Ageing Well in Hackney

Source: Connect Hackney project

Presenters:

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4 December 2019

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Manifesto Commitment and expected outcomes

"We will develop a new Older People's Strategy, through a process led by older people, ensuring they have a central place in shaping all council services and the wider priorities of the Council."

What we want to achieve

- Ensuring Council policies are age-friendly (e.g.in planning and design, housing and transport).

- Enhancing community partnerships so that they recognise the distinct interests of older people.

- Removing barriers that are related to access, attitude and services

- Identifying some creative and innovative proposals with stakeholders and older people themselves.

There is a key focus on this strategy being developed through co-production approaches.

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Approach to engagement

1. **Taking Stock:** review of existing local data about older people.

2. **Stakeholder Mapping:** voluntary and community sector, public services, housing.

3. **Familiarisation:** exploring spaces and activities in which older people take part.

4. **Discovery And Test:** Focus groups exploring what it means to grow old in Hackney.

5. **Recruitment Of Peer Facilitators:** Older people trained in community research.

6. **Co-design:** What do we want to find out? How and where do we ask people questions?

7. **Field Work:** Engaging in conversation with our older population.

8. **Analysis:** Identifying themes from the fieldwork and previous research.

9. **Solution-focused Stakeholder Engagement:** How services can adapt, based on the findings and securing commitment.

10. **Recommendations:** drafting of strategy.

11. **Implementation plan.**

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Our Older Population

- People aged 65 and over living in Hackney makeup c.7.1% of the population.
- Over half of residents over 65 yrs are women, rising to two thirds of those aged 86 and over.
- Around 42% of people aged over 65 in Hackney live alone, compared to 11.5% nationally.
- Nearly 66% of older people in Hackney live in social housing, 22% higher than average.
- At the time of the 2011 Census, 12% of residents over 65 were still in paid employment.
- The incidence of depression increases with age.
- Older people are more likely to also be carers.
- Excess winter deaths in the older population is increasing locally.
- 43% of older people in Hackney are living in income-deprived households in Hackney
- Older people are drinking more than they had done previously.
- There is an increasing rate of sexually transmitted infections in the older population.

A detailed data pack profiling the [strengths and] needs of older people can be found here.

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What else do we know so far?

Local data (Connect Hackney) tells us about the views and experiences of older people

Perception of ageing:
- Low expectations of growing old and that feeling lonely is to be expected even if the current situation was good.
- BME community feel restricted by rules of their community, which had clear expectations of how older people should behave.

Perception of society:
- Crime and hostility - feelings of vulnerability and that society is less friendly and welcoming.
- Gentrification- new buildings and developments made without older people in mind. The loss of local meeting places like pubs were lamented as now dark and noisy spaces feel more pressured to make purchases.

Attitudes and motivations:
- Response to retirement varied significantly- some find it liberating while others lost the structure and social network by work.
- Going to a new event required confidence and motivation, especially if they go on their own.
- Ill health presented not only physical challenges but anxieties around fear of falls.
- LGBT: LGBT venues felt for younger people and most community projects felt to be for hetrosexual people. Experiences of homophobia has also led to feelings of not wanting to identify as LGBT.
- Lack of respite for carers- caring responsibilities constantly noted as a source of isolation.
- Grandparent childminders: Many older people provide childcare for their grandchildren. While this can build bonds within the family it can also make older people less available to their friends and diminish their social network of peers.

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WHO: Age-Friendly Domains

Source: Global Age-friendly Cities: A guide
(World Health Organisation, 2007)
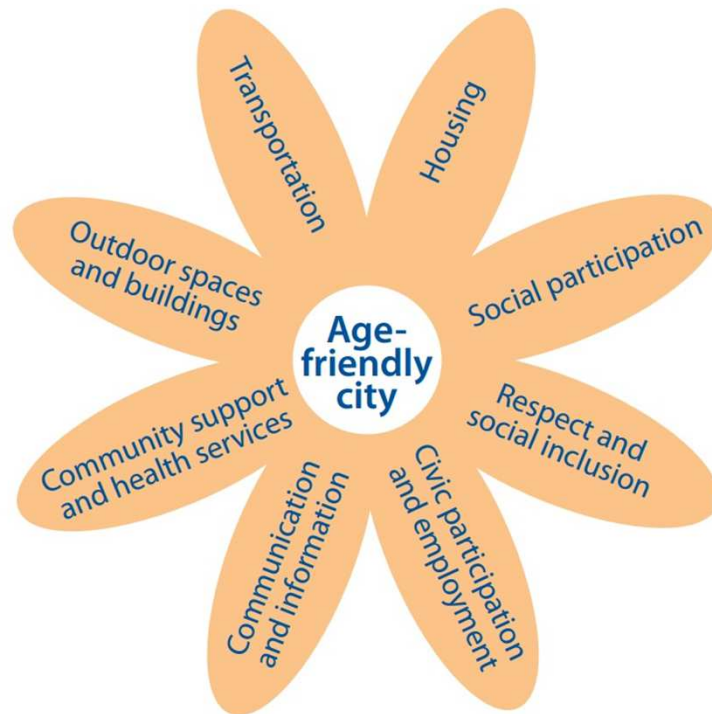
The World Health Organisation have developed a framework for what would constitute an age-friendly community.

The development of this strategy would look to these domains as key areas of consideration and for examples of best practice.

What do we want to find out?

With the WHO framework in mind, and the insight we currently hold, the below questions are some of the gaps we want to explore further

- What it means to 'age well' for people in Hackney.
- How the younger age bracket of older people are preparing for older age.

- What a good public realm looks like for older people - streets, amenities, seating spaces, etc.

- The values and expectations of Hackney's different communities and groups towards ageing.

- Ageing well in the context of an Inclusive Economy.

- How social care and health services can support people to age well.

- How older people prefer to get around the borough.

- The sort of homes that people want to live in as they get older.

- The experiences of affluent older people

Plus all of those "unknown-unknowns" that we hope Hackney's older residents will tell us during the 'field research' phase of this work.

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Growing Older Focus Groups

Over the Summer we held a number of focus groups with older people across the borough who use existing services and engaged with 160 people, including:

- Turkish speaking female carers and Somali carers

- Lunch Clubs: "Lunch Up" and Halkevi

- XYZ Club at the Cambridge Heath Salvation Army

- Hackney Friends at Mount Pleasant Community Centre

- Hackney Matters - citizen's panel

- Hackney Brocals

- Hackney Cypriot association

Initial feedback also from:

- Older People's Reference Group (50 attendees)

- Pensioners Convention Group (8 attendees)

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Questions we asked

The focus group sessions focused on four main themes:

- Defining what it means to be old
- What would ageing well look like to you?
- What are the challenges to growing older in the borough?
- How would you like to be supported as you grow older?

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Growing Older Focus Groups- feedback

- **Intergenerational relationships** - a feeling of a lack of respect for older people but also limited opportunities for interaction with the community.

- Fears of future **mental health and physical health** challenges and the impact such as losing independence.

- **Language barriers** and the impact of this- 'i feel like an alien and invisible'.

- **Loneliness and isolation** was a strong theme to come out of the focus groups, not only as a concern for the future but as a current concern for participants.

- **Activities-** there were a number of participants who were not Hackney residents and commented that Hackney was unique in its wide range of activities on offer for older people.

- Participants commented that despite there being a range of activities on offer, this sometimes was not spread well across the borough or not communicated widely enough.

- **Affordability-** participants commented on the cost of activities and cafes in the borough. Participants have financial concerns about living well as they get older, noting that it is very unclear what - if any- support will be available to people as they age.
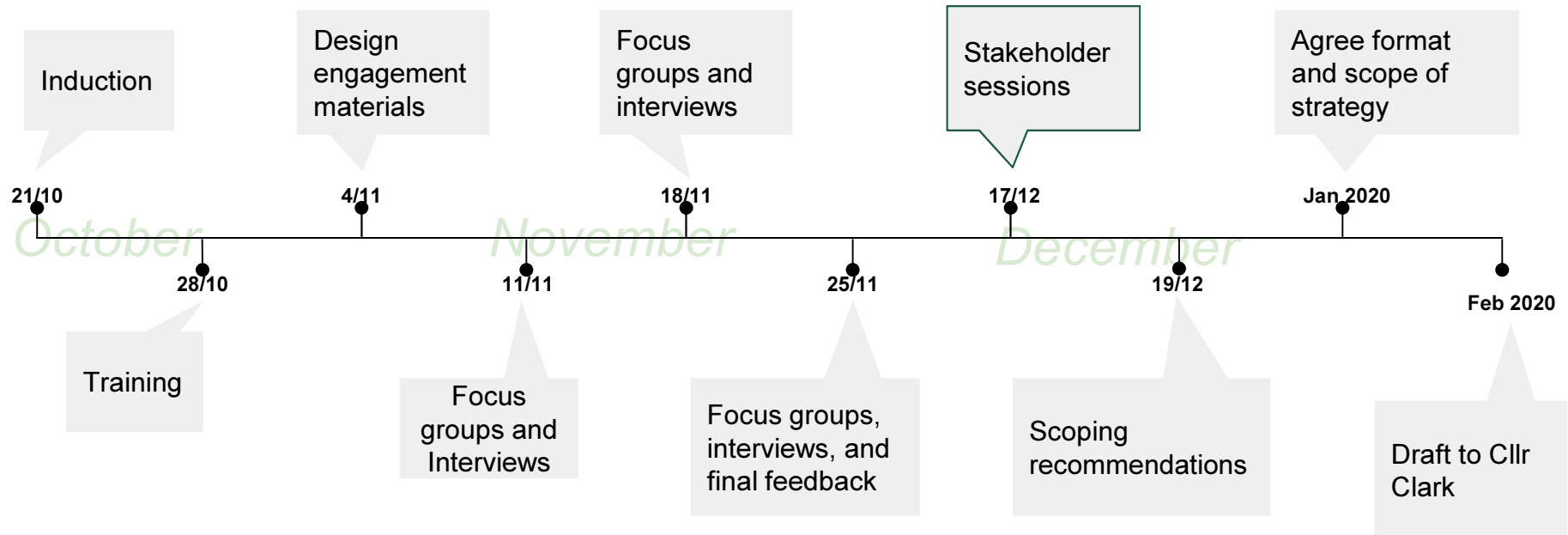
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Growing Older Focus Groups- feedback

- ***Access to information -*** participants relied heavily on Hackney Today to receive information on activities happening around the borough as well as through word of mouth.
- Participants spoke about not having enough information about what is available from the council.

- ***Public realm***
  - Participants spoke about the dangers of cyclists on the pavements and the fear they feel of being hit or falling.
  - The lack of toilets in the borough was highlighted.
  - Participants spoke about more robust conditions around planning permission and the impact this has on groups such as older people.

- ***Transport***
  - Participants spoke about the change in route lines and how this has meant a journey now involves multiple buses as a result.
  - Dial a ride was broadly seen negatively by participants who felt that the service was poor due to cancellations, late arrival or inconvenient pick up times.
  - Hospital transport was also highlighted as a poor service, with participants having to wait hours to be taken home.

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Community Engagement Facilitators

Working with Connect Hackney, we have recruited five local older people to these posts, plus a co-ordinator for their work. Their role will be to:

- Conduct [consultation](#) with Hackney residents aged 55+ to provide valuable insight for the Council about what the challenges and opportunities are for ageing well in Hackney.

- Play an active role in the co-production of all consultation tools used to conduct the engagement e.g. interview questions, discussion guides.

- Co-produce engagement strategies to reach older people living in Hackney, particularly those from communities who are often seldom heard.

- Shape our understanding of what the findings reveal, helping to construct the Ageing Well strategy, e.g. participating in the stakeholder sessions.

Time frame of engagement

21/10 — Induction

28/10 — Training

4/11 — Design engagement materials

11/11 — Focus groups and Interviews

18/11 — Focus groups and interviews

25/11 — Focus groups, interviews, and final feedback

17/12 — Stakeholder sessions

19/12 — Scoping recommendations

Jan 2020 — Agree format and scope of strategy

Feb 2020 — Draft to Cllr Clark

October   November   December

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Securing commitment and implementation

- Solution focused stakeholder session on 17 December will look to begin to shape actions and secure commitment of service change through co-production approach on the day.

- Core focus around partnership working and how system change can be supported rather than costed plan.

- The development of the plan will then be led by Sonia Khan and Gareth Wall working collaboratively with senior managers to firm up actions further as needed. The action plan will need to cover:

  - Commitment
  - Any related manifesto commitment
  - Whether this is business as usual or something new or a "stretch"
  - Related Strategy / Plan that we need to dynamically cross reference
  - Lead
  - Stakeholders
  - Communication and engagement

Questions

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