summary of responses

Question 1 asked what respondents understood RL to include. There was a good understanding of what RS housing schemes are. Responses included the names of specific private and non-profit companies or organisations as well as models of independent retirement living schemes that included a level of care or support services. However, there were a few responses that suggested an RL housing scheme was different to the list or included “old people’s home”.

Question 2 asked respondents what they thought was a good age to retire. The age of retirement was considered to be from 55 years if finances allowed. (State pension age is currently 65 years). Respondents felt the decision to retire was based on issues such as finance, health status and overall needs. There was a mix of comments around the resident make up of an RL housing scheme together with concern that such establishments would become ‘grey or old age ghettos’. Respondents recognised issues such as loneliness and exclusion from the wider society could be exacerbated if the RL was not integrated into the wider society.

Question 3 asked respondents what form of property type they thought an RL housing scheme included. There was a strong theme of bungalows and flats but there was also a perception that single rooms were utilised in this form of housing.

Question 4 sought to understand what support there was for a mixed tenure RL scheme. Opinion was divided and this question generated quite detailed and emotive responses. 51% of responses agreed that they would prefer to live in a mixed tenure housing scheme that included an element of social (affordable rented housing). The responses highlighted the need for affordable housing within the context of high housing costs and linked poor health with lower incomes. In addition, there was a strong thread that the community should promote and support inclusion and equality for all people regardless of their socioeconomic background.

Conversely, 49% (120 respondents) stated they did not agree with the statement. This was partly due to personal experiences or perceptions that residents living in socially rented homes engaged in anti-social behaviour. It was also suggested that RL schemes delivered with an element or wholly affordable housing did not provide the standard of services or management and investment respondents expected. Some respondents did not know the definition of the term ‘social (affordable housing)’ or understand the question.

Question 5 asked whether there was sufficient choice of RL housing schemes in East Suffolk. 56% (144 of respondents) did not think there was enough availability or choice of RL housing schemes in the District. 39% (101 respondents) did not know whilst 4% (11 respondents) answered yes.

Question 6 was interested to know who respondents felt benefited from RL housing schemes. Respondents could tick more than one box. The responses focused on the benefits to residents who are considered ‘vulnerable’ due to their age or health status.

The safety of residents from 'scammers' was raised as well as the positive benefits to residents with health issues, either physical or mental. This included households whose loved ones are experiencing Dementia.

The issue of finance is mentioned suggesting that RL housing with support should be available for all residents regardless of cost. In addition, one comment suggested that RL housing impairs the autonomy of households who live in the housing scheme.

Question 7 asked whether there was a need for more RL housing schemes in the District. Overall, there was support for additional RL housing schemes of all tenures. 39% (191 respondents) stated they thought there was a need for more RL housing schemes with a mix of social (affordable rented) homes, whilst 19% (49 respondents) stated yes to more freehold/leasehold tenures. 18% (45 respondents) supported more social (affordable rented) RL homes whilst 4% (11 respondents) supported shared ownership (a form of low cost home ownership tenure) RL scheme.

Question 8 asked respondents what features they would find attractive in an RL housing scheme. This question generated a lot of responses as respondents could tick more than one box. The main themes running through the comments were independence and autonomy, whilst health needs, wellbeing and security were also raised.

Parking spaces was the most popular response with 59% (152 responses) followed by repairs and maintenance and personal garden space, both with 56% (144 responses). The size of the property and accessibility, ie, walk in shower received 53% (135 responses).

Personal support services accounted for 37% (97 responses) compared to 47% (120 responses) who were attracted by cleaning or laundry services. Conversely, 20% (52 responses) stated they did not want to live in RL housing scheme.

Question 9 asked respondents what they felt the barriers were to moving to an RL housing scheme. Remaining close to friends and family networks was the highest reason when thinking about moving to a RL scheme. This amounted to 23% (59 respondents). 18% (47 respondents) said they did not want to leave their family home.

The stress and cost of moving amounted to 15% (38 responses) and 16% (41 respondents) for both moves to private and rental housing schemes.

Respondents were only able to tick one box. This was designed to understand the biggest reason. However, additional comments focused on remaining independent, together with concerns around autonomy or lack of, as well as choice of property were strong threads through these comments. Some respondents suggested that moving to RL was a negative step and preferred to receive care and support services in their current home. The inability to take pets was a concern.

Question 10 asked if respondents agreed that RL housing schemes could help prevent older people experience depression, anxiety or loneliness. This question was designed to garner strong emotions from respondents. One of the main threads throughout the comments focused around inclusion and autonomy in both a positive and negative way. Many comments

suggested that living in a community with access to people and activities would promote positive mental health, whilst others felt that residents who had low mental health would struggle to engage or take control of their own decisions.

Opportunities to be involved, together with choice from experienced management services was considered vital to supporting good mental health. In addition, personal testimony was given, providing evidence of how resident interaction can have positive outcomes. 68% (175 respondents) agreed that living in a RL housing scheme could help prevent older people experience negative emotions.

Question 11 asked whether respondents thought housing association and local authority provided RL housing schemes provided the best level of care, support and value for money. The majority of respondents stated they did not know with 52% (133 respondents). Many of the comments highlighted that respondents had not looked into care costs due to lack of need.

However, 25% (65 respondents) felt that Housing Associations or Local Authority ran RL housing schemes provided the best level of care, support and value for money. This is contrasted with 23% (58 respondents) who did not agree. Respondents gave comments that focused on the housing association and local authority sector not being profit driven but also highlighted that local authorities in particular had reduced resources. Another strong point focused on the high quality of services, the attitude and level of care of staff within the non-profit sector. One comment supported the use of non-profit organisations including Cooperatives. In addition, there was agreement the care industry can be poorly managed and badly paid, whilst the business model of leasehold private sector RL housing schemes were associated with high care costs.

Question 12 asked about what respondents preferred location would be for an RL housing scheme. Previous questions about the location of RL and the elements that would make it attractive highlighted respondents desire to remain near their social networks and local services.

Market Towns were highest with 56% (144 responses) with large villages in second place with 30% (77 respondents). Main towns like Lowestoft and Felixstowe were less popular with 23% (58 respondents) whilst there was limited support for small villages or hamlets 18% (45 respondents).

Question 13 asked respondents about the type of property they currently lived in. 75% (174 respondents) currently lived in a house with stairs followed by 17% (38 respondents) living in a bungalow. 3% (7 and 6 respondents respectively) lived in either a flat, ground floor maisonette or flat. Whilst 1% (3 respondents) answered a caravan or mobile home.

Additional comments show that 4 respondents lived in accommodation that were accessed by stairs.

Question 14 sought to understand whether any respondents lived in an RL housing scheme across different tenures. This question omitted socially and privately rented independent living which was an oversight.

87% (198 respondents) stated they lived independently in owner occupier property. Less than 3% of respondents stated they lived in a RL housing scheme, either leasehold or rented. In addition, 11 respondents lived in privately rented housing compared to 6 respondents who lived in socially rented housing. 2 respondents stated they lived in shared ownership homes whilst one lived in their Son's home.

One respondent said they lived in a caravan whilst another said the question was not applicable to them. .

Question 15 asked respondents who they lived with. The majority, 70% (159 respondents) stated they lived with their spouse or partner, followed by 25% (57 respondents) who stated they lived alone. 12% (27 respondents) stated they lived with their children, whilst 3% (6 respondents) stated they lived with a friend or lodger.

Question 16 asked respondents about the size of their property. The highest response was for properties with 4+ bedrooms, amounting to 37% (85 respondents) followed by 3 bed properties for 36% (83 respondents). Two bed properties amounted to 22% (50 respondents) and 4% (10 respondents) for one bedroom properties. 28 respondents did not answer this question.

Question 17 asked respondents how long they had lived in their current property. 25% (55 respondents) had lived in their home for up to 5 years followed by respondents who had lived in their current home between 5 and 10 years (22% or 48 respondents).

Respondents who had lived in their current home more than 10 years amounted to 54% or 120 respondents.

Question 18 asked respondents how satisfied they were with their current home. 59% (135 respondents) were satisfied with their home, followed by 23% (53 respondents) stated their home met most of their needs. 7% (17 respondents) stated their home was not satisfactory and caused some issues, whilst 3% (7 respondents) stated their property cause a lot of difficulties.

The additional comments shed light on the issues and difficulties some respondents were experiencing. Infrastructure and access to shops and services was a strong theme, suggesting more accessible and frequent bus services would enable residents to remain independent in their current home. Respondents spoke candidly about emotive issues such as downsizing because of difficulty in maintaining the property or keeping it warm enough. Several respondents highlighted the need for adaptations to keep them safe due to risks posed by stairs or baths. One respondent raised the issue of downsizing to a property within their budget.

Question 19 sought to understand the barriers and issues that respondents experienced that made their current home unsatisfactory. Please note, respondents could tick more than one issue. 40% (91 respondents) stated this question was not applicable to them. This infers that the property is suitable and satisfactory for their needs. 15% (35 responses) stated it was difficult to access shops and services followed by 14% (34 responses) that the home was expensive to heat. 12% (27 responses) highlighted the property was too big for them to

manage. In addition, 8% (19 responses) indicated that it was difficult to access or move around the property.

15% (34 respondents) stated that none of the reasons stated were applicable. However, in the comments, a couple of respondents noted that parking and traffic were an issue for them. Furthermore, access to shops and services is a barrier to remaining independent.

The comments added further information and will be considered in line with answers to question 18. A strong theme was around mobility issues and the risks or difficulties of using stairs and baths. In addition, the concept of security was raised whilst maintaining the home and garden was highlighted.

Question 20 asked about putting adaptations into their property. Adaptations such as stair lifts, wet rooms and handrails can enable residents to remain in their current home to live independently. This question sought to understand what barriers respondents faced in attaining such adaptations. 56% (127 of respondents) stated there were no barriers. 35% (79 responses) highlighted cost as a barrier, whilst 9% (20 responses) gave the application process as a barrier. 13% (30 responses) stated that their landlord, private or social would not give permission or that the property was listed or not suitable for adaptation.

Question 21 was interested in understanding whether their current home was satisfactory for households whose loved one was experiencing Dementia or memory difficulties. 91% (208 respondents) stated this question was not applicable to them. 4% (8 respondents) stated that the property was fine but additional support would be needed in the future. Whilst 1% stated they were satisfied with their property but found it stressful at times. 3% (7 respondents) stated they were dissatisfied or very dissatisfied and were experiencing daily difficulties in caring for their loved ones experiencing Dementia or Memory difficulties in the property.

Respondents kindly provided more personal information about the difficulties they had experienced. This included a lack support and privacy for themselves whilst their loved ones experienced a lack of dignity due to the layout of the property. Family members wished to care for loved ones instead of placing them in a care setting but felt their homes were not suitable in size or layout. The lack of support may have been due to the location of the property.

Question 22 asked respondents what type of help respondents needed to live independently. 76% (174 respondents) felt this question was not applicable to them. This was in contrast to 39% (88 responses) stating they received help from friends, family or statutory bodies. 14% (31 responses) bought in services that supported household chores, whilst 7% (15 responses) received personal care from friends and family. In addition, 2% (5 responses) used professional care services. 6% (13 responses) received meals from friends and family compared to 15 (3 responses) receiving meals from professional services.

Question 23 focused on how satisfied respondents were if they received support services. 83% (201 respondents) stated they do not need any support services.

However, 1% (1 respondent) said they were dissatisfied with the services they received. Two main themes from the comments included the lack of support as well as the unaffordable cost of services. In contrast, 8% (18 respondents) stated they were satisfied, very satisfied or neither satisfied or dissatisfied with the services they received.

Question 24 asked respondents what they thought the Council could enable or support the health and wellbeing of older residents. This question was answered by 44% (101 respondents) to answer and leave a comment. The main themes were transport, social activities, advice, support and the affordability of housing and care services for retired people.

Monitoring Questions

Questions 25-31 were asked to ensure the Council met the objectives of the Equalities Act, 2010. Pregnancy and maternity were omitted as not relevant to survey findings.

Question 25 - Age

45% (100 respondents) were aged 65-74 and this was almost half of all respondents who completed the survey.

30% (67 respondents) were aged 55-64 followed by 16% (36 respondents) who were aged 75-84. 2% (5 respondents) were aged 85+. In contrast, 6% (14 respondents) were aged less than 44 years of age. 34 respondents did not answer this question. However, there is a good representation of the target audience and their families.

Question 26 - Disability

76% (163 respondents) stated they did not have a disability. This is compared to 25% (55 respondents) who stated they did have a form of disability. This is broken down as 15% (33 respondents) mobility, 5% (12 respondents) sensory and 5% (10 respondents) who had memory difficulties.

5% (11 respondents) preferred not to say and 34 respondents did not answer the question.

Question 27 – Ethnicity

91% (202 respondents) identified as White – English or Welsh or Scottish or Northern Irish or British.

1% (3 respondents) identified as White – Irish.

2% (5 respondents) identified as White – any other background

1% (2 respondents) identified as Mixed/Multiple ethnic groups/White and Asian

7 respondents preferred not to say and 2%(4 respondents) answered other. This included European White, Turkish and Antipodean.

Question 28 – Marital Status

65% (145 respondents) identified as married/Civil Partnership

12% (26 respondents) identified as divorced

10% (23 respondents) identified as single, never married

8% (17 respondents) identified as widowed

2% (6 respondents) identified as widower

3% (6 respondents) preferred not to say.

From the relationship status, its' possible that 32% (71 respondents) live alone. This may impact on the respondents' wellbeing and support needs. This may have policy implications. 34 respondents skipped the question.

Question 29 – Gender reassignment/sex

60% (133 (respondents) identified as female

39% (86 respondents) identified as male

2% (4 respondents) preferred not to say or identified as none.

34 respondents did not answer this question.

Question 30 – Sexual Orientation

91% (201 respondents) identified as Straight/heterosexual

3% (5 respondents) identified as Gay/Lesbian/Bisexual.

7% (16 respondents) preferred not to say

34 respondents skipped this question.

Question 31 - Religion

55% (122 respondents) identified as Christian

17% (38 respondents) identified as Atheist.

15% (34 respondents) identified as Agnostic

9% (19 respondents) preferred not to say.

1% (1 respondent) identified as Buddhist.

4% (8 respondents) stated other.

Question 32 asked respondents if they had ever experienced discrimination in accessing housing.

99% (219 respondents) did not leave any details of discrimination.

1% (5 respondents) left comments. One was related to Racism whilst 2 were related to national housing policy.

Cross comparison analysis

The online survey system used (SurveyMonkey) enabled analysis by using weighting techniques. This section of the analysis focuses on respondents who identified as living alone. This was either due to never marrying or lived alone due to bereavement or divorce.

A total of 11 respondents stated they lived alone, two were bereaved. The respondents mainly supported the need for more RL schemes, including those with affordable housing, either as standalone schemes or as part of wider mixed tenure scheme. Non-profit housing associations and Council owned schemes were considered value for money and better than more expensive models. However, the costs associated with moving to RL with the subsequent service charges were seen as a barrier. Further information on products available would be useful.

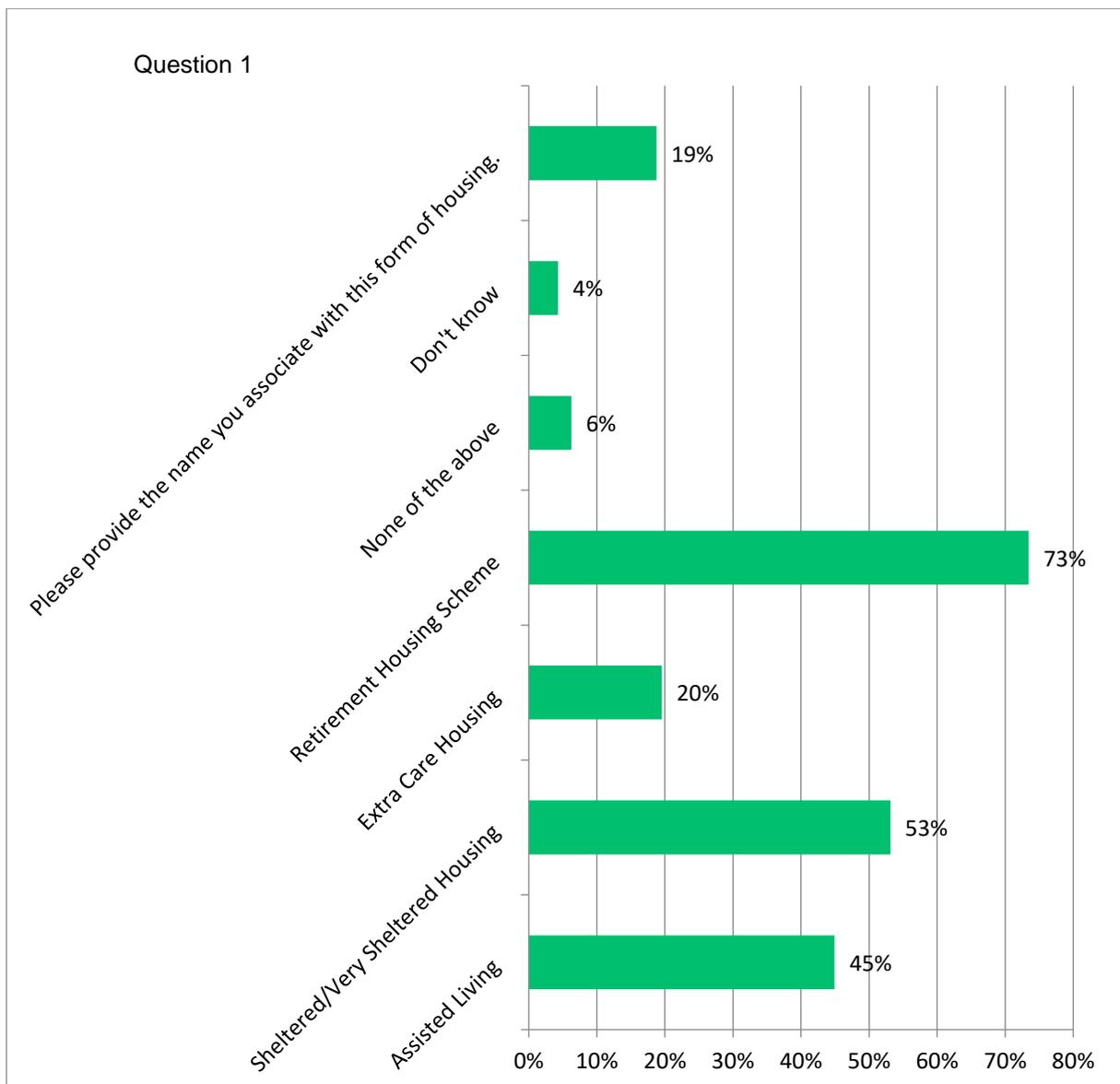
The respondents had health issues that would benefit from support or care services as they were currently receiving help in their home. However, this presented difficulties due to the risks of stairs and baths. Respondents felt RL housing could help prevent depression, anxiety or loneliness.

Appendix 1

Analysis of questions

Q1

Independent Retirement Living Housing Schemes are called different names by private developers, housing associations and Councils. Please click on the terms you think mean independent living (with or without support) for residents aged 55+ years old. You may tick more than one box.



Question 1

Abbeyfield

Almshouses

Anchor HA

Anchor Hanover

Assisted Living

Assisted Living

assisted living

Churchill

Cognatum

Don't know!

don't know any

Elderly housing

Flagship

Flats with a warden

Harvest House

INDEPENDENT HOUSING

Independent Living means that a person has no on site support

Independent retirement

Independent Retirement or Senior Living

McCarthy and Stone

McCarthy & Stone

McCarthy & Stone

McCarthy & Stone

McCarthy & Stone

McCarthy and Stone

McCarthy Stone

McCartney & Stone

None

None of the above

Northfield court, MacArthur stone

Old people's homes

Private, District Council or Housing Association.

Retirement community

Retirement Housing

Retirement Housing

Retirement housing

Retirement housing complex / Sheltered housing.

Retirement housing scheme

Retirement Village

Sanctuary Housing

Senior living accommodation

Sheltered

sheltered housing

Sheltered housing

Suffolk Housing, Age Concern, Housing Trusts
Warden controlled housing

Summary of question 1.

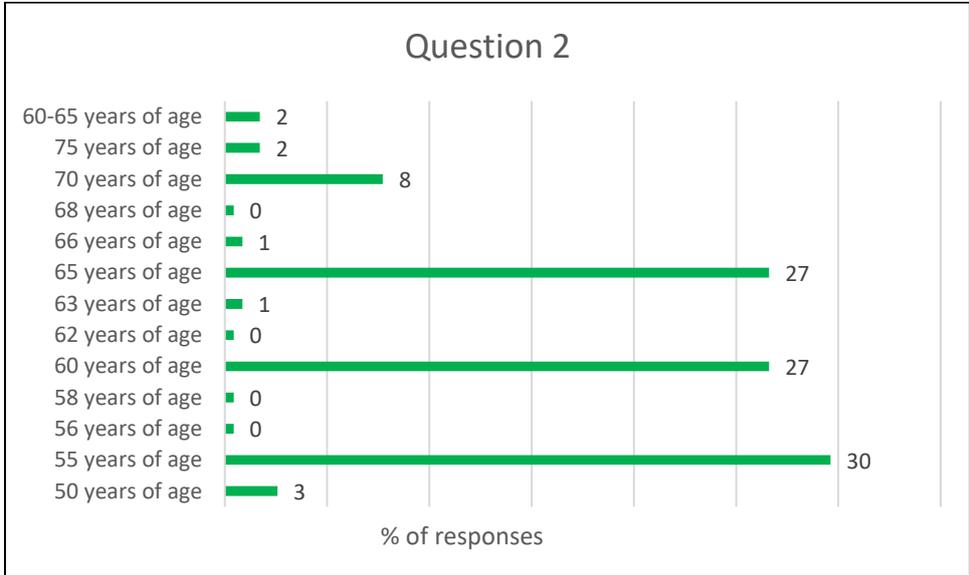
73% (188 responses) chose "Retirement Housing Scheme".

53% (136 responses) chose "Sheltered/Very Sheltered Housing".

Respondents were asked to "provide the name you associate with this form of housing". Responses given includes the names of specific private and non-profit companies or organisations as well as models of independent retirement living schemes.

There is also a couple of comments that suggest that RL is none of the models suggested in the question. This shows a wide understanding of what RL is and who it is for.

Q2	Independent Retirement Living Housing Schemes are available for residents once they reach 55 years old. This is because residents can draw down private pensions from that age. Please state what age you think is a good minimum for retired people to be able to access independent retirement living housing scheme.
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Q2

55 is a reasonable age but people may not always be retired but may have a mobility impairment that means they need more accessible housing.

It depends on the health and circumstances of individuals, rather than just age.
55 is good, and only affordable then due to housing benefit restrictions

55 is a good starting age. Most people have a property to sell and are downsizing

60 - & for Government pensions still to be available to those that need it from that age

60 for purely "retirement" and separate provision or different schemes for those with other supported living needs that have developed in middle age and are life long

66 - State pension age

£400 per month

Age 65

Answer 65 years. I am 55 years old and like many older Mums, still have dependent young children living with me at home, so 55 is a long way off retirement.

Depends on the person requirements most people need some help when in. Independent living

Do not discriminate on age - if people need assistance, they need assistance, not necessarily in an old age ghetto

I don't think there is a good age as I don't think they are a good idea. They are grey ghettos and cut older people off from life and community. Many are financially bad with high service and support costs and poor resale values. Emphasis should be on a domiciliary and personal care and paramedical care such as chiropody. There needs to be support systems for such things as home and garden maintenance and adaptations to houses to allow people to remain in their own homes for as long as possible. High end social and nursing home care is needed given the NHS has rightly withdrawn from elderly care in hospitals

If in good health from the National Retirement Age i.e. 65+

Life expectancy is about 83. Retirement at 55 seems somewhat extravagant. How about state pension age 68?

Most people won't need it until they are 70+, but some may need it from 55

Rather than stipulate a specific age it would be better to look at current situation, disabilities, vulnerability, wellbeing or someone who lives alone.

Since every retired person is different and each has different needs and different resources 55 years is probably a reasonable compromise

Sixty years of age (where there is no care requirement) otherwise 55 years of age

So much depends on the circumstances of individuals. Some people continue working into their 70s. However, bearing in mind those in poorer health, perhaps 55 is about right.

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State retirement age

Whatever the age is when residents can draw down private pensions

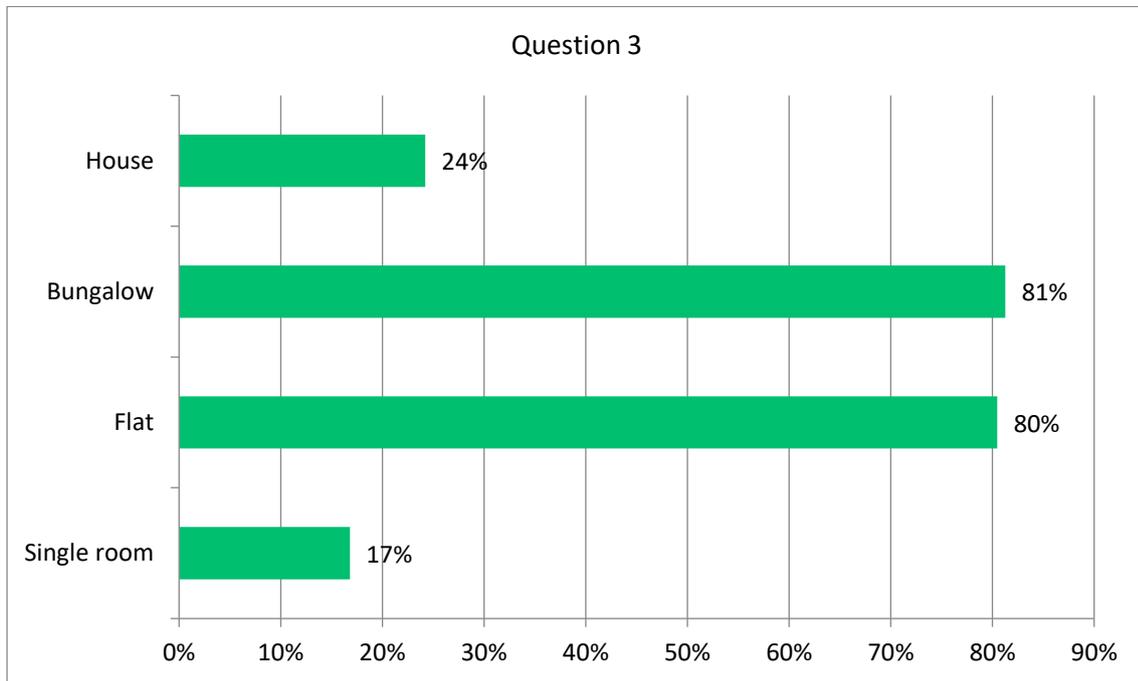
When they feel they've "had enough" and living alone is no longer a pleasure for 51% of the time (minimum)

Summary

Age 55 was the most popular, amounting to 30% (69 respondents).

60 and 65 years received 26% (62 respondents each). The comments given suggest that choosing to retire is based on issues such as finance, health status and needs. In addition, concepts such as 'grey or old age ghettos, loneliness and exclusion from the wider society were raised.

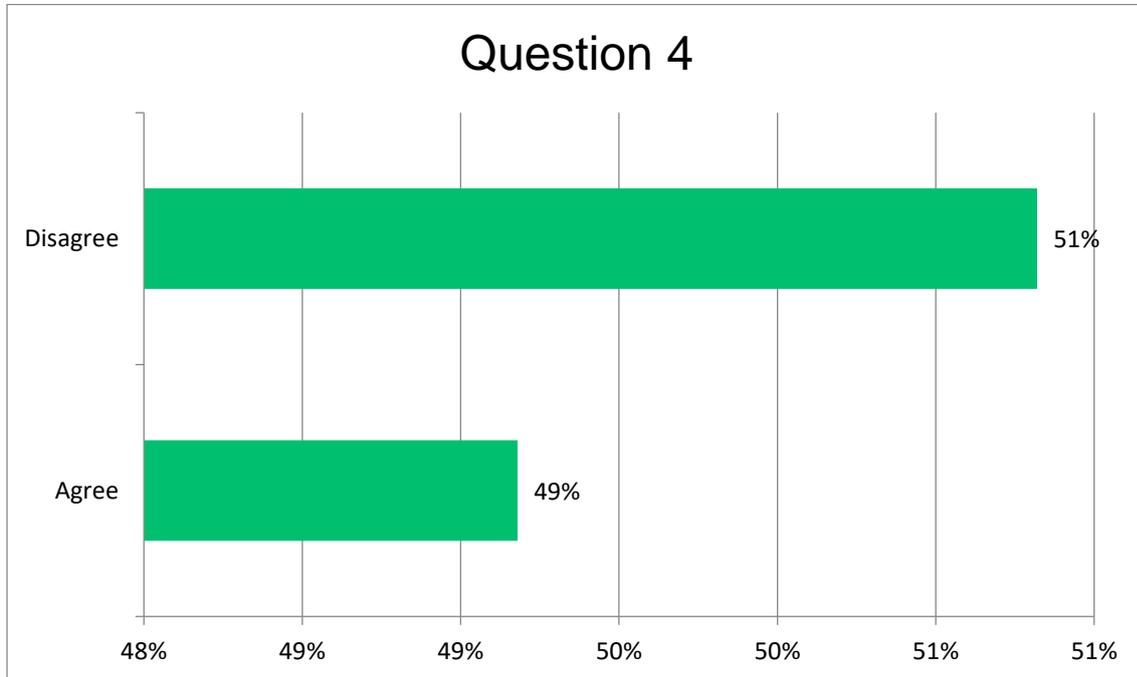
Q3 When you think about Independent Retirement Living Housing Schemes, what type of property do you think people live in? You may tick more than one box.



Summary – question 3

The highest figure was 81% (208 responses) for bungalow followed by 80% (206 responses) for flat. 17% (47 responses) thought single room. Whilst 24% (62 responses) suggested house. There is a wide range of understanding of how RL is delivered and the types of property used.

Q4	Please state if you agree or disagree with this statement. I would prefer to live in an Independent Retirement Living Housing Scheme without affordable (social) rented housing.
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Question 4 – responses - agree

A better social mix

There should always be affordable social housing which may also allow for independent living as costs will likely be a factor to living independently

Different strokes for different folks

Most pensioners can't afford the high private rents

Rents are currently out of control, housing needs to be more affordable

Equality for all people

I need affordable rent

I am less interested in whether my neighbours own their own homes or rent than that they are people I can get on with.

Mixed tenure

Should be open to everyone .

Often people in poor health may not have had an opportunity to buy their own home as often earning potential is reduced

I disagree very strongly. I think mixed developments discourage prejudice between people living in different tenures. I think that private developers such as McCarthy and Stone provide good retirement properties in the private sector but wouldn't it be good if local authority and housing association retirement living schemes shared developments.

Don't like the idea of poorer people being excluded

We rent as 65 and 77 year olds privately at the moment but would be glad of the above.

The housing provision should be mixed so as not to exclude some people from particular schemes. Separate schemes will risk some schemes being seen as "better" or more exclusive than others.

Should be according to need, not income/capital based.

Not everyone has a pension scheme. Some can continue working, either volunteering or part-time, but there may come a time when some financial assistance will be required.

I think it's better not to discriminate and to have a mix of people.

The elderly need to live with all parts of society. It would be a mistake to cluster two groups with additional needs without the balance of other dynamics

Because those who do not have additional income may not be able to look after their property and it may not be nice to look at.

Excluding social rented housing militates against those in greater need and with less resources and is divisive

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Affordable rented housing should be available in all housing developments

I am ambivalent it's good to have mixed communities but on the other hand this may cause some tension.

I think a mixed scheme provides a better social solution and avoids snobbery/stigma

I think it should be accessible to all, not just for the elite or clamping those who cannot afford it into lesser accommodation. Having a mother who can afford it and a father who can't really highlights the difference in both options, availability of support he needs and waiting times, and providers can "choose" to say no even though he needs support. This is not ok as all older people are to be valued

Not everyone has a large private pension, you may have a person on disability who is moving into assisted housing on a limited income

Why discriminate based on income and personal wealth?

Not clear what this means - I prefer a mix of owner and rented properties

Not all Pensioners are financially secure

There needs to be choice

It is discriminatory practice to not offer mixed housing.

Because not everyone will have enough money to pay for housing.

I would like to live in an affordable house

Everyone should have access to these schemes and for some social rented housing is the only affordable way

People who need to rent such housing should not be excluded from an Independent Retirement Living Housing Scheme.

Affordable should be an option for those that need it

Everyone should be treated equally regardless of money

Should be available to all

Any form of exclusivity for the better of I do not agree with. Mixed communities are better.

I have always lived in areas where there is a variety of housing and regard this as both normal and desirable.

This implies a degree of social segregation and stigmatises lower income households usually better designed and maintained

Not everyone has access to private pensions, and people need to be able to rely on affordable housing.

I would want the choice of living in an affordable house/flat rather than a single room in a retirement home

Like a mixture of people

Sadly the cost of housing and the number of second homes, especially in the small towns and villages increases the need for social housing and it would be wrong to limit the choices of those needing it even more.

Because many people need social / affordable housing.

If we are to 'level up' our society, we should not be segregating private and social housing.

I know i couldnot afford to.

It is better to have a blend of people together and it leads to better community development. Segregating those who can afford and those who can't, does not influence who will be a good neighbour or will care for their property.

Like a mixed community

Every one needs a roof over there head

Everyone should be able to live in the same housing if they need it whatever money they have people should be treated equally

Why would you?

Everyone should be entitled to this opportunity

might need help to pay for it

Older people need affordable.

The retirement area should be designated for retirement housing only to enable better access for services

Because the poor shouldn't be discriminated against

We are all equal ,never judge someone on their finances

Should be open to. All

this should be available to all despite income, all elderly deserve decent standard of housing

Prefer mixed schemes provided social affordable rented housing is fully funded and not subsidised by privately owned housing

Not everyone can afford it

Every development should include some social housing

Everybody needs to be housed

When neighbours are retired it shouldn't matter whether they home owners or renting

Less financial worries if you start to lose your memory and more economical for some. I think the option of either is the best way forward.

We live in a society with people of different means and that would also be the case in retirement

We can't build schemes just targeted at wealthy pensioners

Question 4 – responses - disagree

Depends on the percentage

If someone is paying a lot for sheltered housing, I feel they would respect the building more and look after their home

Renters do not seem to take care of property

In my experience the private sector dweller appears more responsible

I don't want to live in retirement housing ever.

Those who can afford to pay a reasonable rent should do so

Most potential residents will be existing owner occupiers who would be concerned about potential anti social behavior

I would feel safer

I don't want to be dependent on the State

I prefer to be independent

I prefer my own property

With a private pension I can afford to do so.

because i'm picky about my neighbours

personal choice

Unfortunately the social rented housing can attract a certain type of tenant , who many retired person in this type of sheltered accommodation finding unsettling . XXXXXX at Wickham Market where I have a relative is a classic example .

Think that we should all take more responsibility for ourselves and not rely on the state for handouts.

Unsuitable for younger residents.

This question is inappropriate and judgmental

Having always owned my own property I would prefer to carry on doing so

You cannot ask this question, under planning laws the average house holder or renter has no control of what is built next door.

This is an appalling loaded question!

Want to stay in my own accommodation

I would rather be independent and be able to move if I wanted or needed to.

Want peace and quiet

I prefer to die at home (MY PRESENT HOME)

should have sufficient funds after selling own house to afford the costs

I don't understand the question

Not sure I know what is being asked? Needs further explanation to make question work.

Like to be more private

Please clarify the meaning of this statement..

This is not clear to me

Different needs, uncertain risks

I don't understand the question

I don't really understand the question. I don't know enough about either scheme so my answer would be that I would like information on all the variants as I've no idea what they are called.

The implication from the name is that one is paying for oneself, and the other is subsidised. I will remain financially independent as long as I can.

You need to explain what you mean better here

This question presumes you know what an independent living scheme is...

no reason, would just prefer

I don't understand the question. I'd rather stay in own house and have assistance at home

Question is confusing as it uses previously undefined terms - "affordable (social) rented housing."

I am financially sufficient and would prefer to live amongst other people of similar means.

Independence

I can afford and would be looking for premium accommodation

Wish to live with like-minded people of similar means.

I think it is wrong to agree, but having lived independently financially all my life, I would find it hard to adapt.

Doesn't make much sense to me

social housing has a reputation for being noisy and disruptive

I am slightly confused by the question but I think it means would I be out off by the proximity of social housing

Social Housing implies people who could be anti-social and proably includes young people. Either group can be noisy and unpleasant to live next to.

I prefer to live a totally independent life in my own house in a "normal" (multi-age) community

Previous negative experiences with housing association tenants as neighbours

I really do not understand the question! Are you asking whether someone is up for paying for assisted living? This is what the housing market is gearing up to with massive property investment pots of money seeing these schemes as the best place to make money.

If I had enough money I would prefer to choose my own place

Feel more secure

I do not want to live in such facilities

My preference!

Want to stay independent

would not need this

Thumping bass music - if that's what you can call it.

A stable safer community is important for older people. Some of the things I read about "cuckooing" are alarming

You would have the choice as to where you lived.

I would be worried about subsidising the affordable part of the scheme

Proper maintenance of like minded people

An ideal situation will always need more capital than most single elderly people have available.

Would not want 'problem' families to live near me

Less managed

Prefer to what?

I hope I'm not a snob

I would want to live somewhere where people "get on" well.

I am used to living in an area of privately owned housing

Owner occupied houses are better kept & maintained than rented housing. Also tenants move in & out of rented property but owners stay longer .

I am a snob

Don't understand the question

There wasn't a box for it depends on the circumstances

I don't feel that people in affordable housing respect their neighbours

Quieter

Too small

It depends on the scale of the development and the ratio of private/ affordable

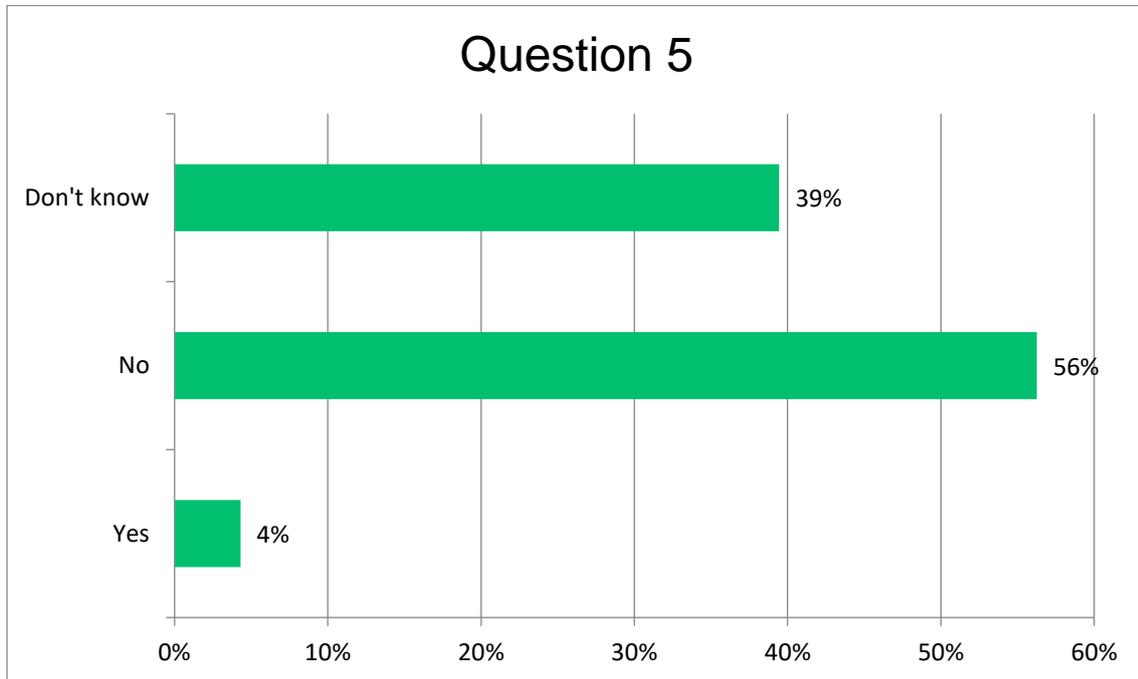
Question 4 - Summary

This question generated a wealth of responses. Generally, 51% of responses agreed that they would prefer to live in a mixed tenure housing scheme that included an element of social (affordable rented housing). The responses focused mainly on the need for housing

within the context of high housing costs which linked poor health with lower incomes. In addition, there was a strong thread that society should promote inclusion and equality for all people.

49% (120 respondents) stated they did not agree with the statement. This was partly due to personal experiences or perceptions that residents living in socially rented homes engaged in anti-social behaviour or that such RL schemes did not provide the standard of services or management and investment they expected. Some respondents did not know the definition of the term 'social (affordable housing) or understand the question.

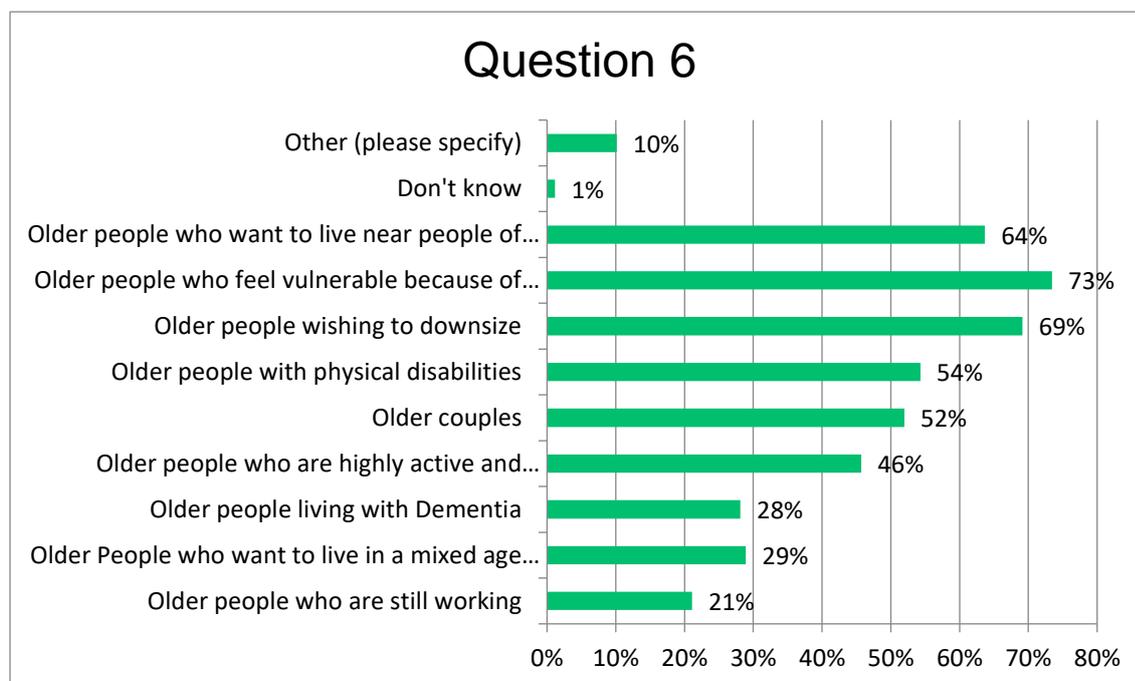
Q5	Do you think there is sufficient availability and choice of Independent Retirement Housing Living schemes in East Suffolk ?
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Question 5 - Summary

56% (144 of respondents) did not think there was enough availability or choice of RL housing schemes in the District. 39% (101 respondents) did not know whilst 4% (11 respondents) answered yes.

Q6	Who do you think would benefit the most from living in an Independent Retirement Living Housing Scheme for people aged over 55 years? You may check more than one box.
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Property more manageable with advancing age.
 Older people who want smaller low maintenance properties
 Older people very concerned about security and scams associated with repairs etc.
 People needing social contact.
 bullets 3 and 6 would depend on what support was available.
 bullets 3 and 6 would depend on what support was available.
 Recently bereaved who want less responsibilities.
 Older people who are at risk of being isolated, or are more at risk in certain times like cold weather and very hot weather
 Older people who are vulnerable to scammers
 Widowed & single persons of this age group who want the company of a similar aged group and a quieter yet purposeful and positive environment..
 If you move an individual living with dementia they have no recollection of their environment and may be unsafe.
 Only some in the group above can use. Also there is insufficient availability of any suitable schemes in IP12.
 any people over 55 that feel that they need some support with their housing needs, whether physical, financial or emotional.
 older people who like their independence but cannot manage larger properties
 Older people who don't want the trouble of maintaining a garden or house exterior.

Anybody who wants/needs it

Older people who cannot afford to buy their own suitable property

This question presumes you know what an independent living scheme is...

older people who feel might need support in future when not able to manage own home

All of the above could benefit it depends on the individuals, in order to be inclusive it should be available to all.

Research from Cambridge gives a nuanced assessment as to whether such schemes add to people's wellbeing. For many it reduces their feelings of autonomy and the social side of such schemes can be problematic

The first two answers I haven't checked however where we could be talking about an age range of 55 to 100 say it would be a mixed age community however possibly not what is meant by that in regard to this question. It is the same with Dementia, it could depend on the level of dementia and whether they are single or living in a relationship.

Those who are wealthy enough to make the choice(s). Lower income people cannot benefit

No young children, because not everyone likes children

Older people who are alone and need social support.

Question 6 – summary

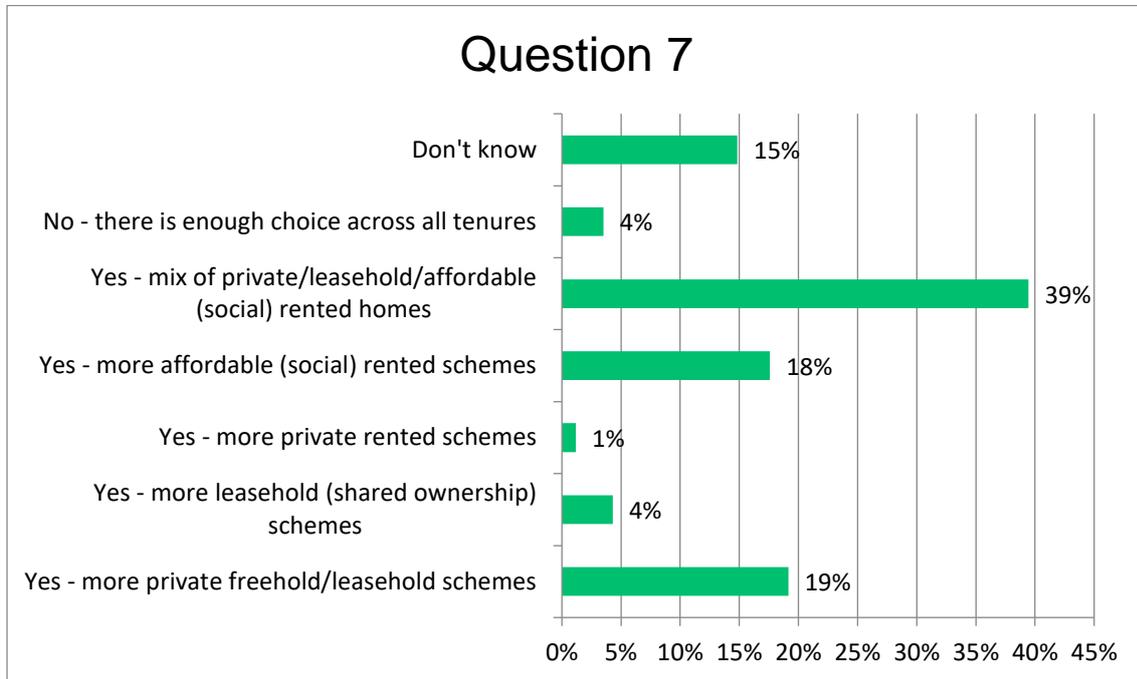
The responses focus on the benefits to residents who are considered 'vulnerable' due to their age or health status.

The safety of residents from 'scammers' was raised as well as the benefits to residents with health issues, either physical or mental. This included households whose loved ones are experiencing Dementia.

The issue of finance is mentioned suggesting that RL housing with support should be available for all residents regardless of cost. In addition, one comment suggested that RL housing impairs the autonomy of households who live in the housing scheme.

Q7

Do you think there needs to be more Independent Retirement Living Housing Schemes for people aged over 55 years?

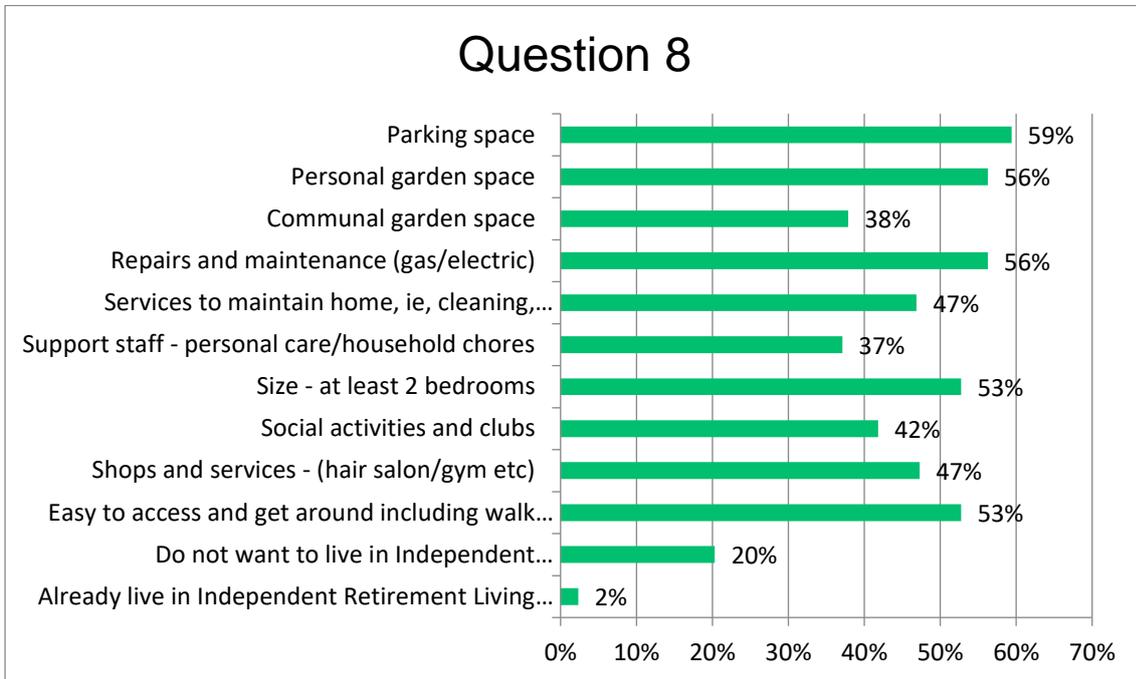


Question 7 – Summary

Overall, there was support for additional RL housing schemes of all tenures.

39% (191 respondents) stated they thought there was a need for more RL housing schemes with a mix of social (affordable rented) homes, whilst 19% (49 respondents) stated yes to more freehold/leasehold tenures. 18% (45 respondents) supported more social (affordable rented) RL homes whilst 4% (11 respondents) supported shared ownership (a form of low cost home ownership tenure) RL scheme.

Q8	What would make an Independent Retirement Living Housing Scheme attractive to you to move into? (You can click more than one box)
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Question 8 - responses

Please give more details about your answer

Not on current agenda but who knows!

The definition of independent living suggests looking out for yourself mainly within your own space with access to social interaction

If they were like the ones we've seen in the USA then maybe we'd think about it

Nothing. It goes against balanced communities

Retired people don't want to live in tiny flats without a garden. They need decent sized accommodation where their families and friends can visit and stay. Gardens are vital for residents as they get older, especially if mobility is an issue. Affordability needs to be looked at across the board as well for pensioners who don't have large properties that they own to release the equity then have the privileged opportunities to move into luxury, private retirement homes.

IT would be more attractive if the facilities were as independent as possible

There should be no service accommodation who want to live in a central position so they can look after themselves

I have dogs

I like having my own garden but would like help with its maintenance. Also, it's really important to be allowed pets

Important to stay as independent as possible

The need to feel secure from scammers, burglars etc. Preferably a gated complex.

It is important for me to maintain some independence even within a supported environment hence comment re extra bedroom for guests and car parking space

Nice to know you could have affordable housing to suit your needs and spend your final years together at our age.

Have extra care sheltered housing very much in mind. Being a tenant, not resident, but with basic services on site that can be supplemented.

Don't need it while I am able to look after myself

Some support services for those wishing to live independently but just need comfort in knowing someone is available to assist as small things can be daunting for the elderly.

Once elderly people feel they no longer wish to drive, retirement living housing can help stop elderly people from becoming lonely and isolated. In addition it provides housing which is safe (no stairs or unexpected steps etc. , non-slip showers, baths etc)

It would feel like living on death row - one step from the grave.

Personal circumstances are such that I would prefer to live in my current accommodation. On other points so much would depend on personal circumstances and interests

Personal circumstances are such that I would prefer to live in my current accommodation. On other points so much would depend on personal circumstances and interests

I would like to be as independent as possible

Still want to have my own home and choose how and where I wish to interact with others

Although I would rather not live in supported living, having assisted both parents into schemes I have realised, insight cafe/food facility would be beneficial to those living there. Providing community interaction for the lonely. My mother has her meals brought to her, and she has to eat along while those in residential eat together. It would be simpler for the provider and healthier for those that live there to eat together, and stop loneliness. Parking for either those still driving or their visitors would be helpful along with other activities whether "resident arranged like my father's or provide like my mother's. Support for all things house/ chore related as their need increases means they are less likely to need to move again.

A house that feels somewhat normal in terms of living with options for additional support. People don't like the idea of giving up their independence as they get older, so making that a main attraction that they can be independent in their own home is key

I think people need to have the access to available help as they want or need which is available to adapt as needs do in a person centered way.

Knowing certain essentials like gardening and maintenance are covered is a huge relief. Knowing that if something happens and you need help it's very easy to call or get help is reassuring for both resident and family. Social activities are vital to good physical and mental health and access to these is underrated and underfunded.

prefer to stay in my own place and have any help needed provided there

Available if needed but not as a must have .

Everybody is individual so has different needs so should not be forced to have care/ home assistance at point of move in but know it's available if they need it

It would very much depend on the state of my health at the time

Somewhere safe with company and a central help point to sort out or assist with everyday dramas such as broken plumbing, where to get help with electrical issues etc.

I have answered this for the present time. In five years time I may need more of the other things listed.

This choice doesn't make any sense!

Want independence

PREFER TO DIE IN MY PRESENT HOME

Parking space capable of charging an electric vehicle

The difficult things are maintenance and repair.

Anything that would make you feel like you are still a part of a community in older age. Where you can live independently, but have help and support nearby if needed.

I am answering from my own perspective. I do not know what other people really want or need.

This would only a last resort if I or my wife were unable to be fully independent

Full wheelchair access would need to be available for all housing and services.

Basically things that make it comfortable for people to thrive & enjoy older life

1 or 2 bedrooms

I currently live in a first floor flat with no garden and no lift. This isn't where I want to spend my old age permanently as I will become isolated and there are no amenities in my block of flats and no local community interest venues nearby.

I would like to be able to have visitors, hence 2+ bedrooms, and less worry when things go wrong or need cleaning, etc.

Ideally, moving to an Independent Retirement Living property would be the last move in life and therefore should be suitable for increasing disability and care needs

This is what I would like to have if the need arises.

I would prefer to live in an ordinary house but the above is what I'd like if I was forced to move by circumstance

This question presumes you know what an independent living scheme is...

I'd rather stay in own place. If needed to though, all of the above would be important: I have pets, and these would be a priority for me to move anyway!!

Would like maximum scope for independence with assurance of support when required

I would need full wheelchair access, and believe such schemes should be 'Homes for Life' standard. They should also offer privacy for those who don't want to involve themselves in community activities

The ideal is to have help close at hand if required, but also to be able to live independently

A move to retirement housing would likely be my last home change. Although I am quite capable of taking of myself now this may change and it will be assuring to know extra assistance is readily available when needed.

Look at the retirement village concept as seen in Canada and USA - superb

Assuming the place is located close to local amenities, on-site shops etc would be unnecessary.

To be part of a like minded community in retirement would be interesting

The choices are dependant on needs of individuals which will most likely change over time so having a services available for people to access as and when they need it would be a good thing.no

I would want my own space, decent size rooms, plenty of storage, bit of private garden or patio or balcony for sitting outside. Not to have to worry about general maintenance or repairs.

Nothing

Environmental reasons - Reusing and purposing current buildings rather than building new housing. You do not allow anyone to say NONE! I would not consider such a scheme as they take away independence, social choice, create barriers with the outside world

I would certainly consider it but I have a child who lives with me and most Retired Housing does not allow that.

It would depend on the state of your health

Need space to have private time

want normal living with the support

Easy access to shops and public transport essential.

Too many IRLH Schemes are badly designed, both inside and out. They look build DOWN to a budget and not UP to a quality standard. They are all too often plain and banal, as if old people have no interest in their domestic surroundings.

To help maintain comfortable independence for as long as I can

We live in a large village, which already has these facilities, but should be within walking distance

Requirements will change with age and health

Independence is the name of the game here

To be independent for as long as possible

Would like a community where I could be looked after if necessary, but could also get out into real world if I wanted to.

Based on relative in this accommodation

I want a forever home so that we can access care when and if we need it it is available

I want to stay independent but would like to have safety of retirement services

Sounds like the ghetto-isation of the elderly.

It's important to understand that. Building housing in areas , where there is no infrstrure to sustain the community it is wrong especially the huge one that is planned in Halesworth no thought to. People who already live in Halesworth with hardly any facility now

I would prefer to live independently with adequate support and social activities available to choose

I am not in that situation so am not sure what my criteria would be. Difficult to envisage what might make you feel like giving up your existing home

I wish to downsize but still want 3 bedrooms and parking but small/patio garden which is easy to maintain

need good balance of independence

Again it depends on the circumstances and health

I think Social activities are important in maintaining good mental health. Room for family visits and repairs are important.

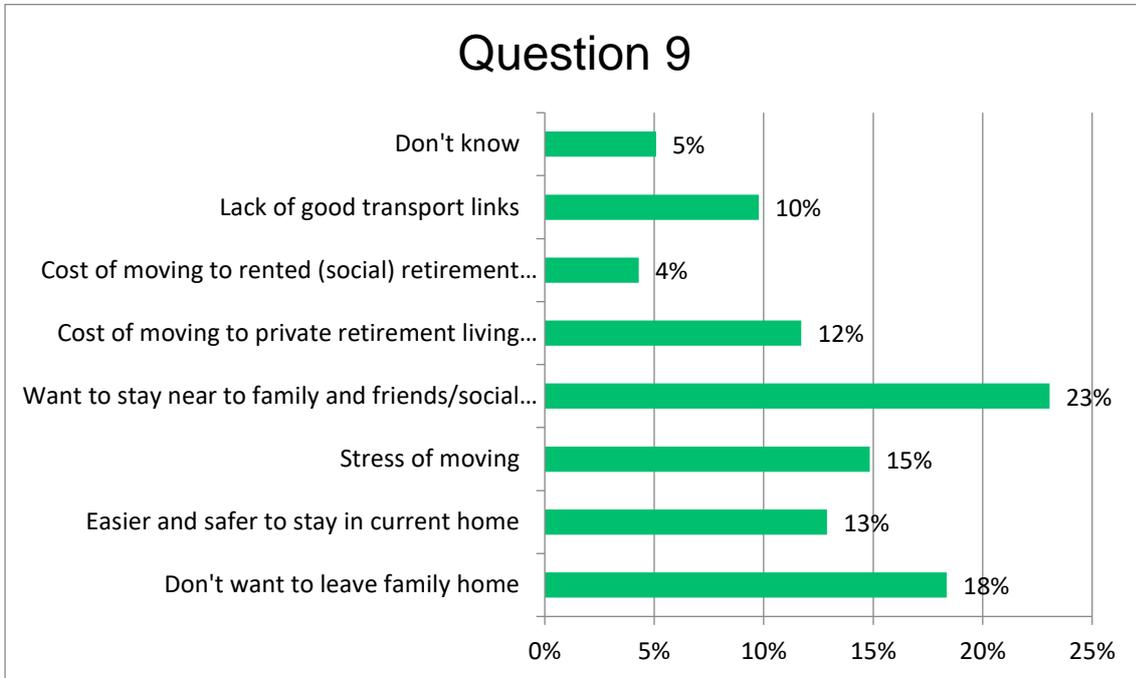
Question 8 – Summary

This question generated a lot of responses as respondents could tick more than one box. Parking spaces was the most popular response with 59% (152 responses) followed by repairs and maintenance and personal garden space, both with 56% (144 responses). The size of the property and accessibility, ie, walk in shower received 53% (135 responses).

Personal support services accounted for 37% (97 responses) compared to 47% (120 responses) who were attracted by cleaning or laundry services. Conversely, 20% (52 responses) stated they did not want to live in RL housing scheme.

The main themes running through the comments were independence and autonomy, whilst health needs, wellbeing and security were also raised.

Q9 The Council wishes to understand what guides residents decisions about where they live. Please tell us what do you feel are the barriers to making a move to a specifically designed independent retirement living housing scheme for retired people (with or without care services)?



Abolish stamp duty - Old people want ti downsize. Young people want to up-size. Everyone is stuck because of stamp duty.

All my memories are in my home and the connections to my loved ones.

All of the bullet points 2-6 apply too. Local friends and lack of transport links are key factors.

All of the bullet points 2-6 apply too. Local friends and lack of transport links are key factors.

AS PREVIOUS ANSWER

At 68 and still very active (working part time & volunteering) I'm not ready for this type of accomodation.

Availability of affordable different choice premises â€¦ large bungalow with minimum 2 bedrooms and parking â€¦.

Concerns over management fees, leasing agreements, other charges and resale values and costs etc.

Cost also a factor as â€œgoodâ€™ places very expensive.

Desire to remain independent

Do not want to live in a geriatric ghetto

Don't no what the answer is I work as a support worker so I. Think that most people like to stay in there own home , and not come in to sheltered housing until there far to old and unable to.

Live in. There own home and unfortunately placed in the wrong environment , Dementia is very difficult on familys

Environmental impact - contributing to building new homes

Fear that theyâ€™ll lose their independence

I don't like the idea of people being segregated by age. I do think that there needs to be adequate provision for people to downsize when their children have left home, but they need to be able to do this from within the community where they can continue to play their part.

I feel there is multitude of reasons for each person in this circumstance. We need to understand individuality to fully understand care needs

I have a dependant adult who is under 55 that I would need to accommodate.

I want to stay in same village

I would also tick "Stress of moving", but can only choose one reason

I would seek such accommodation when I am not physically able to cope , and probably after my partner dies.

If schemes are available in many locations it is more likely a person will be able to move to one which is local to the area previously lived in.

I'm 63, still working and in good health. I don't feel anywhere near needing to live in such accommodation.

Independence is vitally important to most people

It doesn't appeal to me at all.

Lack of information about what schemes are available to people who have a property to sell in order to move to more suitable accommodation.

Lack of such facilities in town centre

Lots of the above, but I can only chose one

Money, location and sub standard retirement properties would be top priority

Most of the facilities I've seen are small, pokey, poorly designed and poor value for money.

My current home is adapted for my needs as a wheelchair user

Need to be able to tick more than one box here

Need to co-ordinate help that's available e.g. XXX Heights so people can find all the solutions to barriers that they might have to moving.

not enough support available in own home to enable people to stay which is usually their wish

Not wanting to leave pets that may have been companions for some years

Older persons' accommodation doesn't accommodate children and usually requires visitors to stay in a visitors flat

Only one option - Why?

People donâ€™t realise they should move in good time so they can more easily get help as they age & have problems

People will be more willing to move if they can maintain the ties social family access to facilities like clubs they are members or supporters of.

Potentially a whole mix of reasons this is too simplistic

Probably most of the above, but I couldn't tick more than one. Loss of independence or feeling like they're giving up life, hence why a good community set up is important with opportunities for "Adult" social interaction without being made to feel old. Coffee shop/ restaurant etc...

Proximity to good GP who will make home visits with a smile on his face, not make you feel like he's doing you a favour by coming...

Question on this survey are terrible. Most people seem to prefer not to move into these schemes, they would prefer better services to support them where needed.

Retirement home is always the last option

The most obvious has been omitted: Nowhere mentions pets, and most people as they age like to have these with them. Nothing would induce me to move voluntarily into some where that doesn't accommodate this

There are no schemes that meet my needs

Theses schemes should be small and local, so that the elderly do not have to move away from their social support group.

to remain involved in the local community where there is diversity in all aspects as well as age

We are desperate to downsize but can't find anywhere to move to

We have recently moved into a bungalow from a large house out of the built up area. We have been able to adapt the bungalow to take into account the fact that we are both becoming less able. We have been fortunate to be able to finance this ourselves, but would recommend a scheme that finances the provision of accommodation that suits individual circumstances.

Wish to remain living completely independently and outside organised housing as long as possible

Question 9 – Summary

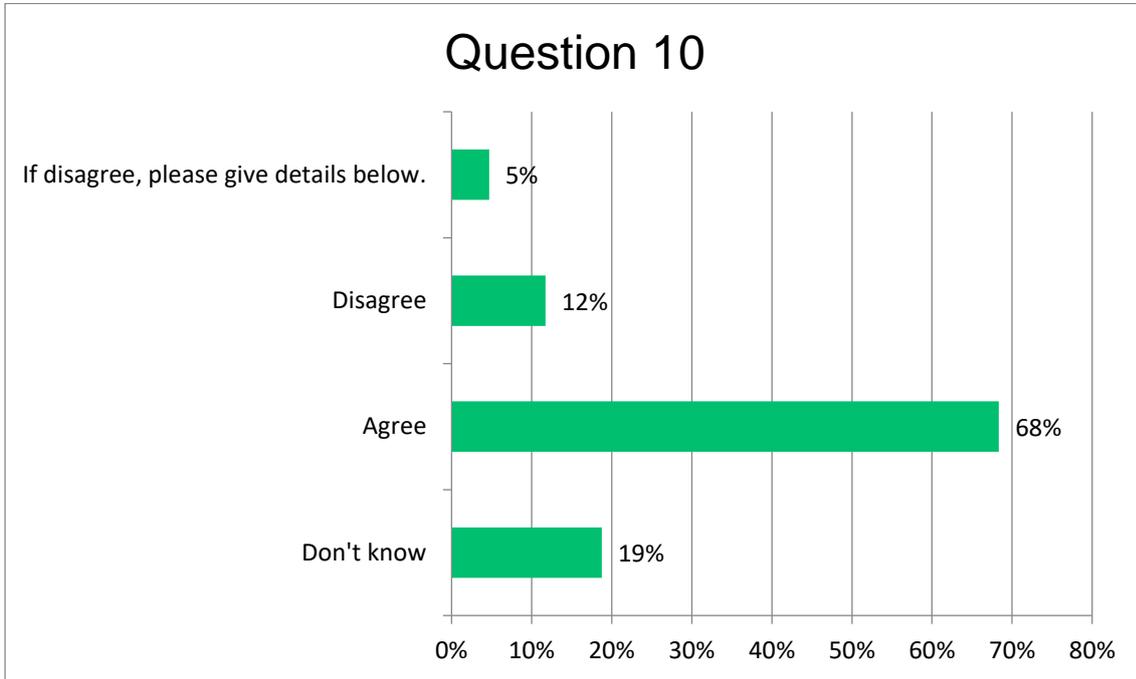
Living near friends and family networks was the highest reason when thinking about moving to a RL scheme. This amounted to 23% (59 respondents). 18% (47 respondents) said they did not want to leave their family home.

Stress and cost of moving amounted to 15% (38 responses) and 16% (41 respondents) for private and rental housing schemes.

Respondents were only able to tick one box. This was designed to understand the biggest reason. However, respondents were able to leave additional comments.

Independence, autonomy or lack of, as well as choice of property were strong threads through these comments. Some respondents suggested that moving to RL was a negative step and preferred to receive care and support services in their current home. The inability to take pets was a concern.

Q10	Research has shown that older people can experience depression, anxiety or loneliness at times. Would you agree that living in an independent retirement living scheme could help prevent older people experiencing these negative emotions?
-----	--



Q10

Please give details to support your answer

Easier opportunities for social contact

Ability to have social interaction

People could experience depression, anxiety and loneliness anywhere. Having our movements or lack of movement monitored would drive us mad. My mother hated having to be up and dressed when the mobile warden came round but didnt want to be labelled any of the above.

Would help those who live alone

I don't think it will make much difference

Think it largely depends on the make up of the person involved and their outlook on life

Surrounded by like minded people who have experienced same situations

It's about having a group of neighbours you feel comfortable with and 'fit in' with.

Hopefully independant retirement living would take away the stresses and strains of living in this unsafe world.

I believe a supportive engaging degree of support, not control would help with these issues Presupposes there would be opportunities to socialise, while retaining privacy and independence

Can stop people becoming isolated. Less stress knowing there are people around to help and converse with.

It could also cause depression...if someone moved for the wrong reasons, so I think it's difficult to generalise..

What could be more depressing than living in a single age, workless, childless community?

It all depends on the community. Better to have these options in communities where people already have friends, so it is a move of building within a community they know rather than moving away from where they know, unless it is to be near younger family.

It all depends on the community. Better to have these options in communities where people already have friends, so it is a move of building within a community they know rather than moving away from where they know, unless it is to be near younger family.

I enjoy having privacy but recognise that people have a wide spectrum of emotional needs
As long as the opportunities I've mentioned about become normal, or they can feel just as lonely and isolated in supported living schemes

Mental health is just as important as physical health and as Maslow's Hierarchy of needs states we all need companionship, belonging, and love to thrive and fulfil our potential of achieving self actualisation or best possible life.

we all feel miserable at times it's normal

However, if the scheme is not correctly focused, the scheme itself can cause issues. I again refer to XXX court which was once a happy community of similar aged and needs type residents, this has been eroded by a low age group and their activities which has caused fear and trauma to the former residents who now feel trapped and wish they had never moved into the accommodation as the goal posts were moved and they had no consultation or choice very very sad.

There is then the option to join in as needs arise

Having people around you would mitigate these problems

You know neighbours are similar and warden/manager will help with introductions and possibly social events.

Moving home per se is stressful and often leads to negative emotions which can be overcome in some cases

Being surrounded by other depressed, anxious & lonely people would make me feel worse

There is no escape from loneliness - only acceptance

Lack of independence

People need to want to be social; not everyone is!

Depression, anxiety and loneliness are not primarily dependant on where we live.

A person can still be very lonely even if living in a retirement living scheme if they lack confidence, have mobility difficulties, etc.

I have not lived in such a scheme nor researched the effect-so I cannot give judgement

Depends on opportunities to mix and

I can't think of anything worse than being stuck in my current accommodation and not being able to get out because I can't get down a flight of stairs and potentially as my friends age too they won't be able to climb the stairs to visit me. Moving before I potentially become less mobile would mean that I could plan for a brighter old age.

As long as there is a site manager

I have experience of a family member who suffers loneliness and depression as a result of living alone. He does not see that living near others in a similar position would help him. Everyone is different, some prefer to be left alone

Many older people do not wish to discuss their feelings with well meaning strangers

Must do as it is more communal

witness my widowed mother living in an independent retirement flat which was excellent in this regard

Most have to get rid of their animals, so bound to feel depressed.

Some may find the or residents behaviour and attitudes oppressive and worrying, causing more depression

People can be lonely in a crowd. Communal living won't necessarily stop people feeling lonely or depressed. In fact, conflict in the residence might increase it.

The proximity of others to engage with would help prevent loneliness depends on the support given.

Agree, but only for myself and other people are more outgoing and sociable. A shy / reclusive person would not really benefit from closer proximity of social interaction.

Suspect losing ones home would make you more lonely

It depends on the details of the scheme and the people. Some might love it, some hate it. Can we bring our horses?

I used to be a manager for Age Concern and loneliness was always a issue for isolated people and sadly over time it has just got worse.

My mother moved to a private RL scheme in her late 80's. It improved her Social Life as well as reducing her housework, repair bills and general anxiety.

Always someone to talk to, and have help from with any problems. Clubs to join which would help them go out.

People who experience these symptoms tend not to mix with their neighbours; this would be no different in a housing scheme

If supported to maintain independence

research shows that people also become lonely in specialist housing and care homes as they lack autonomy and freedom of choice. They do not solve the problems of loneliness necessarily

You can walk out your front door and pass the time of day with neighbours so you don't feel so alone

You can be lonely in a crowd or happy in your own company. Just because you are in an independent retirement living scheme will not solve the issues which are generally the cause of depression, anxiety or loneliness.

Loneliness can precipitate these symptoms

For some may be but these facilities can result in detachment of the older people from others in the community of various age groups and in my view can lead to developing a perception of risk in the world beyond the scheme housing. Depression, loneliness and anxiety are not resolved by living in detached communities particularly if difficulties arise between residents.

Of the LRHS flats I have seen, most have very dreary outlooks, often with high window sills preventing a decent view when sitting down (a phenomenon not unknown among us elderly folk!). Most people like to see what is going on in their neighbourhood, even if only standing at the kitchen sink. Feeling shut away from the world in a flat can be very depressing and anxiety making.

Living with other people won't stop depression, anxiety or loneliness I think the costs of living in retirement scheme would cause anxiety

Of the LRHS flats I have seen, most have very dreary outlooks, often with high window sills preventing a decent view when sitting down (a phenomenon not unknown among us elderly folk!). Most people like to see what is going on in their neighbourhood, even if only standing at the kitchen sink. Feeling shut away from the world in a flat can be very depressing and anxiety making.

More contact with others and access to services than remaining in your own home

A common space is necessary and talks/activities put on to encourage participation

I know many older people that live in a communal setting but are still depressed and lonely. This can be due to medical problems, don't have things in common with residents or just don't feel comfortable.

Depends on many factors, can be just as lonely

Yes, have witnessed the sense of community in XXXXX, Pakefield

A community

"Could help prevent" is far too leading - how about asking if it is likely to prevent these conditions. These questions are so loaded

Depending on the support given older people can still be lonely in. Supported living just seeing Carers on. Set visits

It could cause or remove negative emotions depending on how good the scheme is or whether it matched the scheme is to the person

Depends on social mix in housing scheme and ability of residents to take part in activities

I cannot think of anything more depressing than living in a complex specifically for the elderly unless and until I absolutely have to have support. I would much prefer to live in mixed age community with, perhaps, a small number of dwellings set aside at various places within larger developments designed to meet the sort of needs which the elderly are likely to develop as the years progress.

Question 10 – Summary

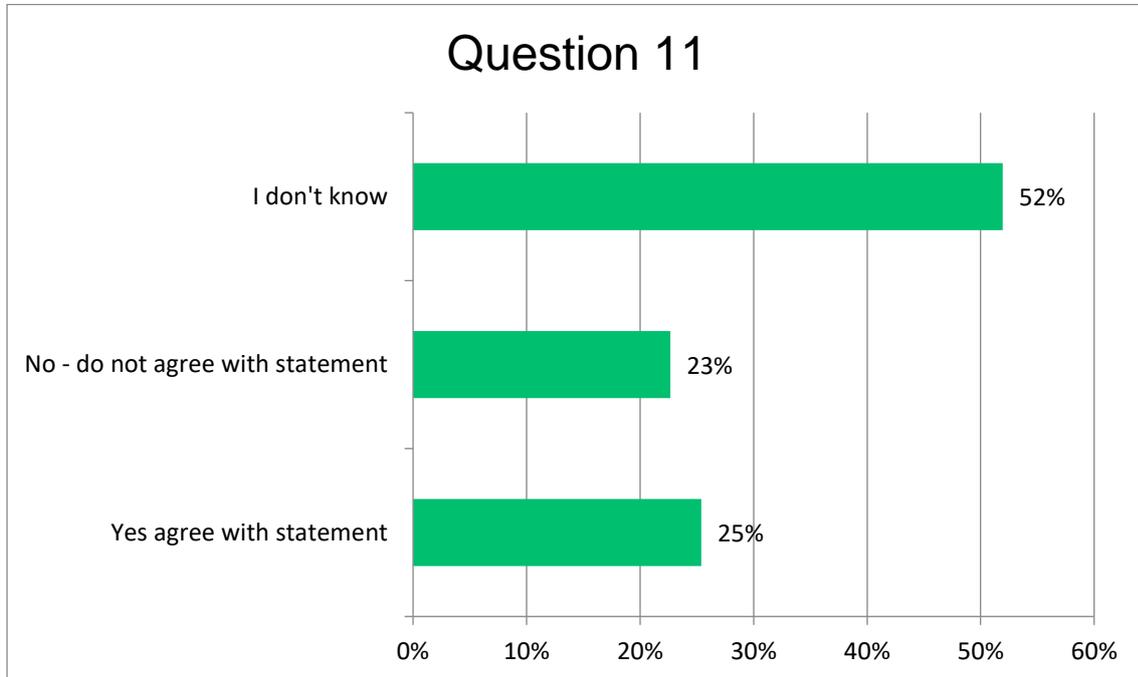
68% (175 respondents) agreed that living in a RL housing scheme could help prevent older people experience negative emotions. Respondents were also encouraged to leave a comment.

This question was designed to garner strong emotions from respondents. One of the main threads throughout the comments focused around inclusion and autonomy in both a positive and negative way.

Many comments suggested that living in a community with access to people and activities would promote positive mental health, whilst others felt that residents who had low mental health would struggle to engage or take control of their own decisions.

Opportunities to be involved, together with choice from experienced management services was considered vital to supporting good mental health. In addition, personal testimony was given, providing evidence of how resident interaction can have positive outcomes.

Q11	Independent living retirement housing schemes owned and managed by housing associations or the Council provide the best level of care, support and value for money. Do you agree with this statement?
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Q11 Please give reasons for your answer.

High end/high price does not mean better care

I have not had to investigate this issue. YET!!

I feel the level of care could be improved

They are always more expensive to live in than privately in your own home.

Having recently considered a move, I realised I would be giving up a growth freehold asset for a diminishing leasehold property. After twenty years any gain from sale of my freehold would have paid for service charges.

To a degree I agree but housing associations are quite expensive these days. Waveney have sold off their council stock not sure about the rest of East Suffolk.

I prefer to own my own home

If the properties are designed well, have local amenities and are affordable.

The care provision is often provided by another organisation with the Council/HA being estate owner only

All differ. Depends on staff & how well it is managed

Possibly better and safer than private landlords.

Insufficient experience to know

Would not rule out private schemes,

Currently haven't had the need to look into costs etc.

Depends on the nature & degree of support and the associated cost or value

Tricky one to answer but on the basis they are not solely driven by profit hopefully.

I have not seen sufficient evidence in terms of studies etc to reach any conclusion

I have little experience of them, but again, I dare say there's good and bad in both.

The Council cannot afford to provide the extra services, standard of accommodation that would make such a move attractive.

I have no direct experience of such schemes but I would be inclined to think that the answer is probably 'yes agree' because the priority for the Council or Housing associations is care for residents rather than making a profit.

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I think that public, private, and non-profit sectors can all provide good value for money if they have the right values and ethics, act upon them and there are proper and regular checks and balances to ensure a high basic level of service provision

Too many possibilities for variation in cost and care

I think its a lottery...

I would like to agree with this. Private schemes tend to be a lot more expensive and are often in it for the profit rather than the people.

I do not have direct experience with this

Probably as profit is not major issue

how can a council provide the best care with their limited tax-payer funded funds

I've not looked into it so can't comment

Tends to be cheaper but services aren't as good

All schemes are different and one would not cover all aspects of needs.

Councils and HSs do not have enough resources to maintain these services for everyone so the private sector can offer choice and variety of options.

no experience no opinion

no experience

Depends on the council and the association concerned

Public sector is far too incompetent to interfere with people's lives

If service charges can be capped, then using private providers should work

Housing associations are well placed to support people. Large developers just want to make money.

Do wish this to be the case

I would qualify this and say they CAN give the best level of care etc -if run properly.

Non profit organisations should offer best value but only if high motivation and appropriate funding.

Being independent promotes wellbeing

Not looked into it yet!

No experience of these schemes.

I've had no direct experience

Having experienced a Housing Association, I feel that breweries, parties and free beer come to mind

only experienced private one which was what was required in my mother's circumstances and would be in mine

From what I've seen there is sketchy warden cover. Pets aren't allowed, or are charged for. Shortage of trained staff.

No experience to make a judgement on.

I don't know anything about such schemes

It depends on whether other family members live close by and can provide support to their elderly parents/relatives

Housing associations are profit driven and do not offer freehold whilst council housing schemes are budget controlled.

Lack of budget/funding will inhibit high standards

Housing associations and Councils do not have a good reputation for managing housing schemes

Prefer to release my equity and use it to pay for care in my own home

Have no experience of either

Don't really know but hope social organisations, associations and cooperatives may be most ethical/extract less excess profit.

I would hope this to be the case and truly worry when housing associations are run by private companies for profit.

Private schemes that have to compete for customers (and therefore maintain standards) will tend to be better maintained and managed. However, they will also tend to be dearer for residents!

I do not think some are value for money. Sometimes there is not good care and support.

We need a smaller state - not a larger bureaucracy!

it depends how you define best levels!

Generally there is not a profit to be made out of the schemes and therefore the services can be better. If there are staff they are traditionally better motivated, trained, supported and rewarded. Any repairs are dealt with by employees rather than contractors so again the need to profit lines are removed.

Loneliness can precipitate depression

I do not have personal experience and my parents avoided using these facilities

Poor press coverage tends to dissuade people from making this move i.e. they highlight problems of poor quality accommodation and living conditions.

They have or should have the expertise

From my, admittedly limited, experience when helping aged friends living in IRLHSs, councils and housing associates are woefully slow in responding to requests for essential repairs, or even information and advice.

My mother lived in one and struggled to pay the charges

From my, admittedly limited, experience when helping aged friends living in IRLHSs, councils and housing associates are woefully slow in responding to requests for essential repairs, or even information and advice.

People need to feel safe and have someone to talk to when needed and the help

A good balance of independence and support

People like to own their own space.

As above

Not researched this

I am unsure of the rates and economics that apply

my mother was in a privately owned one for over 9 years and she had very good care

I've proved it.

They are non profit making and focussed primarily of maintenance of personal dignity

Poor service by councils

I have no idea what the cost of this is in either the public or private sectors

I am really not sure. The experiences of friends and relatives vary

How can I know unless I carry out my own survey.

Private companies need to make profit , and employees are pay less , council care in my opinion has always been the best

depending on housing association and level of spending cuts planned or not

I have no idea what these schemes cost or the comparative cost between private and social

Privately owned houses would be attractive to many elderly - paying a service charge (as for leasehold flats) for services provided within the scheme .

They are from the wrong generation

No experience

The availability of support seems to have been very much reduced in recent years - e.g.

Reeve Lodge, Trimley St Martin. I understand that developments such as Harvest House provide a broad range of services which allow for the residents to be treated as active members of the community

It always depends on the personnel

Question 11 – Summary

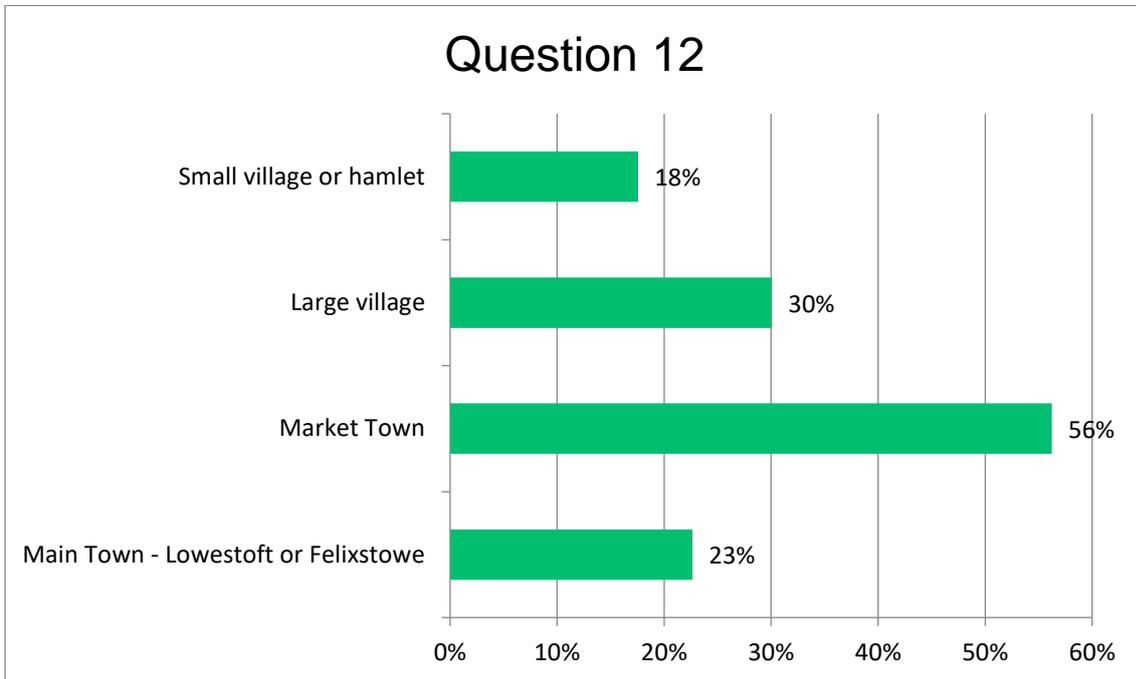
The majority of respondents stated they did not know with 52% (133 respondents). Many of the comments highlighted that respondents had not looked into care costs due to lack of need.

However, 25% (65 respondents) felt that Housing Associations or Local Authority ran RL housing schemes provided the best level of care, support and value for money. This is contrasted with 23% (58 respondents) who did not agree.

Respondents gave comments that focused on the housing association and local authority sector not being profit driven but also highlighted that local authorities in particular had reduced resources. This was contrasted with the business model of leasehold private sector RL housing schemes as well as the associated high care costs. There was one comment that supported the use of non-profit organisations including Cooperatives.

Another strong point focused on the high quality of services, the attitude and level of care of staff within the non-profit sector whilst agreeing that the care industry can be poorly managed and badly paid.

Q12 If you were to move to an independent retirement living scheme, what would your preferred settlement type be?

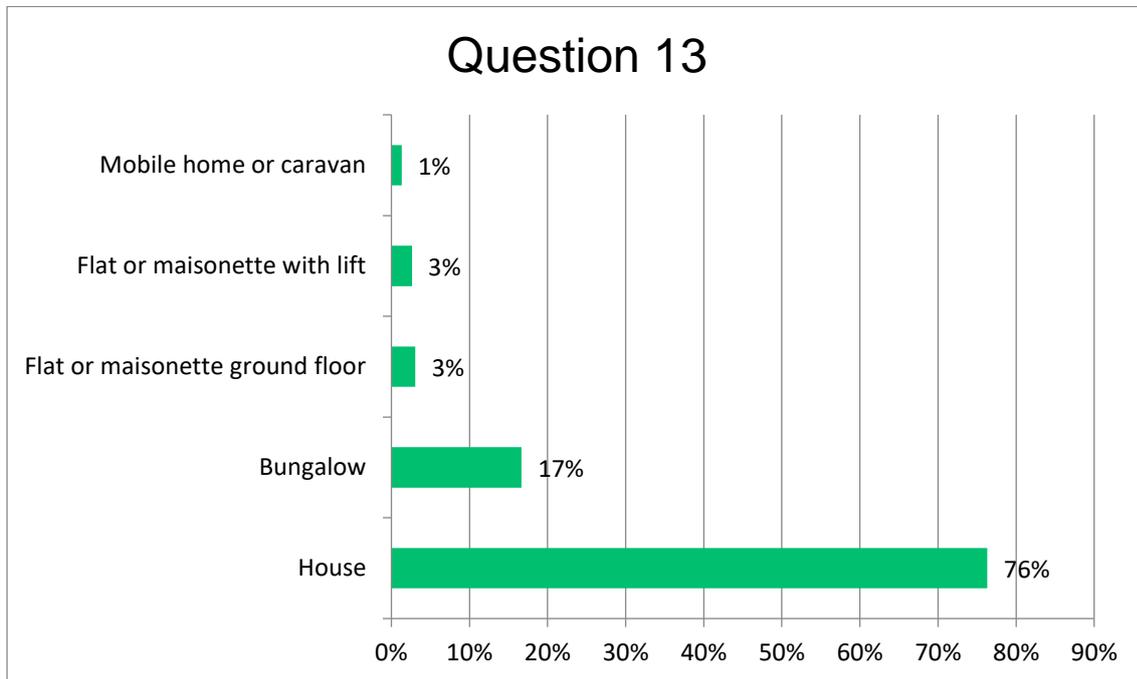


Question 12 – Summary

Previous questions about the location of RL and the elements that would make it attractive highlighted respondents desire to remain near their social networks and local services.

Market Towns were highest with 56% (144 responses) with large villages in second place with 30% (77 respondents). Main towns like Lowestoft and Felixstowe were less popular with 23% (58 respondents) whilst there was limited support for small villages or hamlets 18% (45 respondents).

Q13 What type of property do you currently live in?



Responses question 13

Flat 1st floor no lift

Maisonette 1st floor

First floor flat without a lift

End of terrace Georgian

1st floor flat without lift

Question 13 – Summary

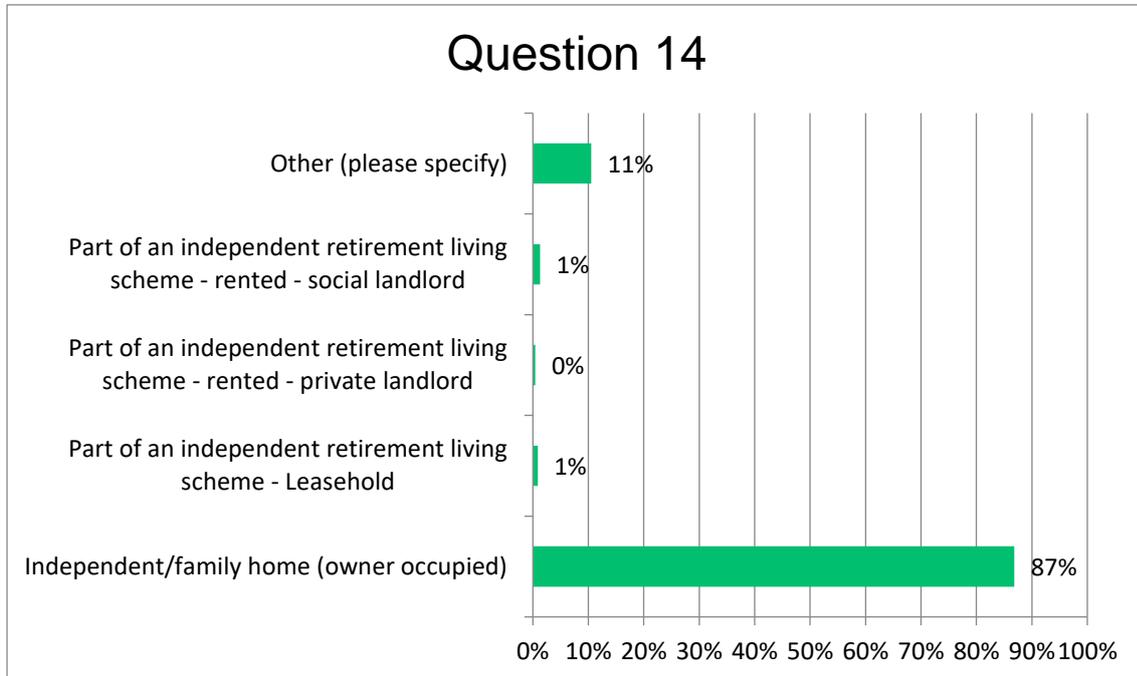
Respondents were asked about the type of property they currently lived in. 75% (174 respondents) currently lived in a house with stairs followed by 17% (38 respondents) living in a bungalow.

3% (7 and 6 respondents respectively) lived in either a flat, ground floor maisonette or flat. Whilst 1% (3 respondents) answered a caravan or mobile home.

The additional comments show that 4 respondents lived in accommodation that were accessed by stairs.

Q14

Is your current home



Question 14

Caravan

N/a

Other (please specify)

Owner occupier

Private rental

Private rental...

Private rented

private rented

Private rented from landlord

Privately rented

Privately rented

Privately rented

Privately rented

Privately Rented bungalow

Privately rented, not retirement housing

Rented

Shared ownership

Shared ownership - Independent, part-owned, part rented

Socially Rented - Housing Association

Socially Rented - housing association flat

Socially rented - Trust house
Socially Rented Housing association
socially Rented housing association
Socially Rented tenant
Sons house

Question 14

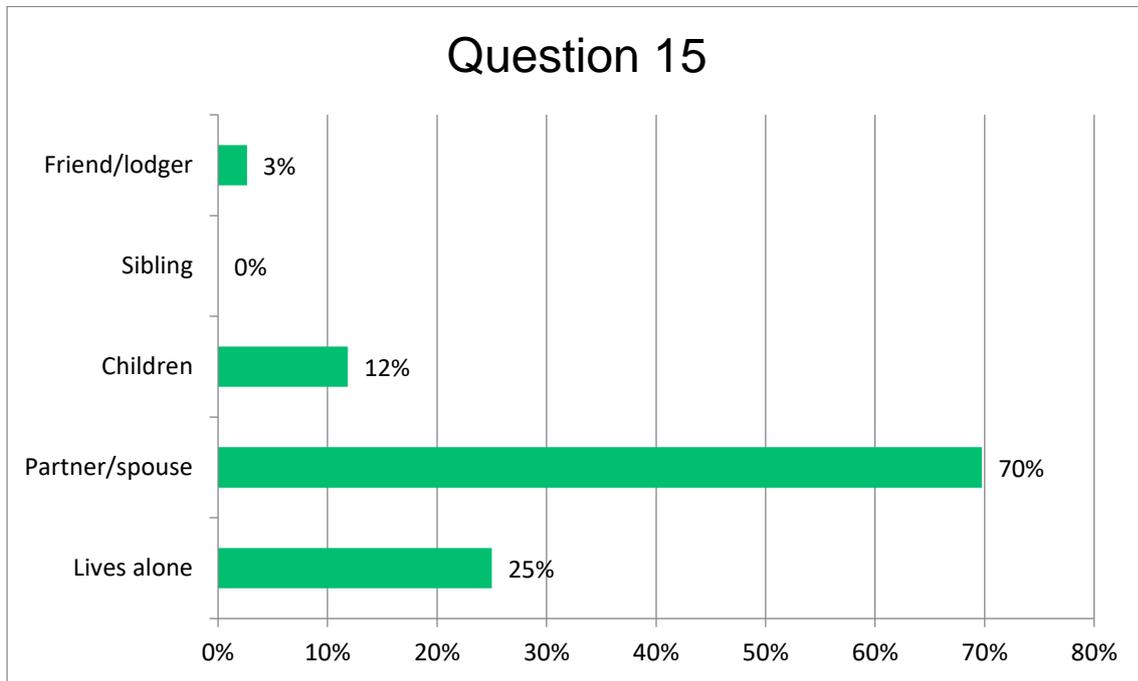
This question omitted socially and privately rented independent living which was an oversight.

87% (198 respondents) stated they lived independently in owner occupier property. Less than 3% of respondents stated they lived in a RL housing scheme, either leasehold or rented.

In addition, 11 respondents lived in privately rented housing compared to 6 respondents who lived in socially rented housing. 2 respondents stated they lived in shared ownership homes whilst one lived in their Son's home.

One respondent said they lived in a caravan whilst another said the question was not applicable to them.

Q15 Who lives with you, what are their relationship to you? You may tick more than one box.

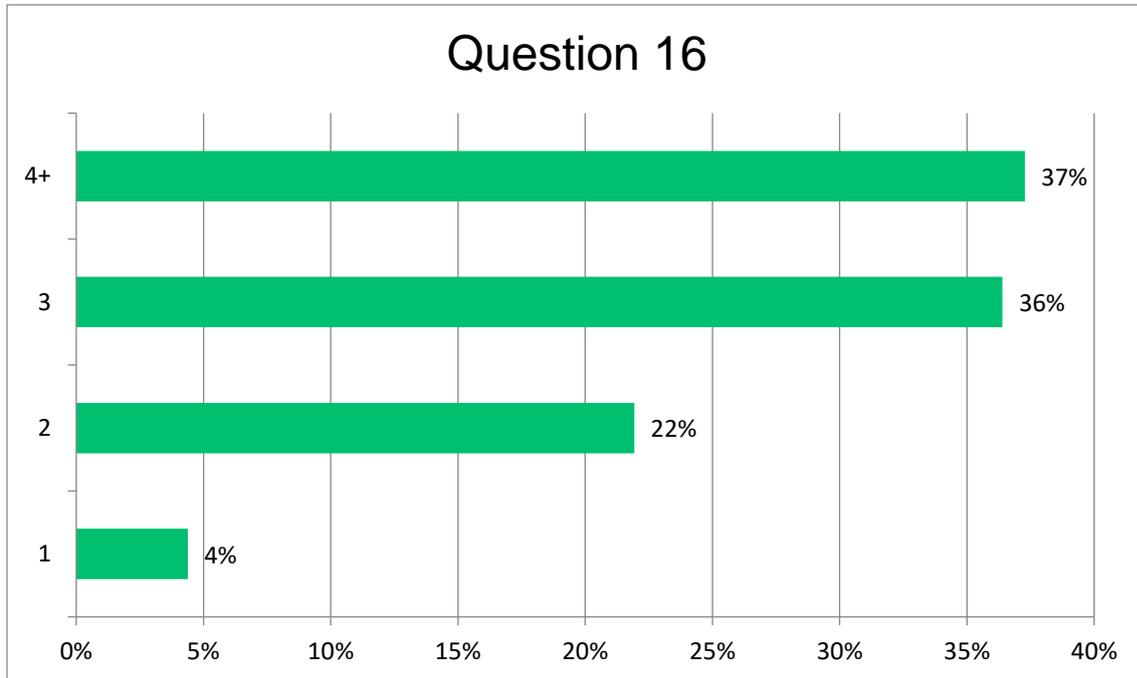


Question 15 – Summary

Respondents were asked who they lived with. The majority, 70% (159 respondents) stated they lived with their spouse or partner, followed by 25% (57 respondents) who stated they lived alone.

12% (27 respondents) stated they lived with their children, whilst 3% (6 respondents) stated they lived with a friend or lodger.

Q16 How many bedrooms does your current property have?

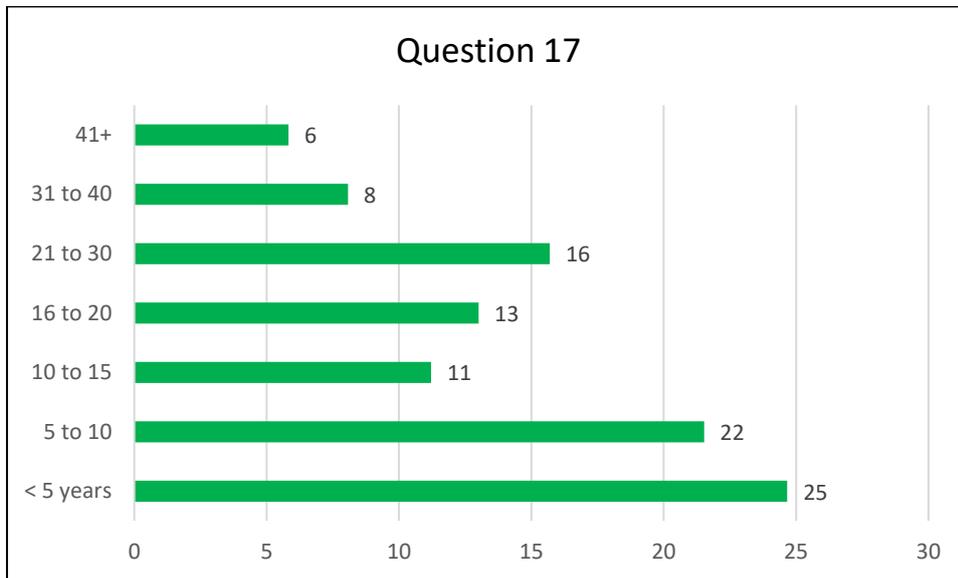


Question 16 – Summary

Respondents were asked about the size of their property. The highest response was for properties with 4+ bedrooms, amounting to 37% (85 respondents) followed by 3 bed properties for 36% (83 respondents). Two bed properties amounted to 22% (50 respondents) and 4% (10 respondents) for one bedroom properties.

28 respondents did not answer this question.

Q17 How many years have you lived in your current home?



Question 17 – Summary

25% (55 respondents) had lived in their home for up to 5 years followed by respondents who had lived in their current home between 5 and 10 years (22% or 48 respondents).

Respondents who had lived in their current home more than 10 years amounted to 54% or 120 respondents.

Q18	How satisfied are you with your current home?
-----	---

Question 18

Please add more details of your needs

We will have to adapt once we stop driving - negligible public transport

Currently satisfies our needs but will need to change or make alterations in the future
Not permanent holiday Mobil home

When we first moved here there were bus services, now there is a single bus every day for the school children

Use of stairs becoming difficult

Happy but would like a bungalow or one level for my husband with rheumatoid arthritis and aged 77.

It would be nice to have a downstairs toilet

I am delighted with the location of the house and its proximity to shops, pubs and beach, but it needs extensive modifications to suit my poor mobility, e.g. lift and wet room

Peoples circumstances can change overnight and what may be suitable today may not be next week.

Poor heating and insulation

Currently we have no additional needs

Need shower room rather than bath

I live in Melton and the village has changed - it is being over developed , traffic is increasing significantly 24x7x365 and the infrastructure is failing to cope.

I would prefer a Bungalow

Stairs may become an issue

I am aware that my needs will change as the years pass by so my feelings vary.

As we age, more options to move to would help us choose, when we are able, to move before we become disabled.

Need upstairs wet room or bathroom steps to front door to deep no transport to shops etc

Insulation is very limited!

Stairs, no garden,

I need access to a garden, preferably one that I can maintain myself but where there would be help if my needs changed.

The only issue is walking access to a shop

Both of us have some mobility problems

too big for me on my own and garden too much for me to manage

The house & garden needs more attention that we can give
Lack of public transport

Space, comfort, room to work, broadband, parking for cars and horsebox, stables, carriage house, workshop, exercise space

We are getting too old to drive and we are so far, 10 miles. from our dentist and doctors and have to get taxis which are expensive

This house is too big for me but can't afford to by a smaller one as so expensive here

I would happily move into an IRLHS if I could find one that was well and more imaginatively designed - within easy walking distance of shops and public transport.

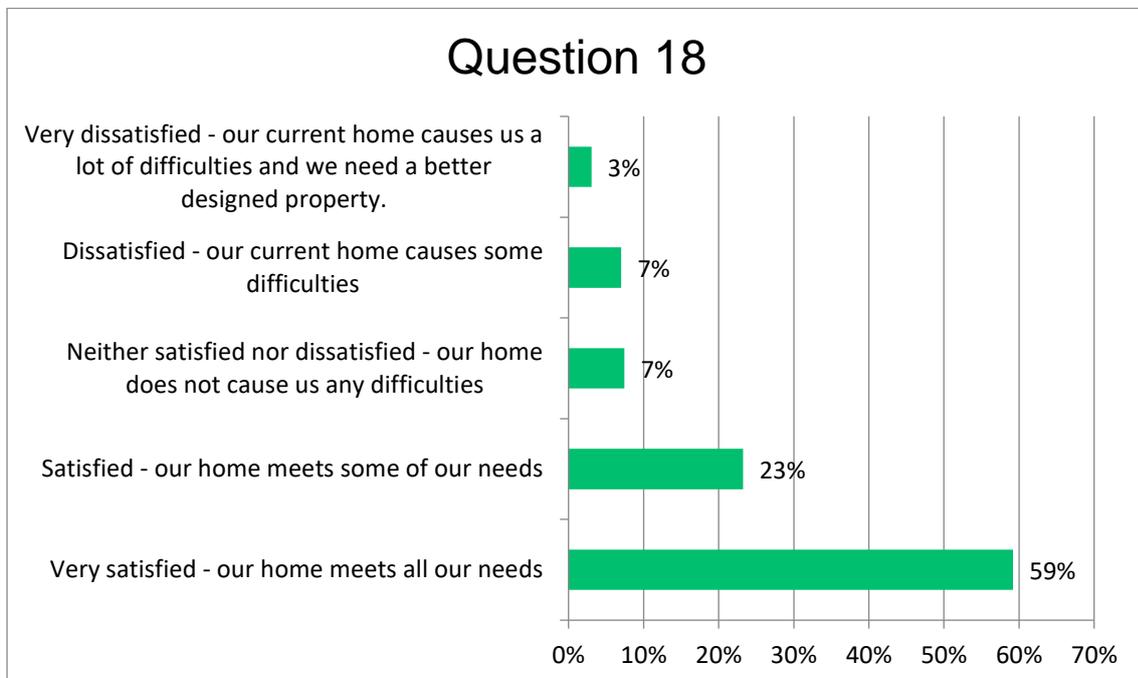
As our mobility diminishes, we will need to be closer to services and to downsize
Stairs to enter flat. Kitchen too small. Cupboards too high and doors too narrow for my rollator

Too far from amenities

Have 3 storeys, fine now but in future would like to be in town centre.

Normal needs for light and space. Good location, within walking distance of shops and restaurants.

I struggle with the stairs to get to my flat



Question 18 – Summary

59% (135 respondents) were satisfied with their home, followed by 23% (53 respondents) stated their home met most of their needs.

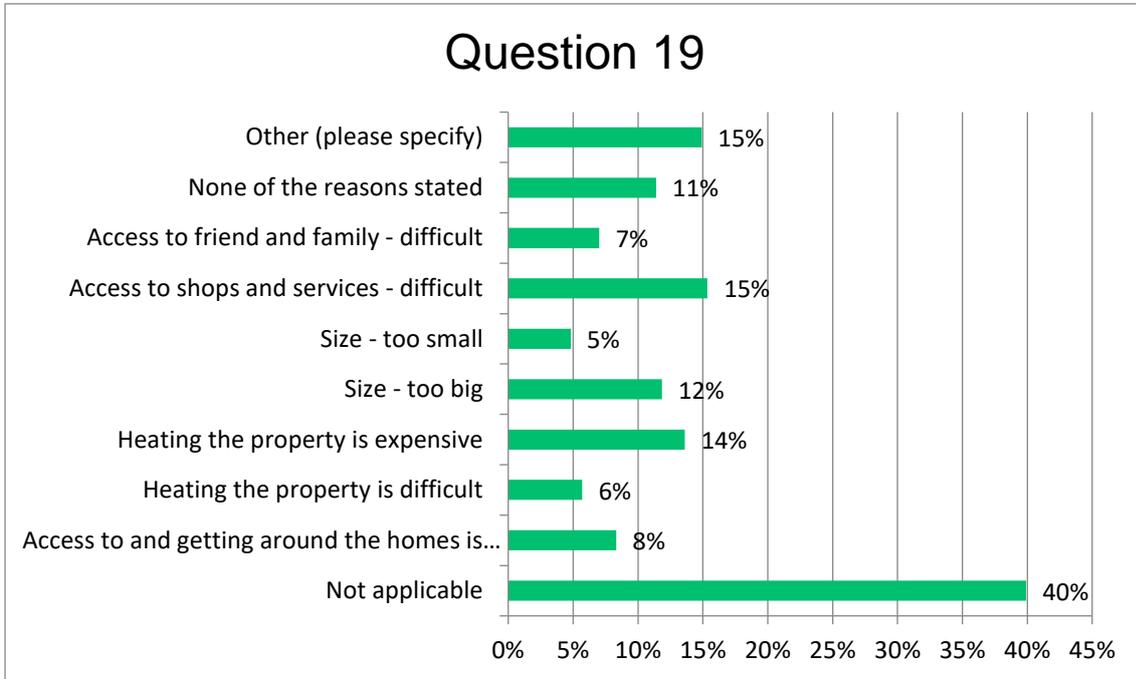
7% (17 respondents) stated their home was not satisfactory and caused some issues, whilst 3% (7 respondents) stated their property cause a lot of difficulties.

The additional comments shed light on the issues and difficulties some respondents were experiencing. Infrastructure and access to shops and services was a strong theme, suggesting more accessible and frequent bus services would enable residents to remain independent in their current home.

Respondents spoke candidly about emotive issues such as downsizing because of difficulty in maintaining the property or keeping it warm enough. Several respondents highlighted the need for adaptations to keep them safe due to risks posed by stairs or baths.

One respondent raised the issue of downsizing to a property within their budget.

Q19	Please tell us what parts of your home you are dissatisfied with. (You can click more than one box)
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Q19

Other (please specify)

Due to mobility issues spouse has difficulty using stairs and bath.
Bathroom needs future proofing

there is no residents parking and in holiday season it is very difficult to park outside our house
Different levels outside. No downstairs toilet
I would like help with the garden and cleaning

poor public transport; threat of a large industrial poultry development on the doorstep will make the environment, roads, footpaths less attractive and conducive to good health.

Parking and garden size

Security

The garden is becoming unmanageable without a gardener

Bungalow social housing with independence would be better to suit elderly needs now and in the future.

See answers to Q18

maintenance

Needs lots of updating

We currently don't have any central heating because we can't afford it. Our boiler broke 10 years ago, couldn't afford the oil and can't afford to replace the system with greener energy, but we work around it with a wood burner, now made more difficult by the legislation over burning wood...

Maintenance and gardening difficult

Need to drive to access shops and services

Over population , traffic and failing services .

Stairs are a problem at times.

no convenient public transport

Maintenance is becoming difficult and costly.

Heating now; access in future as need car/be able to drive

No garden

Garden too small

Living in a village with only 3 buses per week make it necessary to have a car

Local country road is used as a rat run - unsafe to walk to post box .. or anywhere, unsafe to cycle or drive horses

garden to big, shady garden after 3pm, no public transport, to far to walk into town. donot like house layout.

I have a bit of difficulty with stairs

The garden will become too much to manage

We have a Bath , shower room would be preferable and stairs

no disabled adaptations in home such as handrails bath rails, if needed

It is fine for now, but it will soon be too big and if we get to the stage where we cannot drive we will struggle as public transport is very limited

Garden is too small

Repairs and maintenance

Need downstairs facilities

Question 19 – Summary

This question sought to understand the barriers and issues that respondents experienced that made their current home unsatisfactory. Please note, respondents could tick more than one issue.

40% (91 respondents) stated this question was not applicable to them. This infers that the property is suitable and satisfactory for their needs.

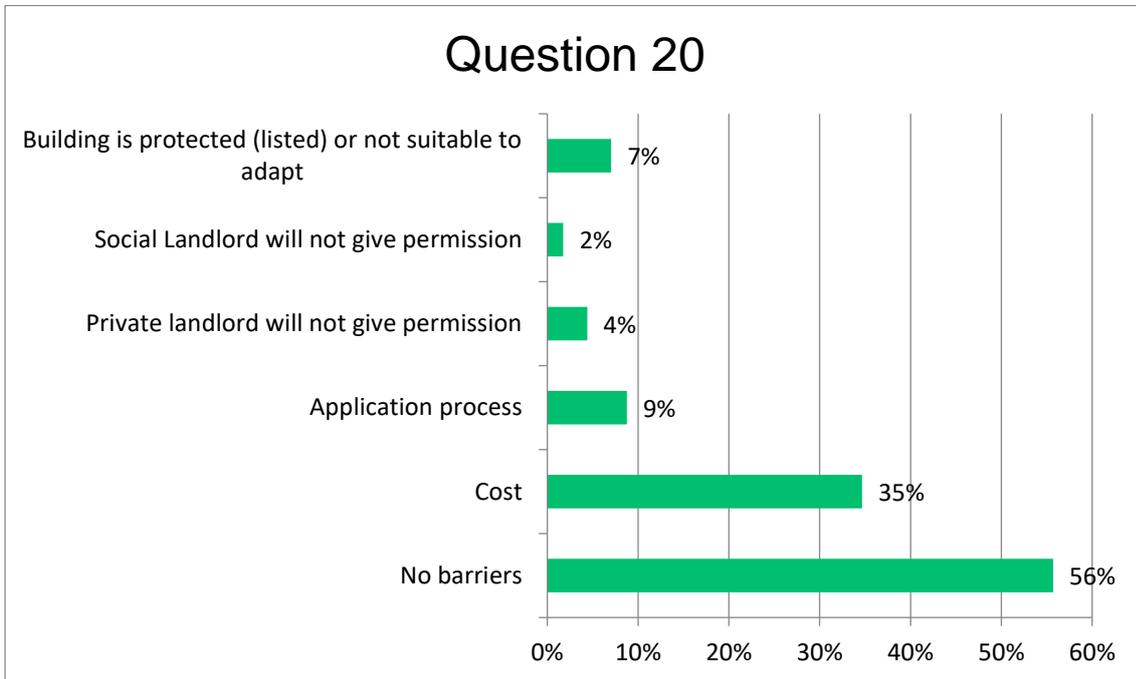
15% (35 responses) stated it was difficult to access shops and services followed by 14% (34 responses) that the home was expensive to heat.

12% (27 responses) highlighted the property was too big for them to manage. In addition, 8% (19 responses) indicated that it was difficult to access or move around the property.

15% (34 respondents) stated that none of the reasons stated were applicable. However, in the comments, a couple of respondents noted that parking and traffic were an issue for them. Furthermore, access to shops and services is a barrier to remaining independent.

The comments added further information and will be considered in line with answers to question 18. A strong theme was around mobility issues and using stairs and baths. In addition, the concept of security was raised whilst maintaining the home and garden was highlighted.

Q20 Some residents prefer to have adaptations made to their property instead of moving to a different property. Please tell us what are the barriers to securing adaptations to your property? (You can click more than one box)



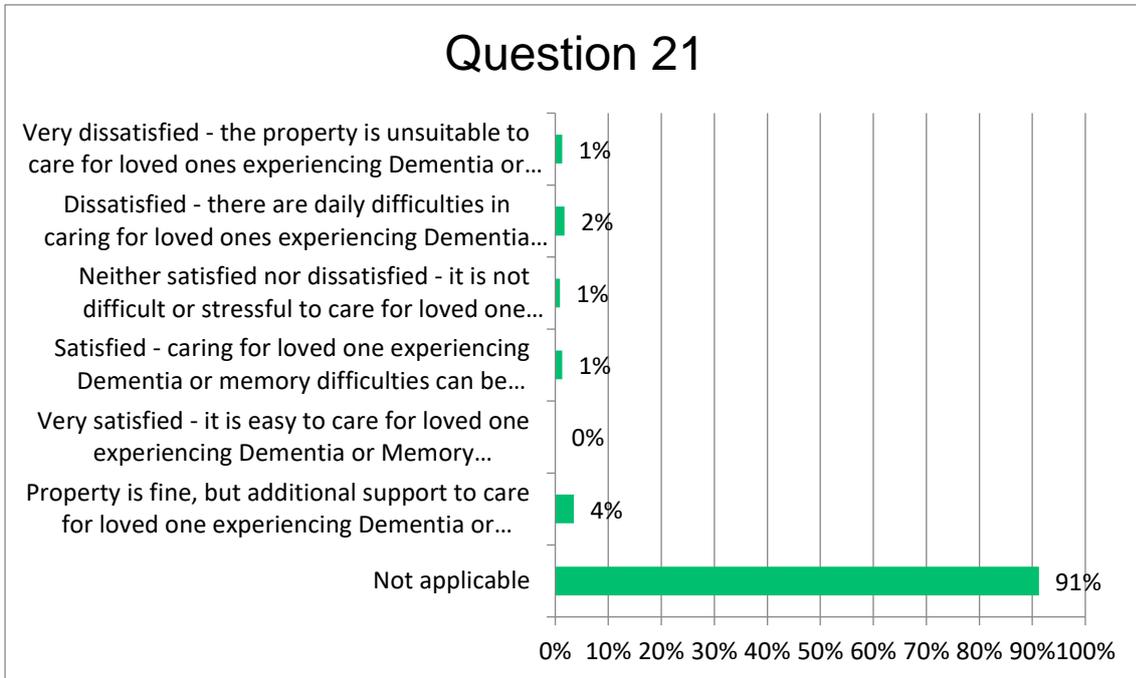
Question 20 – Summary

Adaptations in a property such as stair lifts, wet rooms and handrails can enable residents to remain in their home. This question sought to understand what barriers respondents faced in attaining such adaptations.

56% (127 of respondents) stated there were no barriers. 35% (79 responses) highlighted cost as a barrier, whilst 9% (20 responses) gave the application process as a barrier.

13% (30 responses) stated that their landlord, private or social would not give permission or that the property was listed or not suitable for adaptation.

Q21	If anyone in your household is experiencing Dementia or memory difficulties, how satisfied are you with your current living arrangements?
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Question 21

Please provide more details based on your answer early stage Alzheimers so not currently an issue.

Until recently I had my mother living with me who had dementia. There was virtually no support that I could access. Carers are just left to get on with it.

Mum is now in a care home, 2 flights of stairs were a nightmare, had to live in sitting room and bring her bed down, but couldn't make a bathroom downstairs, so she had to sit on the toilet whilst the carers sponged her down. No pleasure or dignity in her last years at home. No privacy for me either, and no support from the council for amendments...

Mother moved into a care home for this reason as no help on offer and the property couldnt accommodate Mum and young daughter

However, it's not easy to access a GP these days for advice should things deteriorate. Phone access is not appropriate.

We still have all our marbles intact - for now at least!

We still have all our marbles intact - for now at least!

Not applicable

This could be a problem in the future as above

Question 21 – Summary

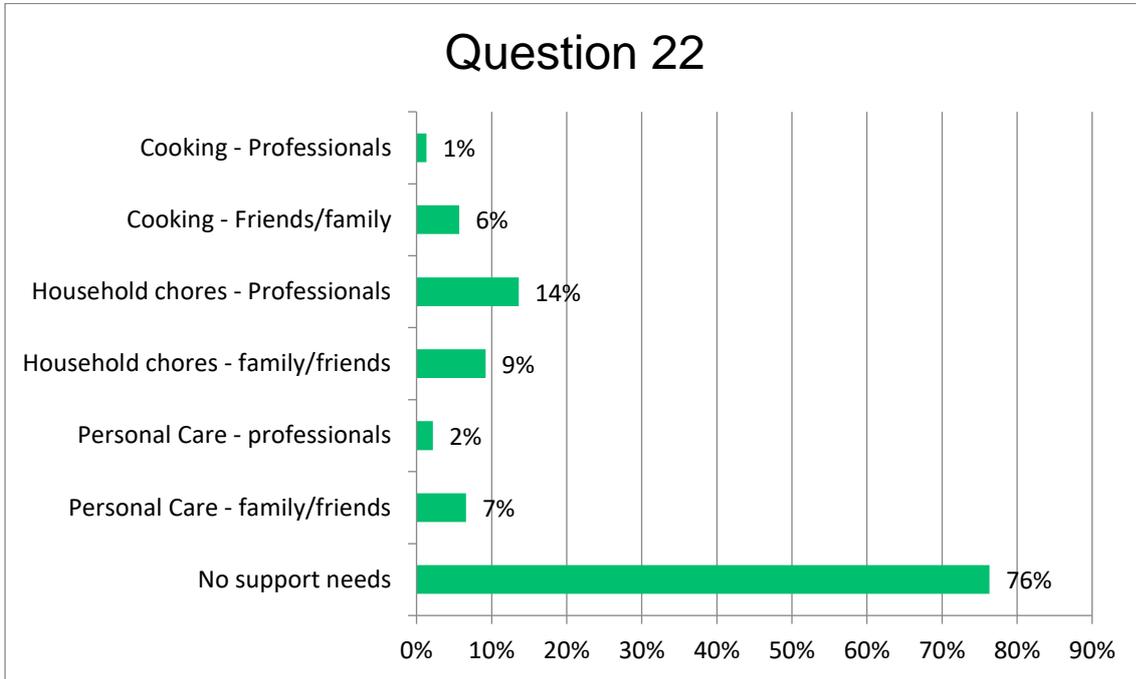
91% (208 respondents) stated this question was not applicable to them. 4% (8 respondents) stated that the property was fine but additional support would be needed in the future. Whilst 1% stated they were satisfied with their property but found it stressful at times.

3% (7 respondents) stated they were dissatisfied or very dissatisfied and were experiencing daily difficulties in caring for their loved ones experiencing Dementia or Memory difficulties in the property.

Respondents kindly provided more personal information about the difficulties they had experienced. This included a lack support and privacy for themselves whilst their loved ones experienced a lack of dignity due to the layout of the property.

Family members wished to care for loved ones instead of placing loved ones in a care setting but felt their homes were not suitable in size or layout. The lack of support may have been due to the location of the property.

Q22 The Council wants to understand what support (if any) residents need to live well and independently. Please tell us if you receive any assistance in your home with day to day activities and who provides that help. (You can click more than one box)



Question 22 – Summary

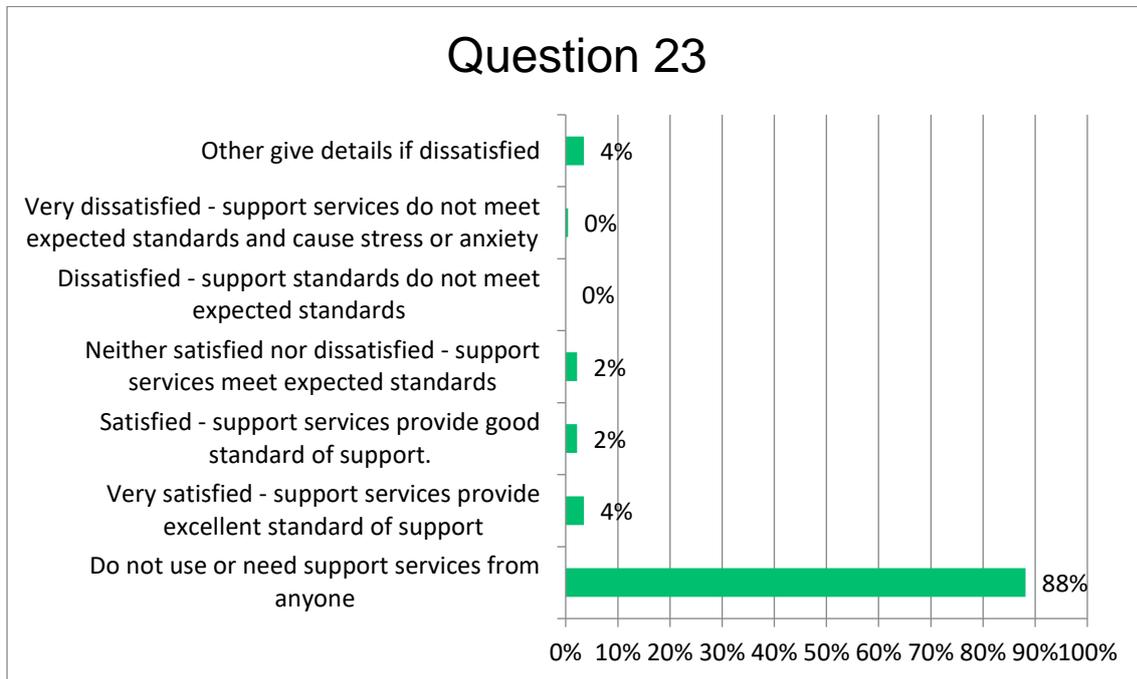
76% (174 respondents) felt this question was not applicable to them. This was in contrast to 39% (88 responses) stating they received help from friends, family or statutory bodies.

14% (31 responses) bought in services that supported household chores.

7% (15 responses) received personal care from friends and family whilst 2% (5 responses) used professional care services.

6% (13 responses) received meals from friends and family compared to 15(3 responses) receiving meals from professional services.

Q23	If you receive support services to live well and independently in your home, please tell us how satisfied are you with the support/services you received?
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Other give details if dissatisfied

It's not that we don't have support needs, it's that we can't afford them

I do not need support YET, but will do in the next year or so.

None available/affordable

Do not get but need support.

we have no support

Husband

None needed at this time

Do not have any help at present but my husband has a brain tumour and I do all the support

Question 23 – Summary

83% (201 respondents) stated they do not need any support services.

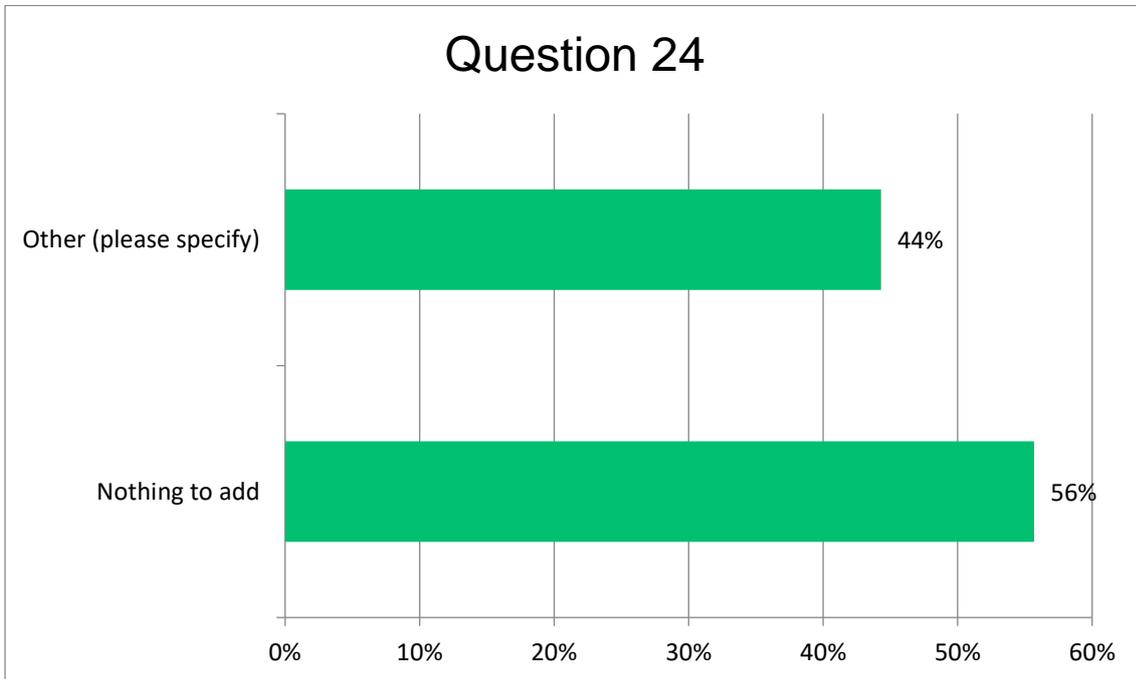
8% (18 respondents) stated they were satisfied, very satisfied or neither satisfied or dissatisfied with the services they received.

However, 1% (1 respondent) said they were dissatisfied with the services they received.

In addition, several comments gave more detailed and personal information.

Two main themes from the comments included the lack of support as well as the unaffordable cost of services.

Q24	Research has shown that older people experience change as they get older due to loss of loved ones, financial issues as well as physical and mental health issues. What do you think the Council can provide or enable to support the health and wellbeing of older people?
-----	---



Other (please specify)

Much improved public transport. Advisory services. Accessible/affordable venues for meetings/clubs.(this could take the form of funding to improve village halls etc) Navigator service - helping people access appropriate assistances (signposting). Assistance for elderly to maintain existing all age activities eg. clubs, worship, talks, exercise. Raise awareness of aids and adaptations available to support living with reduced abilities.

Much more investment in the care sector
community social resource similar to Senior Citizen Centre

Better services

55 year olds are the new 40. I look and feel and act as if I am 40

Provide affordable decent retirement homes with the option of additional help if needed.

Provide and encourage network of social opportunities

Allow independence by providing social retirement homes

Active ageing programmes such as exercise, walking and other leisure activities

A bus service, help with applying for funding

My experiences with East Suffolk Council have led me to the opinion that I can have no positive expectations of them, so I must remain resolutely self sufficient while you squander my Council tax on pointless, woke initiatives and Judicial Reviews.

Better housing options available to those that need them

A periodic friendly enquiry.

Lunch club with transport. Cafe and restaurant in a complex. Day clubs.

Better rural bus services

Maintaining social connections sense of community

Maybe centres for caring advice and suitable needs when asked for.

A truly integrated range of services, that has a system in place that keeps individual need under review

Ensure easy access to facilities available and not expecting everyone to be 'on-line'

Suitable housing schemes and facilities for social contact and activities to keep people mobile but also to ensure good transport links are available.

Have more granny annexes so family and friends can look after their own more easily

Meeting places

Access to a reliable public transport system

A good economical public transport network

A good public transport system in rural areas

Better bus service

affordable personal care.

Make available clear, concise and current information about the resources available (including availability and cost) in the area to address all the issues in the question. Generate a directory of services (updated 6 monthly) available on request (hardcopy and on line) from the Council in person, by telephone, Post and online. Place copies in local libraries and GP surgeries.

Support them by giving them options of things to do before they need assisted living. Advertise new schemes/clubs for them to make friends and connect people together. Discounted counselling could be offered on a one-off basis at first before being offered long term. Giving individuals options to feel more independent but giving them the facilities they need to do that.

You need to provide better caring support for people who need care to remain in their own homes or create more retirement villages with care, and service etc which can amend due to changing care needs and recognise and support the mental wellbeing of one of the most vulnerable section of our community

A visiting service to check people are coping and not lonely and access to meals

Counselling, encouragement or provision of opportunities to socialise

Make people aware of the services that you offer

more day care and social groups for the elderly

Regularly community meetings with professionals from the various agencies attending in order fears , needs , concerns can be aired and addressed .

Free care as required

Support for carers looking after loved ones in their own home

Local Transport, community services, access to dentist

Assist Financially Money is a problem later in life. The pension is £150 on average why dose it cost over £1000 to stay in a care home ?

Clear one stop help point - that doesnt just pass you on to relevant agency but actually ensures you get help. Ie named mentor to contact/help/coordinate.

Provide clubs and transport

Lobby government for better support, and the ability to spend its assets as determined. I pay tax and council tax. And I get naff all back for it apart from my bins collected... I don't use the library, I don't even have streetlighting on my road. What do I get for my whack, when you're all sitting back, congratulating yourself on the wonderful job you're doing and deciding what artwork to put on council office walls...

By making sure that they don't have to worry about their basic needs i.e keeping a roof over their heads and enough food to eat.

The council needs more money to provide enough proper social support to frail elderly people.
Community Land Trust affordable homes for example Peninsula Villages CLT
Council should stick to bringing some efficiency and competence to what they do, and stop empire building
Have options plus someone to chat those options through with older people

Regular check ins from volunteers/social workers especially where there are no wardens. Those places that have no warden need extra special attention in my experience.
More befriending schemes

Prioritising the welfare of those living on their own, not allowing them to slip through the cracks
Financial support where needed & at an appropriate level
More availability of respite service. Carers.
Subsidised good quality exercise and social opportunities
Good quality affordable housing and good public transport

I live on a large housing estate and am shocked that there are very few community involvement opportunities. I have been to excellent community centres in Martlesham and Kesgrave but we have nothing like it in Felixstowe. My housing estate is not well served for me to take part in any community activities as it only has a pub and a betting shop within walking distance.
Community hubs should be considered
Suitable housing is the most important
More sympathetic and common sense approach by staff. Too many rules and regulations that appear to limit a common sense approach from staff. Staff also appear to be overloaded with case work and give little time to clients.
Full cradle to grave support with fully funded social services and social housing
Community transport to community coffee mornings, age/ specific interest groups and dementia sessions
Trusty worthy people: The elderly are very vulnerable to unscrupulous carers.

Provide information through Parish Councils and newsgroups to highlight the services available.

Provide or facilitate a daily check service whether it be a phone call, an SMS requiring a response or something as simple as a push button that sends an "I am ok" message to a central control system who would react if no such message is received on any particular day.
It is getting very difficult to find NHS dental treatment

Better public transport, easier access to in-home care services if they become necessary

Social Activities out of the home

Encourage community groups, village halls etc. Traffic management so people can safely walk out of their houses.

If possible help them stay in their home if that's what they want, if not at least some options that take into account what gives quality of life to that individual.

mediation service for neighbour disputes

More regular affordable/free caring support which is at good convenient times and consistent

Incorporate area for development of independent living schemes into future planning.

A chance now and then to go to any sort of club, painting, needlework, knitting, chatting and a cup of tea.

Where to start! At home care services have been devastated in the last couple of decades. Investors have moved in marketing a housing solution called assisted living which is the most profitable housing investment at the moment. They are not the answer for most. Properly coordinated home care including medical care and things like gardening and maintenance need to be provided. A form of equity release could provide money to purchase these services for home owners. Social care as run by the SCC has no input into preventative services as it used to and what is now provided largely by volunteers or private companies is a lottery!

more home care

Community centres and virtual community centres, accessible public transport, easy to access health and social care and advice, a central hub (maybe in a town centre) which older people can access, socialise and get medical advice and benefits advice.

Accessible transport

Foster the development of self help local community groups

lack of company

Make property affordable for older people who don't have a private pension and have to survive on government pension only

Knowing where to go when they need help and support and how much it cost

Easily accessible information about what schemes are available and how to apply

Support worker. Telephone number online support.

Its a difficult problem but the reopening of community centres, hubs, would provide older people with a base to visit and meet with others and gain advice.

Better support for those caring for those with dementia

Transport

Provide suitable housing schemes

Ensuring there are places for older people to meet and socialise

More financial support from government and council so I don't have to lose all my money

loneliness - I would suggest council visitors to drop in

Fine at the moment but things will change

More rented independent living units

Loneliness is a big issue it would be nice to have a point of contact as this would help any issues arising

Certainly some kind of status change and referral system via a societal group

Until Social Care is adequately funded by central government this question is academic

Social meeting place with occasional excursions to places of interest, invited speakers etc.

Adequate social care in their homes and care homes that don't cost the earth!

Free access to fitness centres, free transport to cultural and social activities.

lunch clubs, whist drives

More community groups

public transport

Regular medical check ups, free social activities and clubs

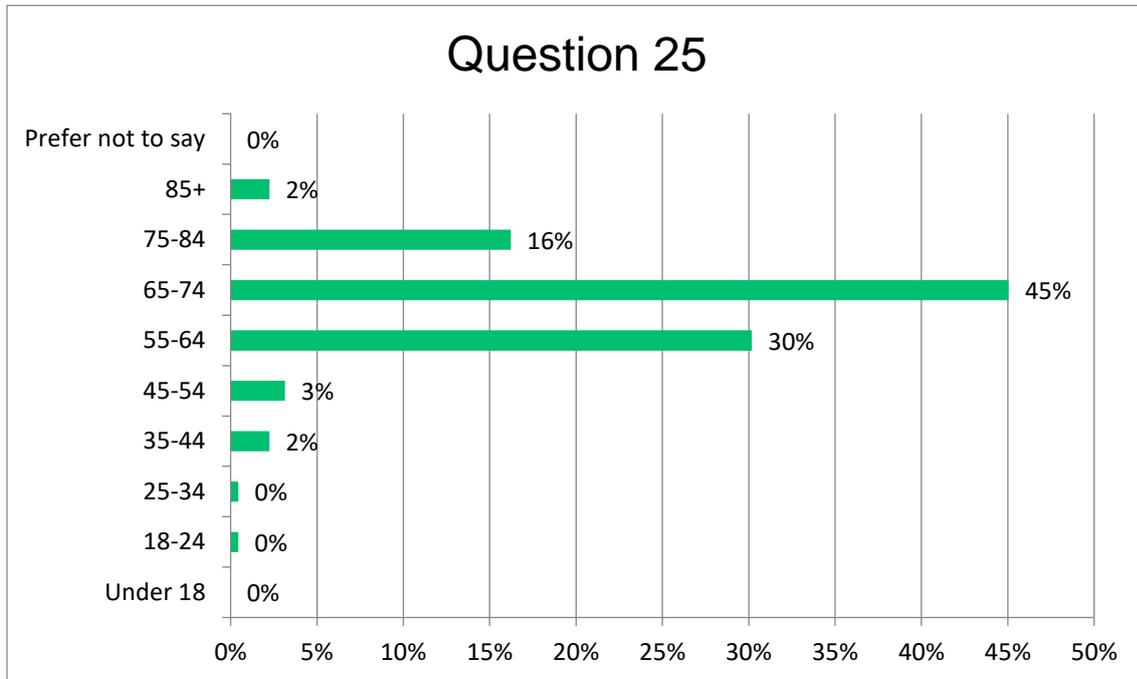
Question 24 – Summary

44% (101 respondents) provided comments to this question.

The main themes were transport, social activities, advice, support and the affordability of housing for retired people and care services.

Monitoring Questions. These questions were asked to comply with the Equalities Act, 2010 and to ensure the Council was not discriminating against any group. All answers are anonymous and cannot be traced back to the respondent.

Q25 Please tell us what age group you identify with?



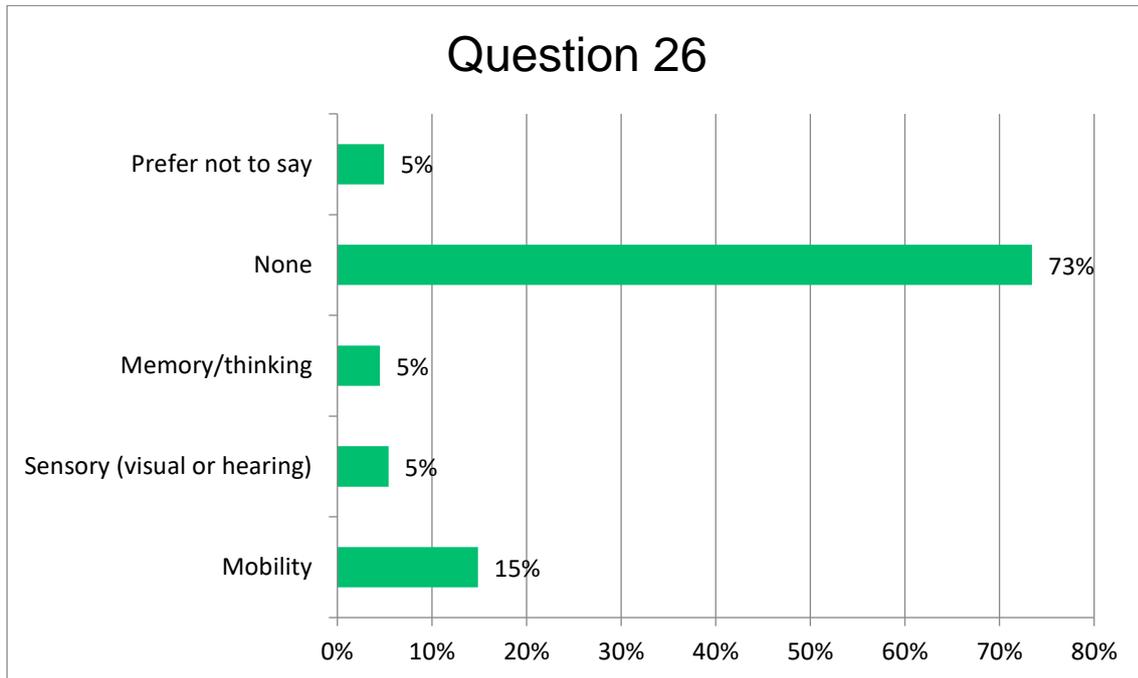
Question 25 – Summary

45% (100 respondents) were aged 65-74 and this was almost half of all respondents who completed the survey.

30% (67 respondents) were aged 55-64 followed by 16% (36 respondents) who were aged 75-84. 2% (5 respondents) were aged 85+. In contrast, 6% (14 respondents) were aged less than 44 years of age.

34 respondents did not answer this question. However, there is a good representation of the target audience and their families.

Q26 Please tell us if you consider yourself to have a disability

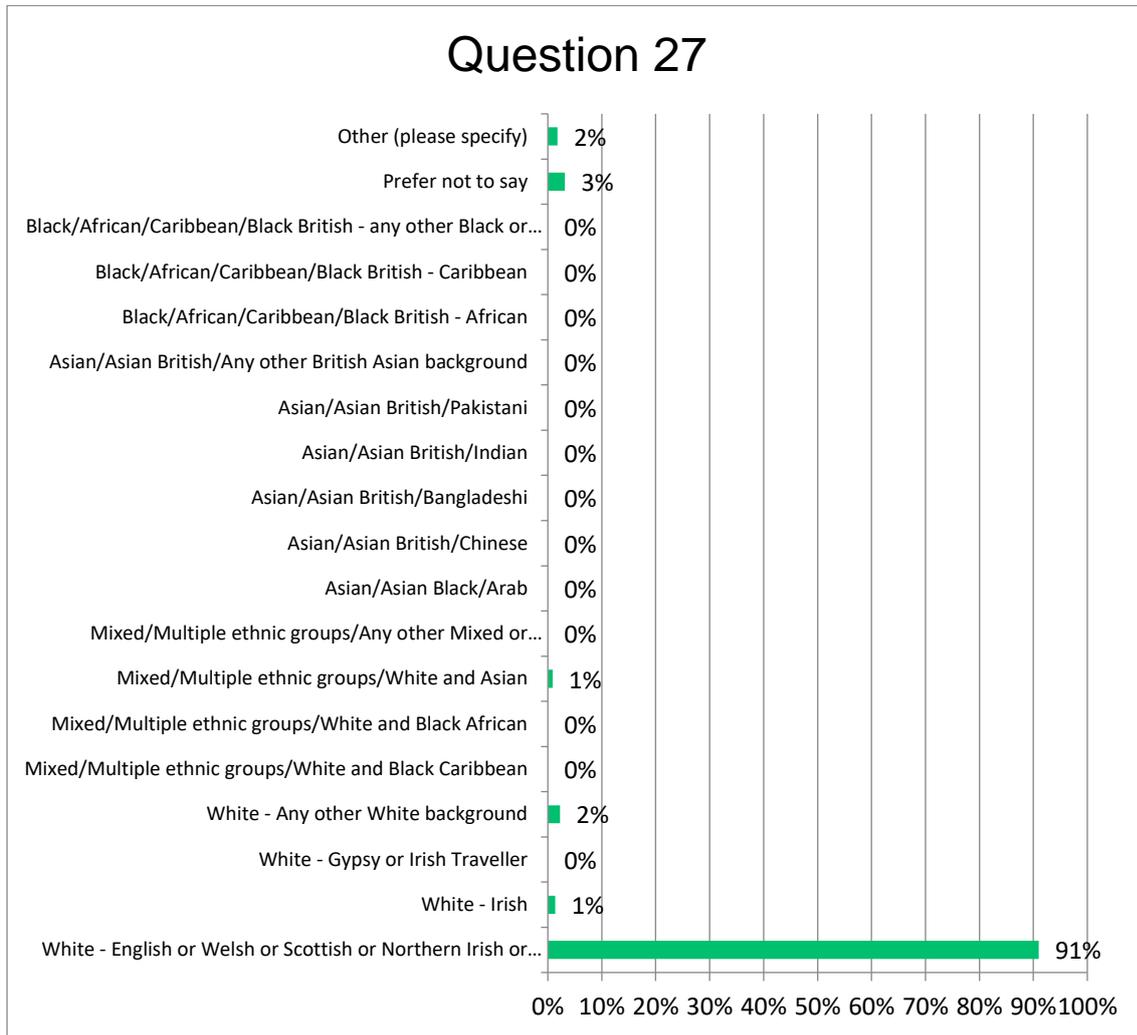


Question 26 – summary

76% (163 respondents) stated they did not have a disability. This is compared to 25% (55 respondents) who stated they did have a form of disability. This is broken down as 15% (33 respondents) mobility, 5% (12 respondents) sensory and 5% (10 respondents) who had memory difficulties.

5% (11 respondents) preferred not to say and 34 respondents did not answer the question.

Q27 Please tell us what ethnicity you identify as.



Question 27

Other (please specify)

European white

Turkish

Why do you need to know this ???

Antipodean

Question 27 – Summary

91% (202 respondents) identified as White – English or Welsh or Scottish or Northern Irish or British.

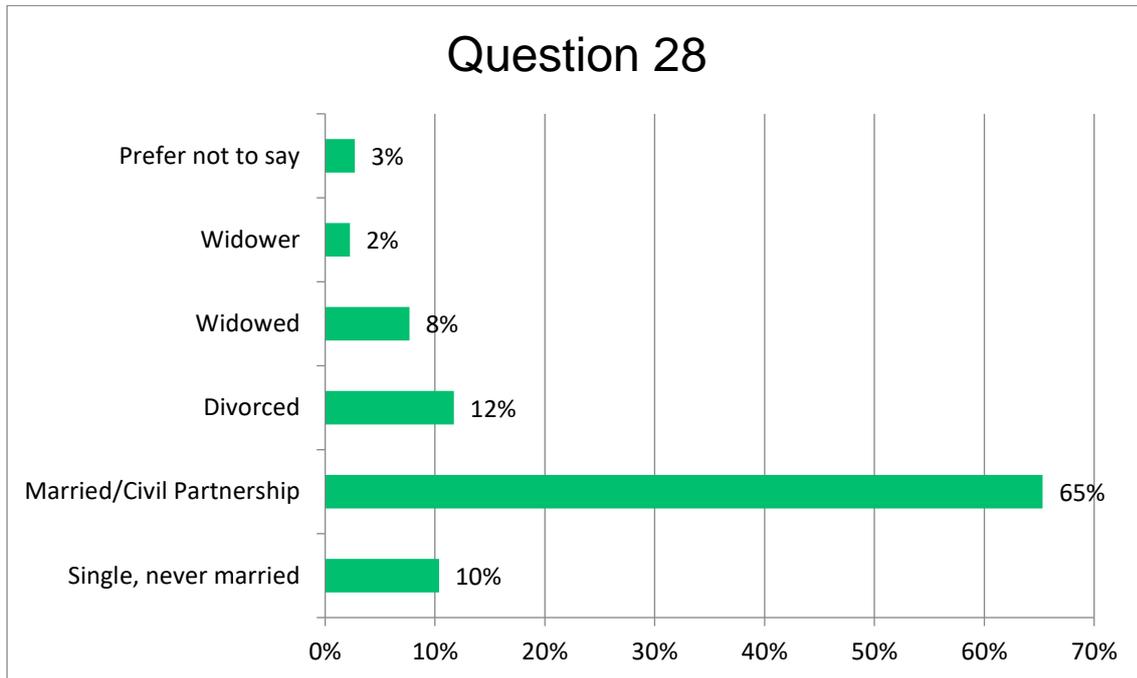
1% (3 respondents) identified as White – Irish.

2% (5 respondents) identified as White – any other background

1% (2 respondents) identified as Mixed/Multiple ethnic groups/White and Asian

7 respondents preferred not to say and 2%(4 respondents) answered other. This included European White, Turkish and Antipodean.

Q28 | Please tell us your martial status



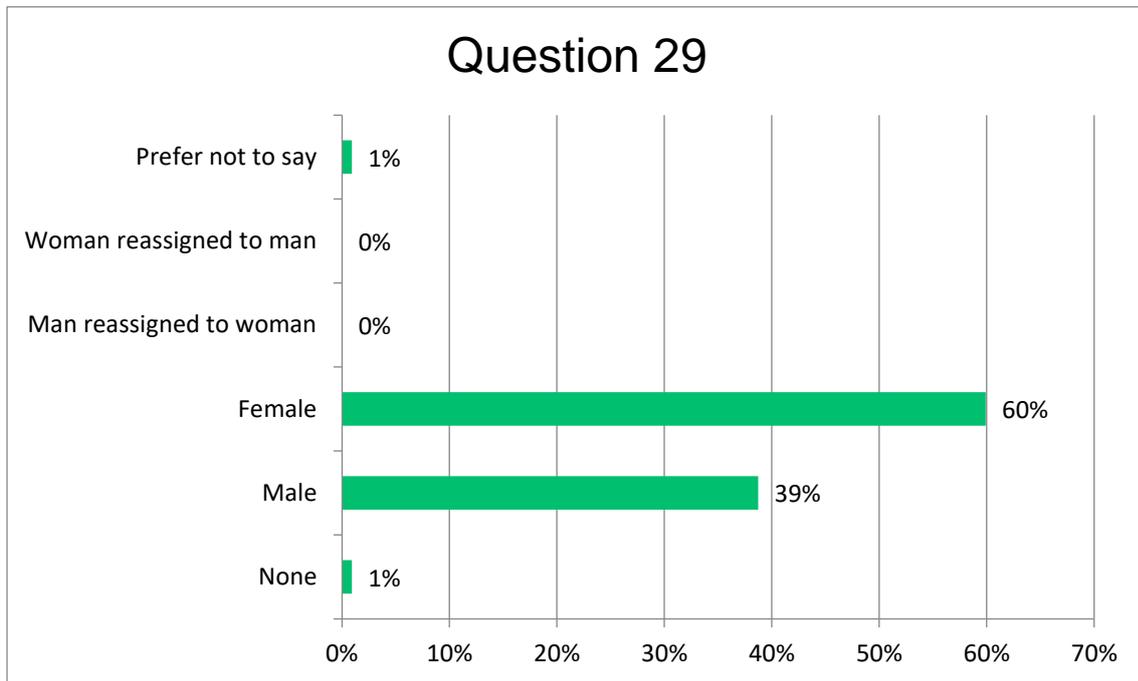
Question 28 – Summary

65% (145 respondents) identified as married/Civil Partnership
12% (26 respondents) identified as divorced
10% (23 respondents) identified as single, never married
8% (17 respondents) identified as widowed
2% (6 respondents) identified as widower
3% (6 respondents) preferred not to say.

From the relationship status, its possible that 32% (71 respondents) live alone. This may impact on the respondents wellbeing and support needs. This may have policy implications.

34 respondents skipped the question.

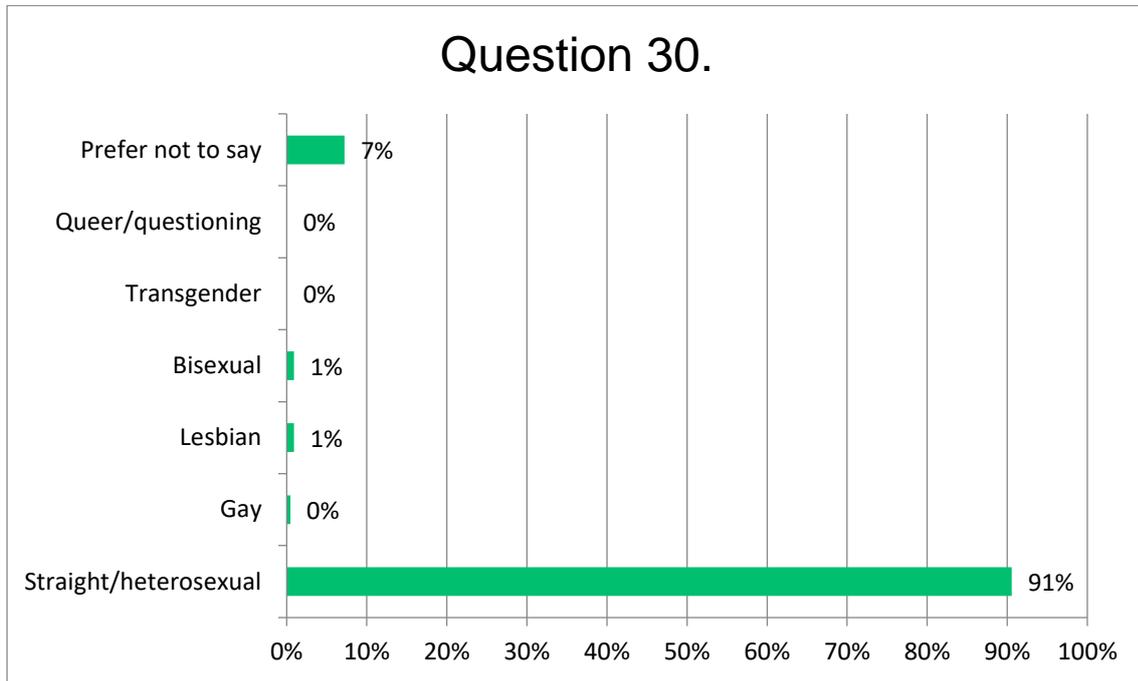
Q29 | Please tell us what gender status you identify yourself as?



Question 29 – Summary

60% (133 respondents) identified as female
39% (86 respondents) identified as male
2% (4 respondents) preferred not to say or identified as none.
34 respondents did not answer this question.

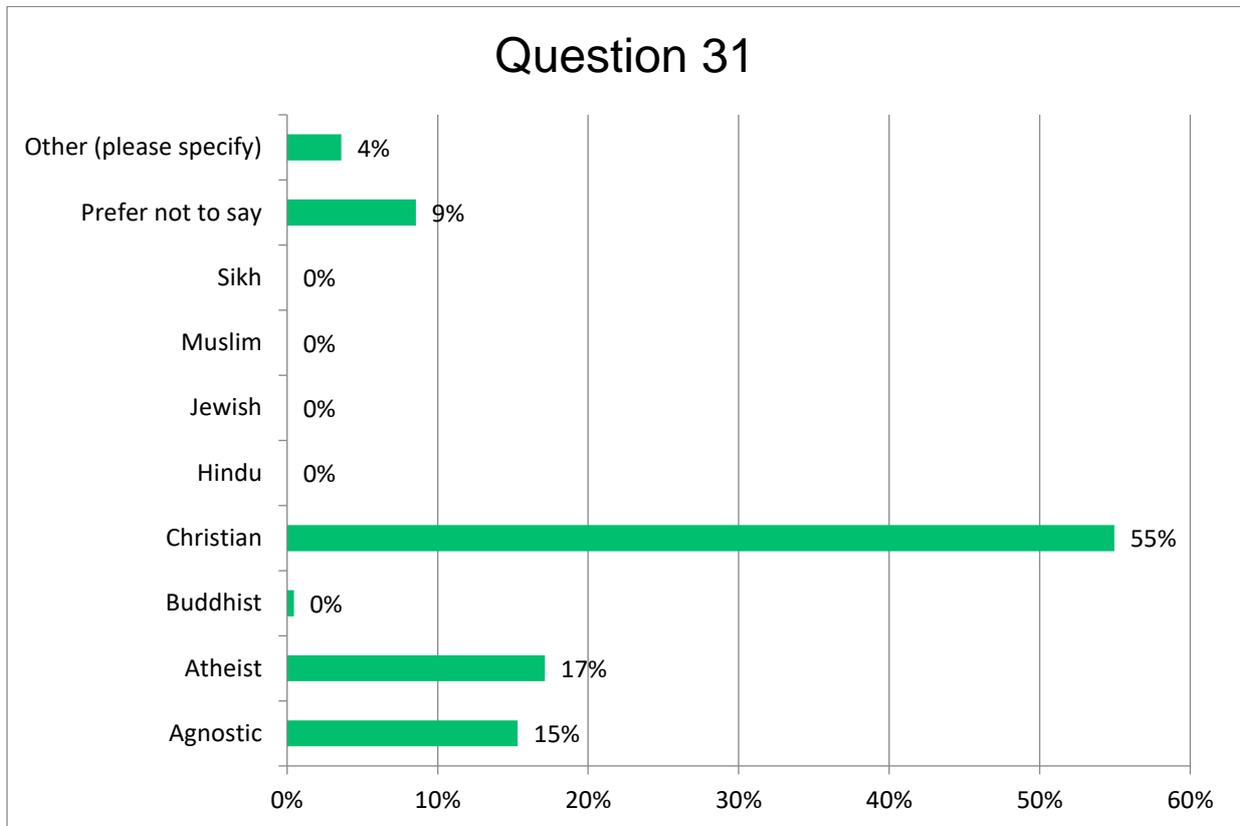
Q30 | Please tell us what your sexual orientation you identify yourself with.



Question 30 – Summary

91% (201 respondents) identified as Straight/heterosexual
3% (5 respondents) identified as Gay/Lesbian/Bisexual.
7% (16 respondents) preferred not to say
34 respondents skipped this question.

Q31 Please tell us what religious belief you identify with.



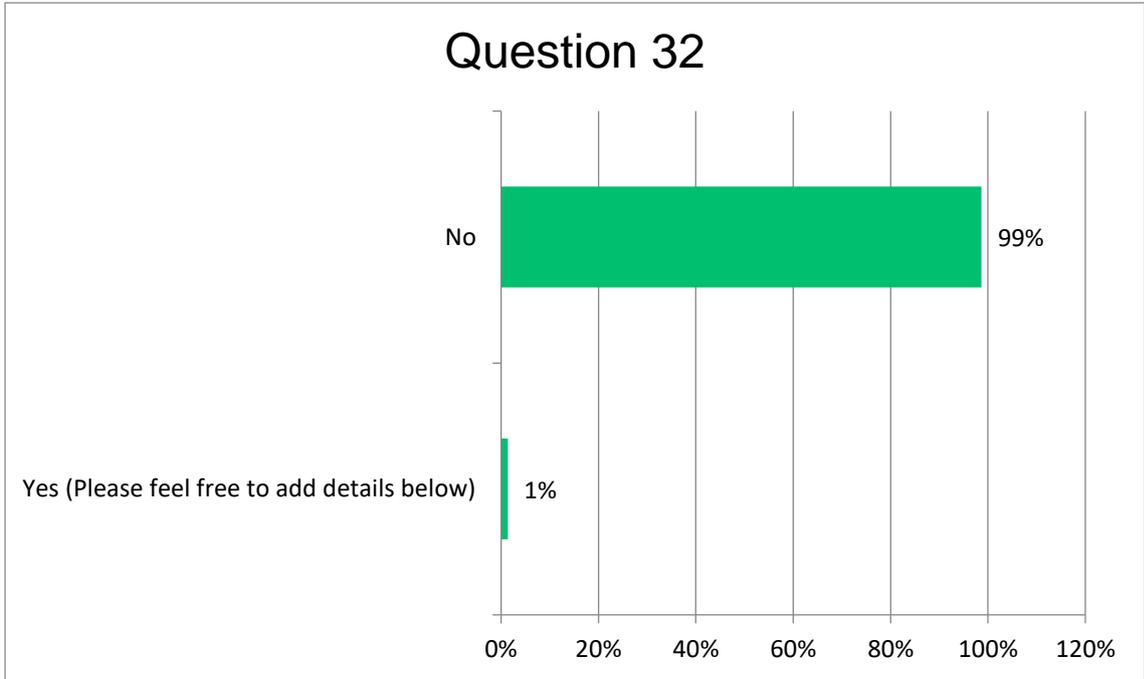
Q31 Other (please specify)

- None
- Humanist
- None
- None
- Cathar
- Pagan
- WTAF? Why? Spiritual / White
- Witch
- Blah

Question 31 – Summary

55% (122 respondents) identified as Christian
17% (38 respondents) identified as Atheist.
15% (34 respondents) identified as Agnostic
9% (19 respondents) preferred not to say.
1% (1 respondent) identified as Buddhist.
4% (8 respondents) stated other.

Q32 Please tell us if you have previously experienced discrimination in accessing housing based on your lifestyle, belief or status. Please note, issues with current housing applications should be directed to the Council's 'HomeOptions' Team. Please call 01502 523524



Q32 Details can be added here

It was a long time ago and it was Hertfordshire. Husband's nationality was Indian at the time and we were put in a real slum while others who'd been behind us in the queue were given new houses. N?A

When my wife and I were planning marriage in 1980 we applied for a council house. We were told that my future wife would need to be pregnant to get priority for a council house n/a

I need rehousing. 'Homechoice' take far to long to access application s in the meantime. Tenants are struggling

Question 32 – Summary

99% (219 respondents) did not leave any details of discrimination.
 1% (5 respondents) left comments. One was related to Racism whilst 2 were related to national housing policy.

Analysis weighted for respondents who lived alone.

The survey results were analysed using weighting techniques.

Single people, never married or lived alone due to bereavement or divorce.

11 Respondents gave this as their marital status.

4 respondents had never married; 4 were divorced; 1 was widowed and 1 was a widower.

All 11 respondents stated there was not enough RL schemes (QX) and 10 respondents stated there was a need for affordable housing either as part of a mixed tenure scheme or a stand alone scheme.(Q7)

Single people stated a property with at least 2 bedrooms and being close to shops and services would attract them to move to an RL housing scheme. One comment suggested that the respondents current housing did not promote good mental health and that they sought to move in the future.

Q9 raised issues mainly about the cost of moving into an RL housing scheme. Better services and information on RL were cited in the comments.

6 of the 11 respondents felt that living in an RL housing scheme would help prevent older people from experiencing depression, anxiety or loneliness.

Q12. Most of the single respondents preferred for an RL scheme in the larger settlements.

Q18, all respondents stated their current home, most of which were houses (owner occupied) were dissatisfied or very dissatisfied with their home and experienced some or a lot of difficulties. Difficulties included difficult to heat or navigate stairs.

Q19. Aspects that respondents were dissatisfied with included accessing their property and getting around it, the cost of heating it and difficulty in accessing friends and family.

Q20. Procuring adaptations was difficult either due to the property being listed or a lack of permission from the landlord.

Q22. 5 respondents had support from friends, family or professional services to assist with household chores, cooking or personal care.

Q26. 4 respondents had mobility difficulties, 1 had sensory difficulties and two had memory difficulties. Respondents with memory difficulties were supported by their family and friends but stated it was difficult to look after their loved one in that property.

Analysis by weighting – respondents with mobility, sensory or memory difficulties

Q5, Respondents support the need for more RL housing schemes delivered either as stand alone affordable homes or as part of a mixed tenure RL scheme. Respondents felt that residents who felt vulnerable due to their health status, physical disabilities or the desire/need to downsize would mainly benefit from RL housing.

Respondents with a form of disability required housing which is easy to get around in and with a walk in shower. In addition, maintenance issues were also mentioned.

Barriers to moving to RL include wanting to stay close to friends and family followed by poor transport links. However, RL schemes were considered to be good at preventing depression, anxiety and loneliness amongst the residents. The location most preferred was Market Towns.

Respondents mainly live in houses with stairs with the support of their partner or spouse but are mainly satisfied with their property. However, access to shops and services is difficult followed by difficulties in the getting around their property. Adaptations may help but most felt the cost was prohibitive.

Around half of respondents with a disability had support or care services in the home by friends, family or professionals. This included household chores, personal care and cooking. However, the cost of accessing professional services was raised in the comments section.

Appendix 2 – copy of survey

Older Person Housing Strategy - East Suffolk Council

Survey questions (*indicates an answer is required)

* 1. Independent Retirement Living Housing Schemes are called different names by private developers,

housing associations and Councils. Please click on the terms you think mean independent living (with or

without support) for residents aged 55+ years old. You may tick more than one box.

Assisted Living

Sheltered/Very Sheltered Housing

Extra Care Housing

Retirement Housing Scheme

None of the above

Please provide the name you associate with this form of housing.

2. Independent Retirement Living Housing Schemes are available for residents once they reach 55 years old.

This is because residents can draw down private pensions from that age. Please state what age you think is a good minimum for retired people to be able to access independent retirement living housing scheme.

* 3. When you think about Independent Retirement Living Housing Schemes, what type of property do you

think people live in? You may tick more than one box.

Single room

Flat

Bungalow

House

Please add your reasons here

4. Please state if you agree or disagree with this statement. I would prefer to live in an Independent

Retirement Living Housing Scheme without affordable (social) rented housing.

Agree

Disagree

5. Do you think there is sufficient availability and choice of independent retirement living schemes in East

Suffolk ?

Yes

No

* 6. Who do you think would benefit the most from living in an Independent Retirement Living Housing

Scheme for people aged over 55 years? You may check more than one box.

Older people who are still working

Older People who want to live in a mixed age community

Older people living with Dementia

Older people who are highly active and independent

Older couples

Older people with physical disabilities

Older people wishing to downsize

Older people who feel vulnerable because of health issues

Older people who want to live near people of a similar age

Other (please specify)

* 7. Do you think there needs to be more Independent Retirement Living Housing Schemes for people aged

over 55 years?

Yes - more private freehold/leasehold schemes

Yes - more leasehold (shared ownership) schemes

Yes - more private rented schemes

Yes - more affordable (social) rented schemes

Yes - mix of private/leasehold/affordable (social) rented homes

No - there is enough choice across all tenures

Please give more details about your answer

* 8. What would make an Independent Retirement Living Housing Scheme attractive to you to move into?

(You can click more than one box)

Already live in Independent Retirement Living housing scheme

Do not want to live in Independent Retirement Living housing scheme

Easy to access and get around including walk in shower

Shops and services - (hair salon/gym etc)

Social activities and clubs

Size - at least 2 bedrooms

Support staff - personal care/household chores

Services to maintain home, ie, cleaning, cooking, laundry services

Repairs and maintenance (gas/electric)

Communal garden space

Personal garden space

Parking space

Other provide more details.

* 9. The Council wishes to understand what guides residents decisions about where they live. Please tell us

what do you feel are the barriers to making a move to a specifically designed independent retirement living

housing scheme for retired people (with or without care services)?

Don't want to leave family home

Easier and safer to stay in current home

Stress of moving

Want to stay near to family and friends/social groups

Cost of moving to private retirement living scheme

Cost of moving to rented (social) retirement living scheme

Lack of good transport links

Please give details to support your answer

* 10. Research has shown that older people can experience depression, anxiety or loneliness at times. Would

you agree that living in an independent retirement living scheme could help prevent older people experiencing

these negative emotions?

Agree

Disagree

If disagree, please give details below.

Please add details in support of your answer

* 11. Independent living retirement housing schemes owned and managed by housing associations or the

Council provide the best level of care, support and value for money. Do you agree with this statement?

Yes agree with statement

No - do not agree with statement

I don't know

* 12. If you were to move to an independent retirement living scheme, what would your preferred settlement

type be?

Main Town - Lowestoft or Felixstowe

Market Town

Large village

Small village or hamlet

Older Person Housing Strategy - East Suffolk Council

About your home

Other (please specify)

* 13. What type of property do you currently live in?

House

Bungalow

Flat or maisonette ground floor

Flat or maisonette with lift

Mobile home or caravan

* 14. Is your current home

Independent/family home (owner occupied)

Part of an independent retirement living scheme - Leasehold

Part of an independent retirement living scheme - rented - private landlord

Part of an independent retirement living scheme - rented - social landlord

Other (please specify)

* 15. Who lives with you, what are their relationship to you? You may tick more than one box.

Lives alone

Partner/spouse

Children

Sibling

Friend/lodger

* 16. How many bedrooms does your current property have?

1

2

3

4+

17. How many years have you lived in your current home?

Please add more details of your needs

* 18. How satisfied are you with your current home?

Very satisfied - our home meets all our needs

Satisfied - our home meets some of our needs

Neither satisfied nor dissatisfied - our home does not cause us any difficulties

Dissatisfied - our current home causes some difficulties

Very dissatisfied - our current home causes us a lot of difficulties and we need a better designed property.

* 19. Please tell us what parts of your home you are dissatisfied with. (You can tick more than one box)

Not applicable

Access to and getting around the homes is difficult at times

Heating the property is difficult

Heating the property is expensive

Size - too big

Size - too small

Access to shops and services - difficult

Access to friend and family - difficult

None of the reasons stated

Other (please specify)

* 20. Some residents prefer to have adaptations made to their property instead of moving to a different property.

Please tell us what are the barriers to securing adaptations to your property? (You can click more than one

box)

No barriers

Cost

Application process

Private landlord will not give permission

Social Landlord will not give permission

Building is protected (listed) or not suitable to adapt

Please provide more details based on your answer

* 21. If anyone in your household is experiencing Dementia or memory difficulties, how satisfied are you with

your current living arrangements?

Not applicable

Property is fine, but additional support to care for loved one experiencing Dementia or Memory difficulties would be appreciated

Very satisfied - it is easy to care for loved one experiencing Dementia or Memory difficulties with the support services we receive.

Satisfied - caring for loved one experiencing Dementia or memory difficulties can be stressful at times.

Neither satisfied nor dissatisfied - it is not difficult or stressful to care for loved one experiencing Dementia or memory difficulties in current home.

Dissatisfied - there are daily difficulties in caring for loved ones experiencing Dementia or Memory difficulties in this property.

Very dissatisfied - the property is unsuitable to care for loved ones experiencing Dementia or Memory difficulties

* 22. The Council wants to understand what support (if any) residents need to live well and independently.

Please tell us (anonymously) if you receive any assistance in your home with day to day activities and who

provides that help. (You can click more than one box)

No support needs

Personal Care - family/friends

Personal Care - professionals

Household chores - family/friends

Household chores - Professionals

Cooking - Friends/family

Cooking - Professionals

* 23. If you receive support services to live well and independently in your home, please tell us how satisfied

are you with the support/services you receive?

Do not use or need support services from anyone

Very satisfied - support services provide excellent standard of support

Satisfied - support services provide good standard of support.

Neither satisfied nor dissatisfied - support services meet expected standards

Dissatisfied - support standards do not meet expected standards

Very dissatisfied - support services do not meet expected standards and cause stress or anxiety

Other give details if dissatisfied

Please add suggestions here

* 24. Research has shown that older people experience change as they get older due to loss of loved ones,

financial issues as well as physical and mental health issues. What do you think the Council can provide or enable to support the health and well being of older people?

No suggestions to make

Older Person Housing Strategy - East Suffolk Council

Monitoring Data

The questions on this page help to ensure the Council is not discriminating against residents based

on a their age, disability, gender reassignment, marital status, pregnancy, race, religion, sex or sexual

orientation. This is in line with the Equalities Act 2010. All responses are anonymous.

* 25. Please tell us what age group you identify with?

Under 18

18-24

25-34

35-44

45-54

55-64

65-74

75-84

85+

Prefer not to say

* 26. Please tell us if you consider yourself to have a disability

Mobility

Sensory (visual or hearing)

Memory/thinking

None

Prefer not to say

* 27. Please tell us what ethnicity you identify as.

White - English or Welsh or Scottish or Northern Irish or British

White - Irish

White - Gypsy or Irish Traveller

White - Any other White background

Mixed/Multiple ethnic groups/White and Black Caribbean

Mixed/Multiple ethnic groups/White and Black African

Mixed/Multiple ethnic groups/White and Asian

Mixed/Multiple ethnic groups/Any other Mixed or Multiple Ethnic Background

Asian/Asian Black/Arab

Asian/Asian British/Chinese

Asian/Asian British/Bangladeshi

Asian/Asian British/Indian

Asian/Asian British/Pakistani

Asian/Asian British/Any other British Asian background

Black/African/Caribbean/Black British - African

Black/African/Caribbean/Black British - Caribbean

Black/African/Caribbean/Black British - any other Black or African or Caribbean background

Prefer not to say

Other (please specify)

* 28. Please tell us your marital status

Single, never married

Married/Civil Partnership

Divorced

Widowed

Widower

Prefer not to say

* 29. Please tell us what gender status you identify yourself as?

None

Male

Female

Man reassigned to woman

Woman reassigned to man

Prefer not to say

* 30. Please tell us what your sexual orientation you identify yourself with.

Straight/heterosexual

Gay

Lesbian

Bisexual

Transgender

Queer/questioning

Prefer not to say

* 31. Please tell us what religious belief you identify with.

Agnostic

Atheist

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

Prefer not to say

Other (please specify)

Details can be added here

* 32. Please tell us if you have previously experienced discrimination in accessing housing based on your lifestyle, belief or status. Please note, issues with current housing applications should be directed to the Council's 'HomeOptions' Team. Please call 01502 523524

Yes (Please feel free to add details below)

No

Older Person Housing Strategy - East Suffolk Council

Prize Draw and thank you

All responses are anonymous but respondents will be invited to join small discussion groups over the summer. Please email the Housing Strategy and Enabling Manager via the olderpersonconsultation@eastsoffolk.gov.uk.

As a thank you for taking the time to complete this survey. A prize draw will be held offering one lucky participant the opportunity to win a £50 gift voucher of your choice. If you would like to put your name forward, please email olderpersonconsultation@eastsoffolk.gov.uk or call the Council's customer services team on 0333 016 2000 and ask them to forward your

details on your behalf. This will ensure all responses remain anonymous. The prize draw will be announced on Friday 2nd July via social media and the Councils website.