

**APPENDIX 2**

**Age Friendly Borough  
Community Conversation Workshop  
Monday 6th June 2016**



## **Background**

Southwark Council confirmed its intention to become an Age Friendly Borough in July 2014 stating “We want you to get the best out of Southwark whatever your age so we will become an age friendly borough, including the delivery of an ethical care charter and an older people’s centre of excellence”. In September 2015 a workshop was held with key stakeholders to “kick start” the programme.

Southwark then launched a community engagement programme in the autumn. This focused upon understanding people’s experiences of the borough in relation to the eight themes that the World Health Organisation has produced as a checklist of essential features:-

- Outdoor spaces and buildings
- Transport
- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community and health services.

Following the Community Conversation engagement programme Southwark commissioned The Centre for Policy on Ageing (CPA) to deliver a workshop held on 6<sup>th</sup> June 2016. The purpose of the work shop was to:

- reflect upon the emergent themes from the engagement programme
- develop creative responses to address these themes
- consider what’s needed to drive ownership of the programme to deliver Southwark becoming an age friendly borough

This report is not intended as merely a write up of the day but also to present the CPA perspective. It draws upon the points, comments and ideas that arose during the workshop to assist the next steps for Southwark to embark upon its Age Friendly programme.

The workshop programme is attached at Appendix 1.

## **Background & Emergent Themes from the Engagement programme**

A dialogue took place early in the workshop programme with Jessica Leech, Resident Participation Coordinator Southwark Council, who gave the background to community

conversations engagement programme and the activity that had taken place since autumn 2015.

The intention was to “tell the story” of the engagement programme process, to draw out the highs and lows , what worked, what were the shortfalls in order to learn from the experience. The themes emerging from the community conversation engagement programme are attached at Appendix 2.

In terms of emergent themes as captured by the programme the issues most often raised were around social participation and social isolation, housing and transport. There was a keen interest in mixing with different age groups and the notion of intergenerational activity.

Jessica and the team reported that many people thought that Southwark did well already, and there was a lot on offer and had many positives to say about the borough. In particular the free swim and gym was praised for facilitating people staying active, and for its universality.

The engagement team had had strong support and involvement from voluntary sector organisations. Jessica emphasised how valuable it had been working with the Voluntary sector groups it had really helped to keep the programme alive and vibrant. There had also been a very receptive and insightful response within sheltered housing.

### **CPA comments**

Although Southwark is clearly committed to developing an Age Friendly Borough the engagement team was limited in its capacity to realise the aspirations indicated at the first workshop.

Although the questionnaires had a good response from residents in their 40s and 50s the focus groups within the engagement programme mainly reflected the current cohort of older people when considering Age Friendly issues.

Also given these limitations it clearly has been challenging to engage and develop an all age perspective that includes the needs of people who work in and visit the borough as well as those who live there.

A rapidly emerging issue as a result of our ageing society is understanding and planning for the interests and needs of older consumers (including tourists) as well as the implications of extended working lives. It is recommended that Southwark work with the local business community to seek to include the implications of an ageing society and promote age friendly aspects within any economic and regeneration strategy.

### **Emergent Themes from the Engagement programme**

The workshop considered the emergent themes from the engagement programme and discussed creative responses to address these themes. The flip chart write ups from the workshop are attached at Appendix 3.

The workshop highlighted several themes underpinning the specific ideas and suggestions for achieving an age friendly environment.

There were already many initiatives provided and undertaken by Southwark Council or within the community that contributed to an age friendly approach. As noted above the engagement programme highlighted comments such as appreciating the free swims and gyms, parks and green spaces are very popular, especially initiatives such as Cooltan; the workshop referred to the various local “big lunches and socials” , the intergenerational IT projects in schools.

There were several other examples of local communities, churches, small neighbourhood level activities that were “under the radar”.

The workshop felt that it was important that although the programme needed to be driven with clear vision and leadership it also needed to nurture involvement, appreciate and incorporate local contributions to a strategic vision.

- It was recommended that the aspiration of becoming an age friendly borough be communicated and give some identity as an ongoing story not just one off events.
- To create some overall strategic framework within which local initiatives can relate.
- It was strongly recommended that existing “age friendly” initiatives (both those provided by Southwark and by local communities) be “mapped and audited” and communicated in a coherent manner within this strategic framework.
- Ensure that people are aware of “what’s on offer already”
- To celebrate and share good practice e.g. the “Dulwich model” – intergenerational IT at local secondary school (Linkage)

The ambition to create an age friendly borough needs to capture the imagination, empower, include and acknowledge the contributions of people at a local neighbourhood level.

- It needs to be “sexy” and celebrate having fun.

There were many references which harked of “reclaiming territory” such as open spaces, exploring the use of parks and open spaces by organisations, multi use and creating opportunities for intergenerational activity. This included “pocket” spaces and green links as well as the large parks.

### **CPA comments**

The workshop discussion focussed upon the need for leadership, vision and an empowering infrastructure. The Local Government Association publication - Ageing: The

Silver Lining refers to the approach adopted by councils who are part of the UK Age Friendly Cities Network see Appendix 4.

Southwark could for example consider drawing upon the “petals” of the WHO eight domains and provide a statement such as ...

- *Making Southwark a great borough to Grow Old in*
- *Older people have an increased healthy life expectancy supported by integrated health and social care services*
- *Southwark is a welcoming borough, accessible to all where older people feel, and are, safe.*
- *Older people are able to access a broad range of affordable and accessible transport options to get about the borough easily*
- *Southwark actively involves older people to deliver housing that meets the needs of an ageing population*
- *No-one is lonely; there are a range of opportunities for people to live healthy, active and fulfilling lives in Southwark*
- *Ageing is promoted positively and older people feel worthwhile and valued as citizens of Southwark*
- *Older people in Southwark actively participate in the borough through education, employment, training and volunteering*
- *In Southwark all older people, their friends family and support networks have easy access to information which makes their lives better*

*And then indicate Priorities, for example:*

*“Whilst we wish to use the WHO audit, and develop the priorities further, but we already know (because older people have told us) that we need to include a focus on”:*

- *Tackling Loneliness and Social Isolation*
- *Transport*
- *Housing*
- *Intergenerational Work*
- *Healthy and Active Lives (Exercise, Nutrition)*
- *Information (Inc. Digital Inclusion)*
- *Community Planning and Management*
- *Employment (Inc. Work, Retirement, Volunteering).*
- *Cultural Offer*

The workshop discussion and the emergent themes resonate with the findings and recommendations of current research and policy documents such as Towards the All Age Friendly City.<sup>1</sup> See Appendix 5

Towards the All Age Friendly City looks at the intersection between the World Health Organisation's work on age-friendly cities and UNICEF's work on child-friendly cities. It aims to spot potential conflicts in the design and use of cities by older and younger citizens, as well as understand where these groups of citizens have the same needs and so can use cities in new collaborative ways.

In addition the issues neatly fit with the recently published report by Government Office for Science - The Future of Ageing Foresight Project. This brings together evidence about today's older population, with future trends and projections, to identify the implications for the UK. This evidence will help government to develop the policies needed to adapt to an ageing population.<sup>2</sup> See Key Findings Appendix 6

For example:-

The All Age Friendly city report highlights

- 1. Designing to enhance the capacity for intergenerational solidarity, · in particular, by building trust between different age groups and by creating opportunities for spontaneous encounters; and
- 2. Designing for the shared mobility and living needs of children, young people and older adults, · in particular, by developing new approaches to public transport, public space and housing.

The report also refers to:-

- Social statistics are usually presented in a format that encourages fear and anxiety.
- A simple strategy for building trust and confidence .....was the creation of public interfaces that could share data that was actively positive and encouraging of participation in public spaces.
- The need to re-design public spaces for all-age use in order to create better opportunities for encounter between generations.
- disrupt assumptions and social practices organized around familiar divides between public and private, between domestic, personal and collective living, that can produce habits and practices conducive to loneliness and generational isolation

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<sup>1</sup> Towards the all-age-friendly city 01 October 2014

<sup>2</sup> Future of an ageing population - Government Office for Science - 7 July 2016

The Future of Ageing report refers to:-

- Thinking 'beyond the building' to include the neighbourhood and community. Interventions that improve homes are likely to be less effective without similar improvements in the neighbourhood. The ability to socialise and to access services are particularly important.
- Neighbourhood environments contribute to good health by providing opportunities for exercise.
- Neighbourhoods contribute to wellbeing and quality of life by providing opportunities for contact with nature and social interaction. Access is a key component of this, including availability of seating and toilets, and density of bus stops.
- Neighbourhoods which enable people to access health and social care and local services demonstrate better health outcomes and fewer emergency hospital admissions.

The report also highlights some policy challenges which echo the workshop discussion:-

- Currently, older people are more likely to work from home. Conditions that reduce the ability to work effectively from home, such as lack of high speed broadband access, impact older workers. If care is to be increasingly provided in the home, houses need to be appropriate for that.
- Workers in an ageing population face multiple barriers to fuller and more productive working lives. These include ergonomic and workplace design issues, workplace discrimination, managing caring responsibilities and the availability of work which makes full use of older adult skills.

### **The Age Friendly Borough Programme process: Next Steps**

The workshop considered what might action and activity would assist in the implementation of the Age Friendly Borough programme.

Jessica informed the workshop that the outcome of the community conversation engagement programme was to be reported to Southwark Council Cabinet in October.

### **Opportunities**

1. It was noted that TFL transport guidance was due to be coming out early autumn; it was suggested that as transport had featured strongly in the community conversation programme that it would be advantageous to make early representations to the Mayor's strategy.
2. It was mentioned that if there was to be an extension to the Bakerloo line it was queried whether there was sufficient land to ensure access for all.

3. The next Pensioners Forum meeting will be on transport with an older peoples focus.
4. It was suggested that the Planning Department could undertake to consider and examine Age Friendly planning issues in its next review programme.
5. Similarly a review of Housing Lifetime standards - are they really age friendly?
6. The planned re-generation of the Old Kent Road could be a great opportunity. Could it be an Age Friendly development? It was suggested that TFL could be lobbied to set the Age Friendly standard perhaps an exemplar?
7. If adopting age friendly measures could be inserted into work plans then progress will be monitored and measurable.
8. It was noted that work would commence on the Manifesto next year might this be an opportunity to embed the ethos of an Age Friendly borough. .
9. It was suggested that as part of the procurement process when Southwark invites third parties to tender it could require they indicate how they might deliver on age friendly priorities.
10. Could the council's grant funding have Age Friendly priorities identified as part of their criteria?
11. The Council (and partner organisations) need to approach age friendly status as an equal opportunities issue and adopt a "rights based approach".
12. It was suggested that HR Departments undertake a review of polices and practice to seek to become role models with other businesses and organisations for recruiting and retaining older employees.

## **Conclusion**

The community conversation engagement programme has highlighted a wide range of issues and points and the workshops have offered a number of creative suggestions to advance the age friendly programme. However it's acknowledged that it's necessary for those with the responsibility and resources to own and take the decisions to implement these actions, otherwise it's simply a wish list.

It has been made clear from the outset that becoming an age friendly borough is neither solely the council's responsibility nor within its capacity to achieve; it will be achieved

by a multi stakeholder commitment and in particular communicating how residents of Southwark may play a part.

**CPA recommendations:-**

1. There is clearly expressed political commitment for Southwark to become an Age Friendly Borough, however in order to drive the programme there needs to be explicit ownership at senior officer level.
2. The programme should be to be owned corporately (not seen as simply adult social care).
3. CPA would strongly urge the establishment of multi stakeholder reference group for the programme.
4. That an overall strategic vision and framework be developed and an indicative time frame introduced.
5. The programme needs to be incorporated as a “strategic fit” within other communications, policies and plans.
6. The programme should be developed in partnership and with the inclusion of not just older people but a wide range of interested parties and age groups.
7. The programme should seek to adopt a life course and all age friendly approach.
8. In addition to include a wide view of Southwark – residents, people who travel to work in the borough as well as visitors and tourists.
9. That Southwark work with the local business community to seek to include the implications of an ageing society and promote age friendly aspects within any economic and regeneration strategy.

## **Appendix 1.**

### **Programme**

- 9.30           Arrival**  
Coffee & exchange our Age Friendly “conversations”.
- 10.00           Welcome**  
Councillor Richard Livingstone
- 10.05           Outline for the day**
- 10.15           Background & Emergent Themes from the Engagement programme**  
  
Community engagement programme  
Next steps
- 12.00           Scenarios – data and provocations**
- 12.15- 12.45pm   Lunch**
- 12.45pm           Creative responses to address these themes**
- 2.45pm           The Age Friendly Borough Programme process**
- 3.45           Conclusion & Close**

## **Appendix 2.**

### **Age Friendly Borough**

#### **Themes emerging from the community conversation engagement programme**

##### **Social Participation**

- Opportunities for social interaction and getting together with others
- enjoying yourself was seen as a priority and
- wider recognition that isolation and loneliness were key challenges as people age more so now as family structures and patterns, working lives, and living longer have all had an impact on proximity and close and supportive networks.
- Regeneration trends in Southwark are seen as further entrenching some of these negative impacts.
- Desired getting together was both with people 'like me' not just about similar age but similar circumstances or shared interests but also with younger people.
- There is a sense that there is a real disconnect between young and old and that this needed to change to develop a healthier and safer community.
- early intervention seen as critical to supporting people stay healthy – how does this get priority?
- how do you encourage people to participate when they have already lost confidence due to loneliness, or may never been that sociable.
- careful to distinguish between someone feeling lonely and someone being isolated/unconnected
- How do we make sure that enough variety is offered to appeal to most
- Closing of bingo halls has had a negative impact on health, not walking there, not getting fresh air, not seeing friends, not socialising = isolation

##### **Housing**

- social renting offered more choice and opportunities to adapt your housing to meet changing needs as you age – such as SHUs, downsizing, adapting premises, moving to ground floor and disabled units, also that renters even if in same home for 40 years do not view home as a legacy and therefore better placed to let go.
- Few choices for older homeowners especially those who asset rich and cash poor
- All homes need to be flexible so they can be adapted to a range of needs as you age
- A range of practical ideas have emerged such as positioning of sockets and cupboards counter heights and provision of showers as well as baths wet rooms in all homes so they remain flexible and offer on going choice no ceiling lights so light bulbs can be changed also new smart homes need simple control to facilitate their optimum use by older people who less intuitive about smart technology
- Maintaining as much independence as possible for as long as possible not just about being in home that brought family up in but about being able to look after yourself for as long as possible self esteem not infantilising remaining useful or not being useless
- In Southwark there is real concern about how trends in housing has left behind older poorer households in council homes (renting and owning) while family networks are unable to remain in the area and offer support especially so in the North where there is greatest increase in property prices in traditional working class areas – the affordability challenge.
- In areas where there has been greatest development the community that moves in is often very different (and all at once) with different working patterns this has an impact on social networks and informal support that can contribute to pockets of isolation – how do we meet this challenge?
- Is there enough nursing home capacity to cope with an ageing population?

### **Transport:**

- Buses main focus – reflecting the transport use of most of the people.
- Tilting, not moving until people seated,
- clear information provided at stops recognise that not all have smart phones.
- Dial a ride a service delivered at service convenience rather than customer?
- wasteful of resource - mini bus with one passenger.?
- Seating at bus stop

## **Respect**

- Rather than respect and lack of discrimination - the issue here was around
- manners or social behaviours especially in informal contexts and public spaces.
- Noticing caring politeness and courtesy all came up.
- staff talked down to them on the phone (“he spoke to me like a child”),

## **Civic Participation**

- political participation by older people not seen as an issue,
- needed stronger recognition of the role older people play in creating thriving communities and supporting the active participation of the next generation

## **Outdoor spaces and buildings**

- Wider pavements so that paths wide enough for many uses -
- busy places become less intimidating space for people to move around each other.
- Much more seating, access to toilets, challenge in some popular high streets such as Rye Lane, how public realm is used by others e.g. shop keepers using pavements e.g. Rye lane again.
- Be imaginative about how you get to places
- how about motorised shoppers in key spots such as stations (like Boris Bikes)
- People love parks and again places to sit out not just bigger parks but small greens and on our estates valuable. Play areas not big fences saying not for you but smaller to demark space protect young children, encourage informal exchange cross generations.
- Fear of going into parks on own
- Importance of outdoor and green space to well being;
- being able to sit out/ nurture something
- no pets rules in some types of accommodation can deprive people of something to care for
- Defensible space and protection of privacy seen as important even more so if places are part of general public thoroughfares.

## **Communication and Information**

- 'I feel so left out because I struggle to make the most of online opportunities'. Recognition that so much going on but that people don't know about it. This group most likely not to be online but also least well able to navigate through web based information gathering and shopping around.
- Many of the ideas about what should happen are already in place so there is a communication failure.
- Many of the issues about communication impact other communities because of visual impairment hearing loss, may be pre-existing like limited literacy, poor English skills but likely that ageing will create or compound some of these challenges.
- Better channels for getting the message out and integrating who knows and how this is passed on.

### **Community and Health**

- System is complicated and difficult to find your way around
- Hospital and community prescriptions are confusing
- Pharmacists could feedback to GPs when prescriptions have been picked up so GPs are aware when people are/ are not collecting medication.
- Good experience at GSTT- cataracts surgery, saw optician and 3- 4 months later had successful cataracts surgery
- People worry about their pets when they go into hospital
- District nursing –timeframe for visits is too broad – they say they will visit between 8am and 8pm – therefore person is housebound all day waiting for the district nurse – should give a two hour slot either in the morning or afternoon so people can go out at some point.
- Retirement – ensuring people have information about health services and staying healthy in retirement – list of things to do in day times to keep healthy e.g. Silverfit.
- Long wait at GP practice waiting for appointment in waiting room
- Podiatry- need to use this service regularly

## Appendix 3.

### Flip Chart write -ups

#### Transport

1. Information from oyster – freedom passes – why are you not using your freedom pass?
2. How do you travel today?
3. Public toilets
4. Timing of use
5. Badge “please let me sit”
6. People giving up cars – public transport – transition training
7. Schedule dial a ride as organisation to improve service - review  
Fit for purpose  
Flexibility  
Frailer folks/independence
8. People self organise transport
9. Join a campaign
10. Not just vehicle – but a companion
11. Training bus drivers – slow movement time to be considerate
12. Audit bus routes – Nunhead/Surrey Docks – no night service
13. Seats at bus stops
14. Promote off road walking
15. Reduce rates on bike hire – freedom pass
16. Develop scooterability – drop kerbs
17. Visitor car parking at SHUs
18. Taxi card – better than was -front door/ afford

#### Housing

1. Planning design review - are they age friendly?
2. Lifetime standards - are they really age friendly?
3. Research individual life styles to gain knowledge ( ref : Diary idea - “day in the life” council tenants) how people live – data base for planners
4. Independent living – emergency call system
5. Private downsizing
6. Audit lift provision
7. SHU internal moves
8. Affordability

9. Adequate residential /nursing care
10. Home Care rules
11. Involving people in life time design (don't leave to architects)
12. Intergenerational (Darwin Court)
13. Green in between set in green – not concrete jungles
14. Life time design with people
15. Flexibility – important people think ahead
16. Online bidding barriers for some
17. Homecare & adaptability co-design of where they live
18. Retro fitting – developers encouraged to follow age friendly standards – aim independent living
19. Research project –Build call system into new houses to lower cost when need it
20. Home share – home setting more work compatible
21. Smart design for all generations

### Open spaces

1. Seats and loos – priority
2. Outdoor gyms near other activity important
3. Door step places – pocket parks – imaginative uses of premises for loos
4. Seating/toilets - lighting in parks
5. Need to make it “acceptable” to be “out on our own”. Need no reason to walk in park
6. How do organisations get to use space like parks for things?
7. Create places for personal use
8. More consultation re open spaces and development – active listening
9. Green links – e.g. Cooltan Arts great
10. Quality important too
11. Not keep places as for certain “groups” e.g. fences around play areas
12. Safer than they were – do people know?
13. Gardening clubs
14. How to encourage use?
15. Professionals need to listen - to actively listen to local experiences of transport and green spaces
16. Health and well being benefits - highlight
17. Green links and routes permability (Cooltan - John Constable)
18. Elephant and castle trees - planning local intelligence

### Civic Participation & Employment

1. Cross cutting not just about older people
2. Bridge acting especially schools – intergenerational work funded
3. Shows the same – skill share mutuality

4. Older people listened more than younger people so ideas about dis-empowered older people didn't ring true
5. Silver pound has value
6. How to bring people into the process
7. Finding out about opportunities & best places to go – match making bureau
8. Resources skills mentoring
9. Age friendly apprenticeships % for over 50s
10. Volunteering as a route to work/change working life direction
11. Look at retention and recruitment of staff
12. Business community what can they do to tackle underemployment of older workers work through LEP (note Hub around age and enterprise - Big local).
13. Promote the benefits
14. Intergenerational opportunities need to encourage
15. Bridging intergenerational gap is a key issue – neighbourhood fund to prioritise intergenerational activity
16. School visits /involvement
17. Skills exchange means to an end valuing each other's contributions - valuing own contribution - confidence - problem-teenagers mentoring
18. Older people, retirees have more time...

#### Communication Information

1. Open non digital channels
2. Slow down step change
3. Appropriate support for people to become digital
4. Make digital technology more accessible
5. Free wifi access city based
6. Improve flow of information between groups
7. Language barriers including visual & hearing
8. Map assets – what's on in Southwark life
9. Need people how manage info
10. Multi channels to talk to people
11. Technology also offers opportunities
12. Trusted point of contact build this network
13. Improve & educate at libraries & community centres
14. Should be non digital alternative always
15. Need process for good flow of information
16. Elderly people need central point of information - need access to what's happening around the borough
17. Buddy system – IT – going out socialising – info/interests/company
18. Costs of digital access for the elderly ££££ expenses – computer – broad band more bills

#### Social Participation + Inclusion + Respect

1. Consult more - feed back
2. Dulwich model – intergenerational IT at local secondary school (Linkage)
3. Southwark “Time Out” - good information on what’s on where and when
4. Do you know what is going on? Do you feel welcome? Promote things like the Bi Lunch.
5. Activities is there a cost i.e. can you get there?
6. Church vital for support – TRAs & TMOs halls use space as hubs prevent capture on your door step
7. Transport really important to different types of activity same needs different ages – same needs different tastes – over 50 not one age group
8. Befriending services
9. Night time activities
10. Health benefits of going out and about having fun
11. Need to up-game on consultation/transport regeneration
12. Show people you are interested in their views and listening to their wants/needs  
Action
13. Feedback to those that you’ve consulted with
14. Need to include element of integration/diversity in funding applications

## Appendix 4.

The Local Government Association publication - Ageing: The Silver Lining

“Becoming ‘age friendly’ is about adopting a particular ‘lens’ through which to view policies and services. It is a way of focussing attention on the issues of particular relevance to older people. Given the huge demographic shift that is taking place and the other changes within this group, it is appropriate to consider their needs, assets and circumstances in quite some detail. That is what adopting an ‘ageing lens’ allows councils to do. As with any lens, it provides a much clearer and more detailed picture.

At local government level there is significant scope for action to promote an age friendly perspective. The approach adopted by councils who are part of the UK Age Friendly Cities Network include the following characteristics:

1. **Strategic** – the recognition that this is a longer term issue which requires a longer term vision and horizon.
2. **Holistic** – addresses the full range of life areas that are important to older people, beyond social care. All aspects can be made to work together in a more effective virtual cycle if well considered.
3. **Undertaken in partnership** – the contribution of stakeholders is cultivated given the pressure on resources.
4. **Demonstrate leadership and influence** – they build on their democratic mandate to develop a narrative for the locality about this agenda in order to influence the behaviours of other key stakeholders such as the voluntary and community sectors (including faith groups)
5. **Customer focused** – they have well developed structures for the involving and co-producing with older people.
6. **Citizenship and Asset based approach**– they recognise the civic rights of older people and value the contribution they make. These types of actions provide the strongest foundation upon which to build a strategy to prepare for an ageing society.”<sup>3</sup>

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<sup>3</sup> *Ageing: the silver lining: The opportunities and challenges of an ageing society for local government* 25 June 2015

## **Appendix 5.**

### **Towards the All Age Friendly City**

The All-Age-Friendly City is a city that takes into account the needs and interests of all generations in its democratic processes, planning and design. It is characterised by:

- Representation and voice of children, young people and senior citizens in democratic processes and citizenship while recognising the heterogeneity of these groups
- The experience and perception of safety in the city, including physical, economic and psychological safety, for children, young people and senior citizens
- A sense of ownership of the city, in particular its public spaces, and feelings of belonging, being considered and being welcome in these spaces
- A walkable city, supported by high quality, accessible and low cost transport systems, that encourages mobility and participation in public life
- Integrated planning processes and service design that consider and encourage beneficial opportunities for interactions between children, young people and older adults in all areas of education, health, family and civic life

The All-Age-Friendly City is an achievable dream. The needs and interests of children, young people and older adults are often complementary. Designing city infrastructure, housing, transport and digital resources with these shared needs and interests in mind would clearly bring significant benefits and, likely, significant cost savings. Campaigning for the rights of children and older adults through the Child-friendly and Age-friendly city movements has to continue. What we hope we have done, however, is to identify that these movements have much in common.

## **Appendix 6.**

### **Future of an Ageing Population - Key Findings**

#### **Working lives**

The proportion of the working age population aged between 50 and the state pension age (SPA) will increase from 26% in 2012 to 35% in 2050 – an increase of approximately 8 million people. This is the result of increases to the SPA, as well as the so called ‘baby boomers’ reaching this age band. The productivity and economic success of the UK will therefore be increasingly tied to the productivity and success of its ageing workforce. Encouraging older people to remain in work will help society to support growing numbers of dependents, while providing individuals with the financial and mental resources needed for longer periods of retirement. The employment rate currently declines from 86% for 50 year olds, to 65% for 60 year olds and 31% for 65 year olds. Priority areas include:

- Supporting the ageing population to lead fuller and longer working lives. This means examining the factors that are causing employment rates at older ages to vary across the population.
- Adaptations to the workplace. These include addressing negative attitudes to older workers (see box A) and health needs, improving workplace design, encouraging access to new technologies, and adaptation of human resources policies and working practices.
- Ensuring individuals re-skill throughout their life time. As working lives lengthen, and the workplace undergoes major changes, job-related training will become almost as important to people in mid-life as at the beginning of their career. This will require the UK to move towards a model where training and re-skilling opportunities are available throughout people’s careers.

#### **Lifelong learning**

Lifelong learning has a number of benefits alongside those related to work. Many kinds of learning boost mental capital, which in turn increases individual resilience in later life. There are positive effects of learning on both physical and mental health, improving wellbeing and reducing pressures on family and community resources and services.

Despite this, 40% of 55 to 64 year olds have undertaken no formal training or education since leaving school. Priorities include:

- Addressing falling participation in lifelong education and training. Older workers are currently less likely than younger workers to receive workplace training or participate in learning, and there are differences in participation across different socio-economic groups, genders and ethnicities. Improving participation in learning could enhance later life working and productivity and build mental capital and resilience.
- Addressing barriers to later life learning. There are significant benefits to moving away from a model where education only happens at the beginning of a person's lifetime. The principle challenges may be cost and who is responsible for paying. Others include attitudes (amongst learning providers, employers and older people) and personal circumstances, such as lack of time, work and family commitments.
- Specific focus on technological and financial skills through life. These skills are important for an ageing population, with benefits for retirement planning, work, connectivity and health. Older age groups generally experience greater barriers to developing and retaining digital and technological skills. While future older people will benefit from the technological skills they develop during their lifetime, it is less clear whether they too will be able to use future emerging technologies.

## **Housing and neighbourhoods**

By 2037 there are projected to be 1.42 million more households headed by someone aged 85 or over – an increase of 161% over 25 years. Suitable housing can maximise the ageing population's positive contribution to the success and resilience of the UK, while unsuitable housing is the source of multiple problems and costs. Poor housing creates hazards that cost the NHS an estimated £2.5 billion per year (across all ages), comparable with the cost of physical inactivity (£1 billion) and alcohol abuse (£3.2 billion). Future homes will have an even greater effect on health and wellbeing as technologies develop that mean they are increasingly used as places of work and care. Priorities include:

- Ensuring there is appropriate housing. Demand for housing that meets the needs of older people will increase as the population ages. Adapting existing housing stock to meet this demand is critical as even by 2050 the majority of housing will have been built before 2000. Ensuring new housing can adapt to people's changing needs as they age will also be important, reducing demand on health and care services and enabling people to work flexibly and for longer.
- Thinking 'beyond the building' to include the neighbourhood and community. Interventions that improve homes are likely to be less effective without similar improvements in the neighbourhood. The ability to socialise and to access services are particularly important.

- Preparing for the impact of variable home ownership rates. Housing can be a financial asset, providing financial security, a source of funding for care and being passed on as an inheritance. However, housing can also represent a significant financial burden if individuals still have large mortgages or rent when they enter retirement. Home ownership rates currently vary widely across regions, socio-economic groups and birth cohorts.

### **A central role for families**

Families are a central component of the drivers and implications of population ageing. Family decisions regulate the number of children born, and families are responsible for transferring money and support between the generations. Families also play a major role in providing care – 73% of disabled people over 65 receive some care from a spouse or other family members. The ageing population, alongside a major increase in the diversity of family types, is likely to change the role of families, and challenge policies that rely on them. Priorities include:

- Understanding the impact of increasingly diverse family types on policy, especially adult social care. In parallel to ageing, the structure of UK families is becoming increasingly diverse. For example, the number of lone parent households increased over the past decade from 2.7 to 3.0 million, a growth of 11%. There is limited understanding of the impacts this trend will have, especially on the future provision of unpaid care.
- Responding to smaller and more ‘vertical’ family units. Families are experiencing a process of ‘verticalisation’ where more generations are alive simultaneously. This provides a number of opportunities, particularly for increasing the positive contribution of grandparents, but it may also increase the pressure on individuals to care for dependents for longer periods of time.
- Considering policies’ effects on the whole life course and understanding the dependencies between generations. Policy that impacts on younger adult life, such as when adults are caring for young children, will impact on later life experiences and need for support, for example by affecting an individual’s ability to save for retirement. It is especially important to understand the gender dimension of inter-generational issues – for example unpaid caring responsibilities currently predominantly fall on women.

### **Health and care systems**

Ageing will increase the total amount of ill-health and disability in the population. There will be an accompanying change in the nature of ill-health, with a relative shift away from acute illness towards chronic conditions, multimorbidities, cognitive impairments

and long-term frailty. In parallel, families and communities will play an increasing role in providing care services.

Priorities include:

- Adapting health and care systems to meet changing demand. In particular, future health and care costs can be reduced and resources better used by interventions which prevent and manage chronic conditions, and provide individuals with the tools to take more responsibility for their health.
- Supporting family and other unpaid carers. Between 2007 and 2032, the number of people aged 65 and over who require unpaid care is projected to have grown by more than one million. Supporting these unpaid carers to balance other competing responsibilities, particularly work, will help meet the increasing demand for unpaid carers.
- Capitalising on the opportunities from new technologies. Assistive technologies, home-based health monitoring equipment and smart use of big data all have the potential to change care in the home and community, reducing national health and care spending and improving wellbeing. Capitalising on these opportunities will require action to address the barriers to uptake of these technologies, and sensitivity to public concerns on privacy.

### **Social, physical and technological connectivity**

Connectivity – the ability to use technology, access services, travel easily and socialise – will be particularly important as the population ages. Levels of connectivity can determine work, education, health and care outcomes. Beyond the ability to physically travel, new technologies and digital tools have an increasingly important effect on a person’s ability to interact with the world around them. Barriers to physical and virtual connectivity create issues for individuals and society. Priorities include:

- Responding to the transport needs of different age groups. For people aged 70 and over, the primary challenge is maintaining physical connectivity. For the population as a whole it is important to ensure that transport options are as appropriate as possible for their physical, cognitive and financial needs. This is particularly the case for those older adults who are now extending their working lives. Other issues include the growing population of older people in rural and semi-rural areas, and the reliance on cars in areas with limited public transport options.
- Successfully designing the built environment. A well-designed built environment can maximise the physical mobility of older people, leading to increased activity levels, better health, and improved quality of life for a full range of users.
- Addressing barriers to technology use. Technology can improve connectivity, address health, work and care challenges, and help people unlock the potential benefits of living

longer. Barriers include a lack of skills and access, cost, and older people's assumptions about technology's usefulness and affordability.