



Age Action Alliance

Improving the Lives of Excluded Older People
Working Group

Results of a survey of Alliance members to inform
and shape the pilot project to create an
**Online directory of secondary services for
older people at risk of social exclusion**

❖ **Project goal:** an online directory of secondary services for older people at risk of social exclusion in the London Tri-Borough of City of Westminster, Hammersmith & Fulham, and Royal Borough of Kensington & Chelsea.

❖ **Project rationale:** it is hard for end-users, their families and health & social care professionals to know who to turn to for 'non-vital' services that make all the difference to psychological wellbeing and prevent older people slipping into exclusion

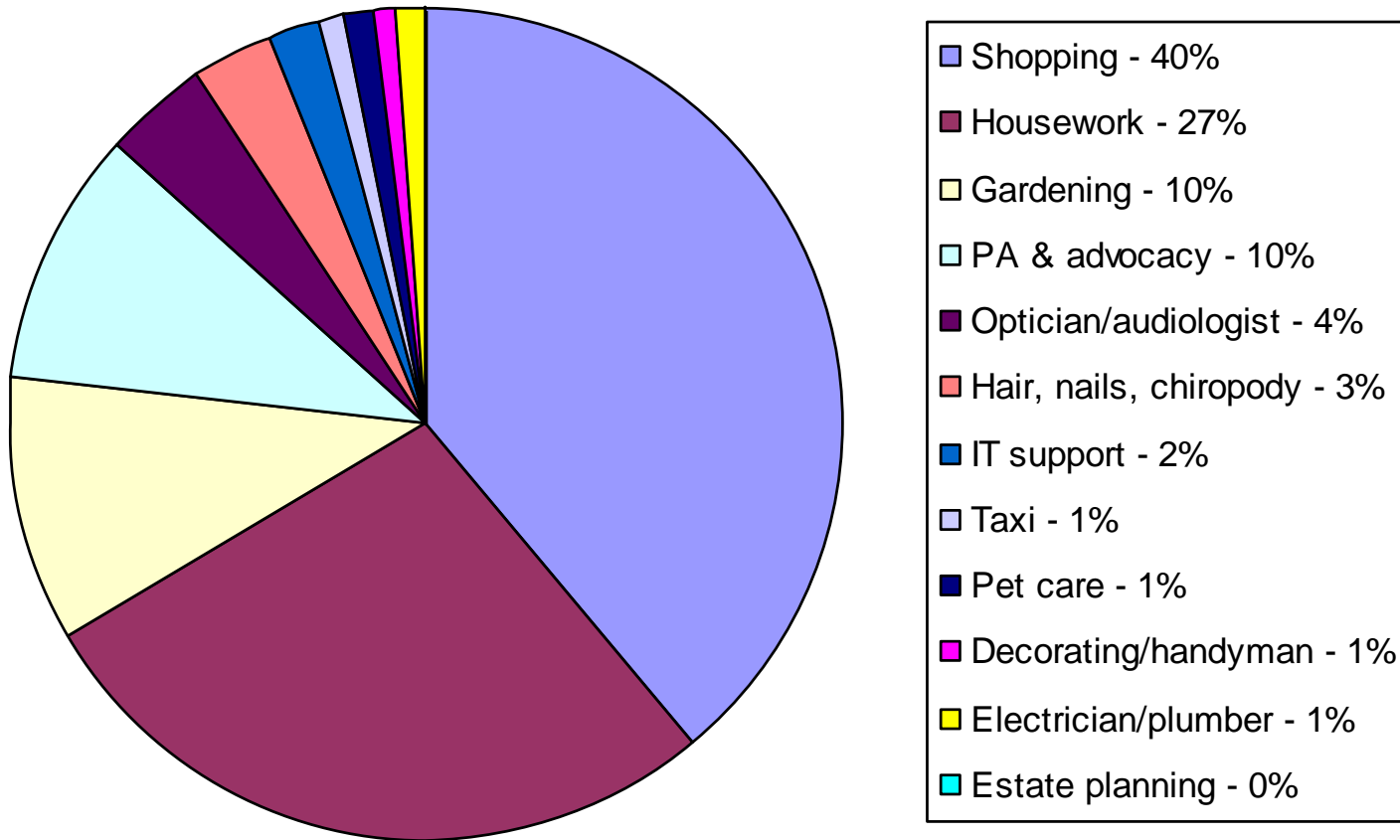
We would like to thank **National Energy Action** for setting up, running and collating the survey results. Also for their valuable expertise and input in shaping its design.

The survey was sent to 590 Age Action Alliance members, with 103 responding.

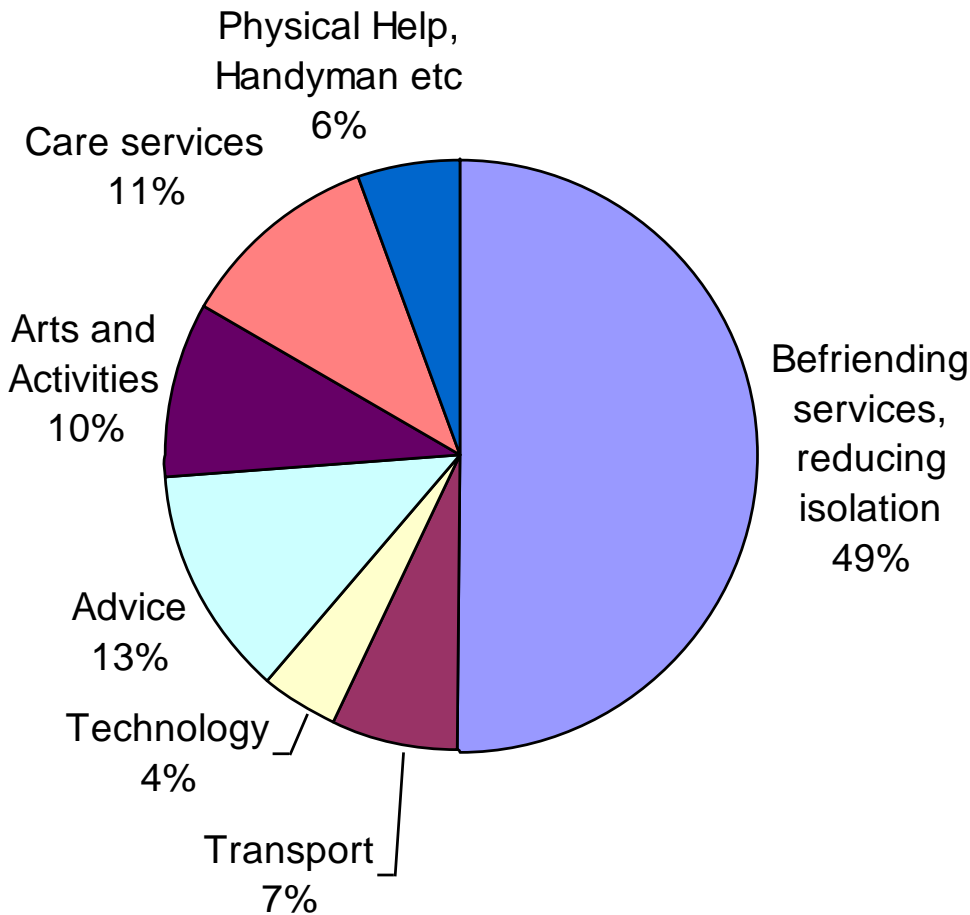


Action for Warm Homes

Q1. Of the Top Ranked Services, which would be of most value to vulnerable older people at risk of social exclusion in your area?



Q2. Other than the services mentioned in Question 1. What Secondary services would be useful to include within a Directory for vulnerable people?



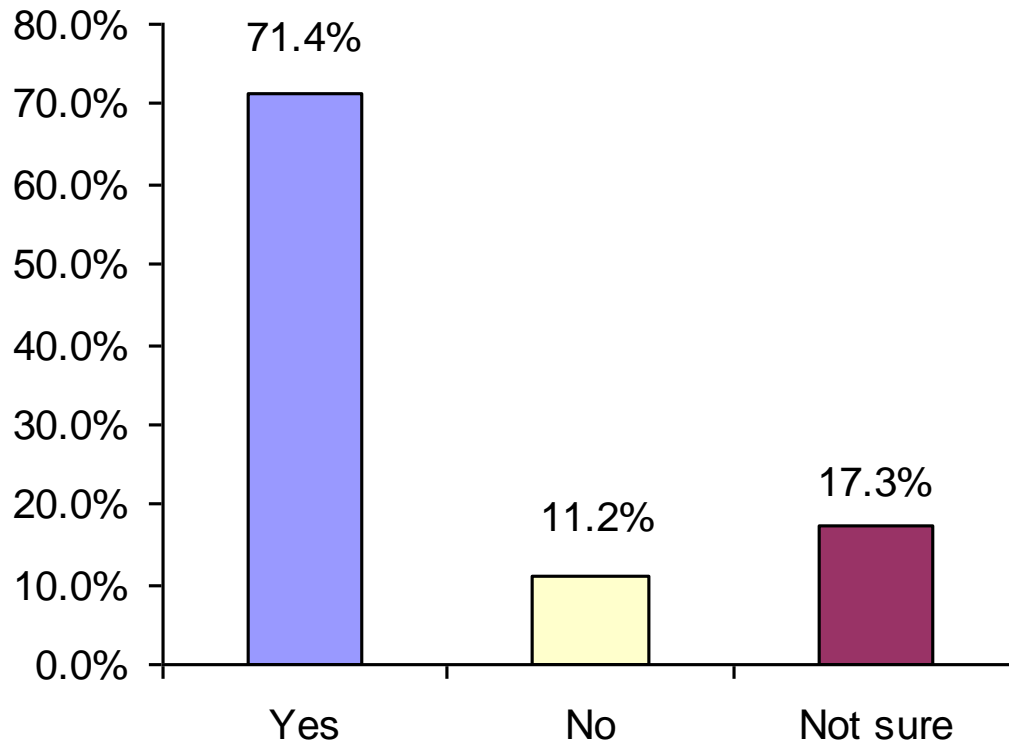
Survey Feedback:

“Day services where older people could meet others so they are not so socially isolated.”

“Drop in, learning opportunities, culturally specific services, exercise/dance, lunch/casserole clubs, good neighbour schemes”

“Opportunities for learning and related activities (creative / visits / stimulus) are crucial to the health and well being of much older people. These would be useful in any area.”

Q3. Do you think there is a need for an online directory of secondary services for vulnerable older people in your area?



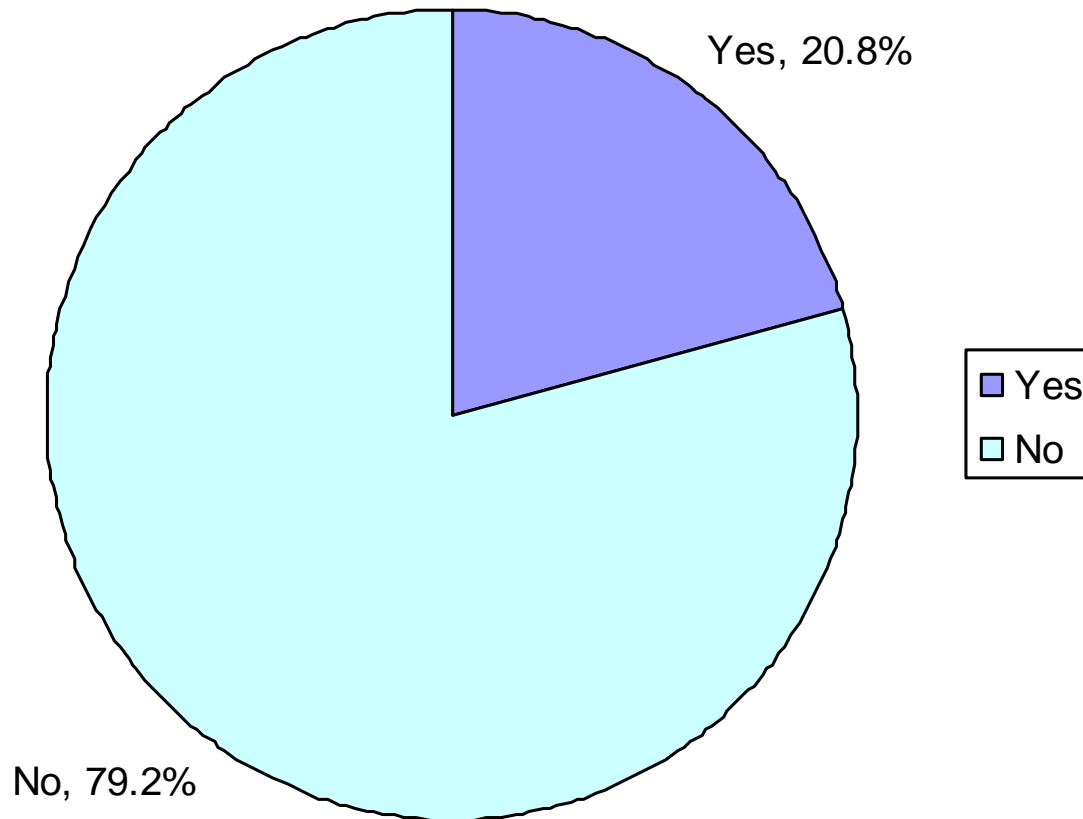
Survey Feedback

“A good source of information for those who are IT literate.”

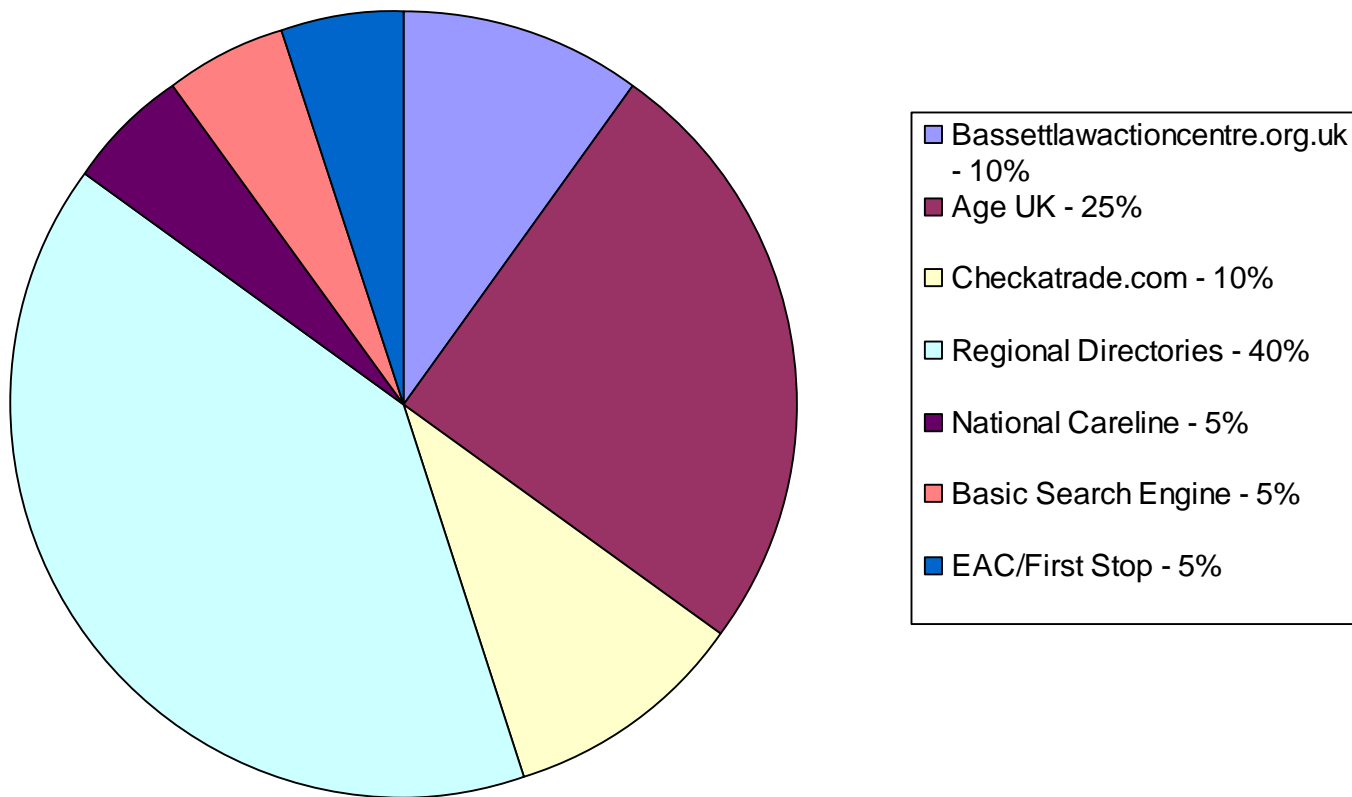
“To enable older and vulnerable people or their families to access support at good value and with peace of mind.”

“I run a social club for elderly disabled people and I am always being asked for contacts”

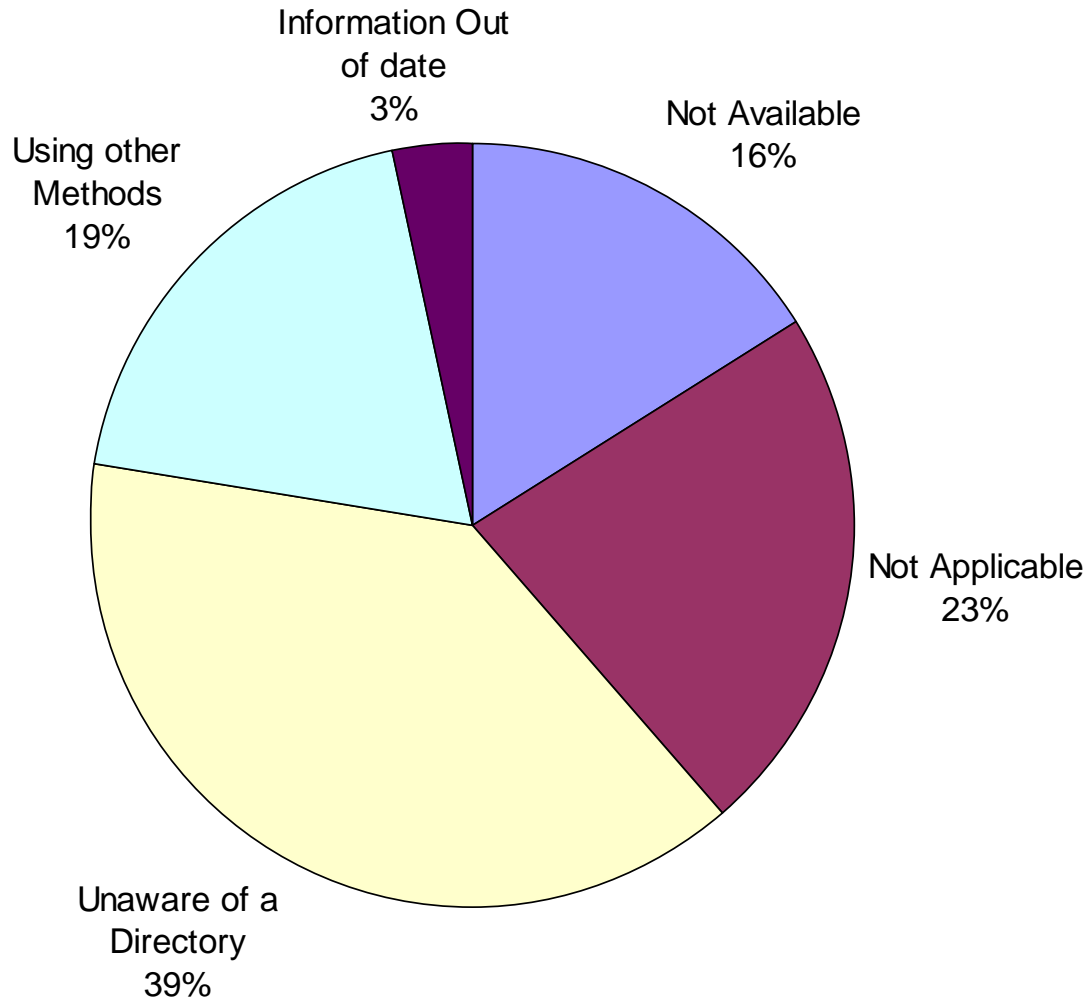
Q4. Do you currently use an online directory of secondary services for vulnerable older people at risk of social exclusion?



Q5. If YES to Q4 - Please provide the name of the online directory you currently use and the web address (if available):



Q6. If NO to Q4 - Please state briefly why you do not currently use an online directory of secondary services for vulnerable older people:



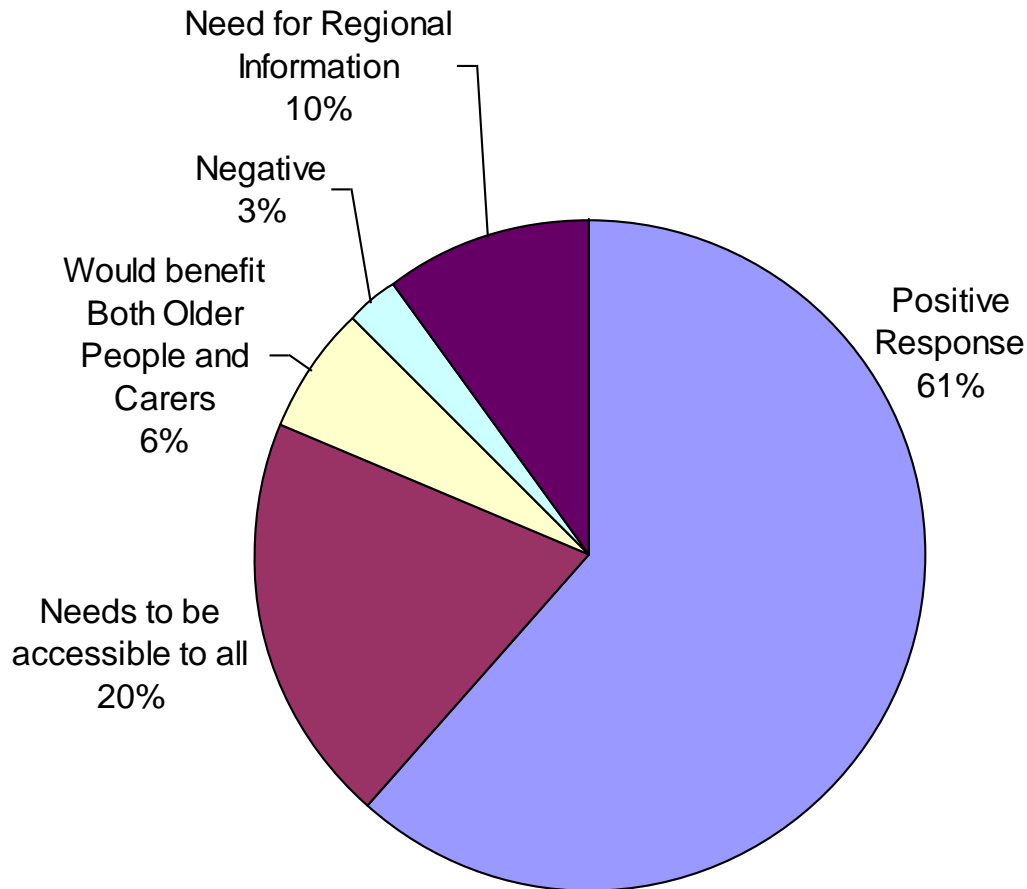
Survey Feedback

“Not sure where to find it or where to access it!”

“Haven't identified one with useful information”

“Local directory has ceased to exist”

Q7. General thoughts and Feedback on our plans to create an online directory of secondary services for vulnerable older people:



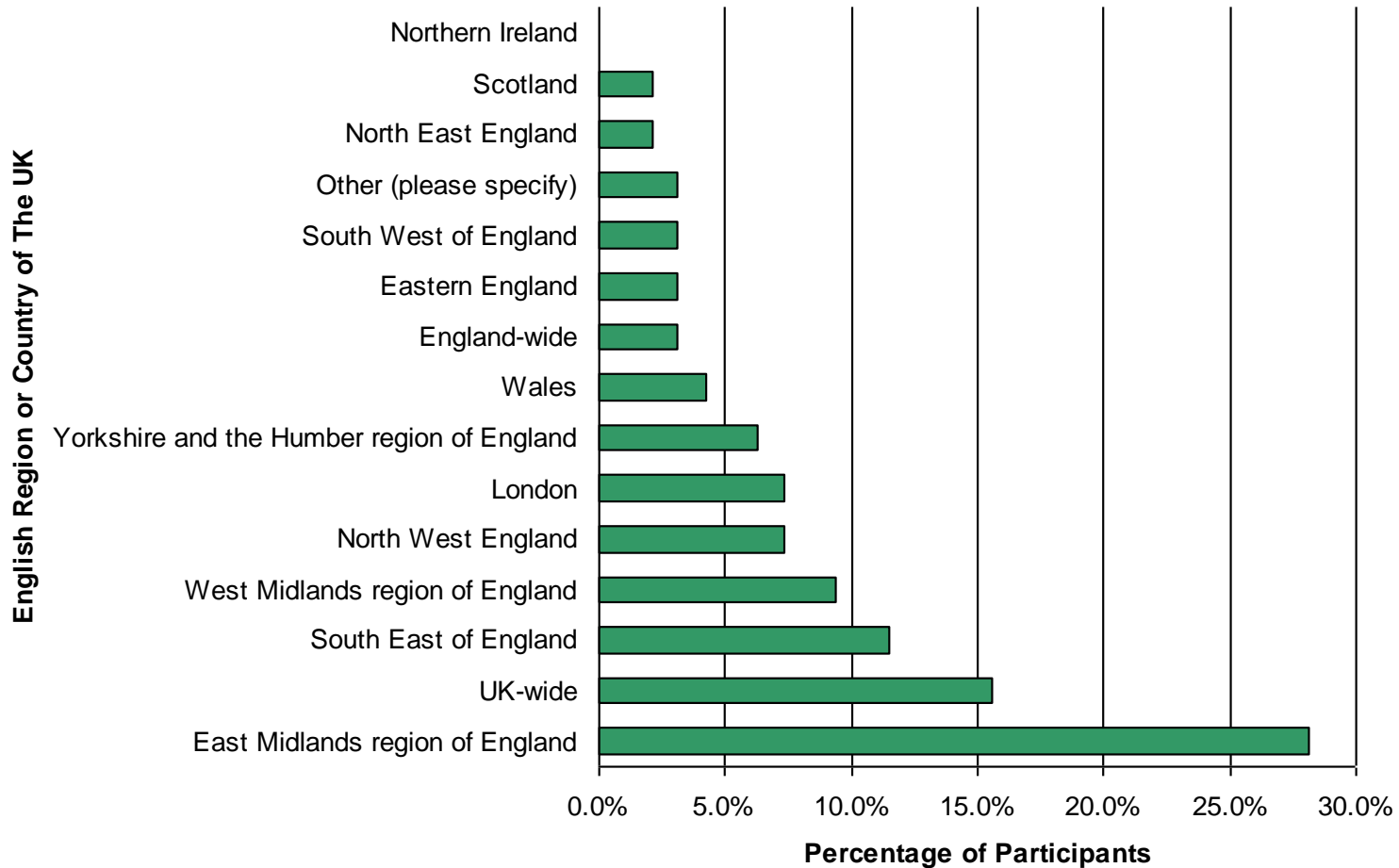
Survey Feedback:

“Much needed and this initiative is to be applauded.”

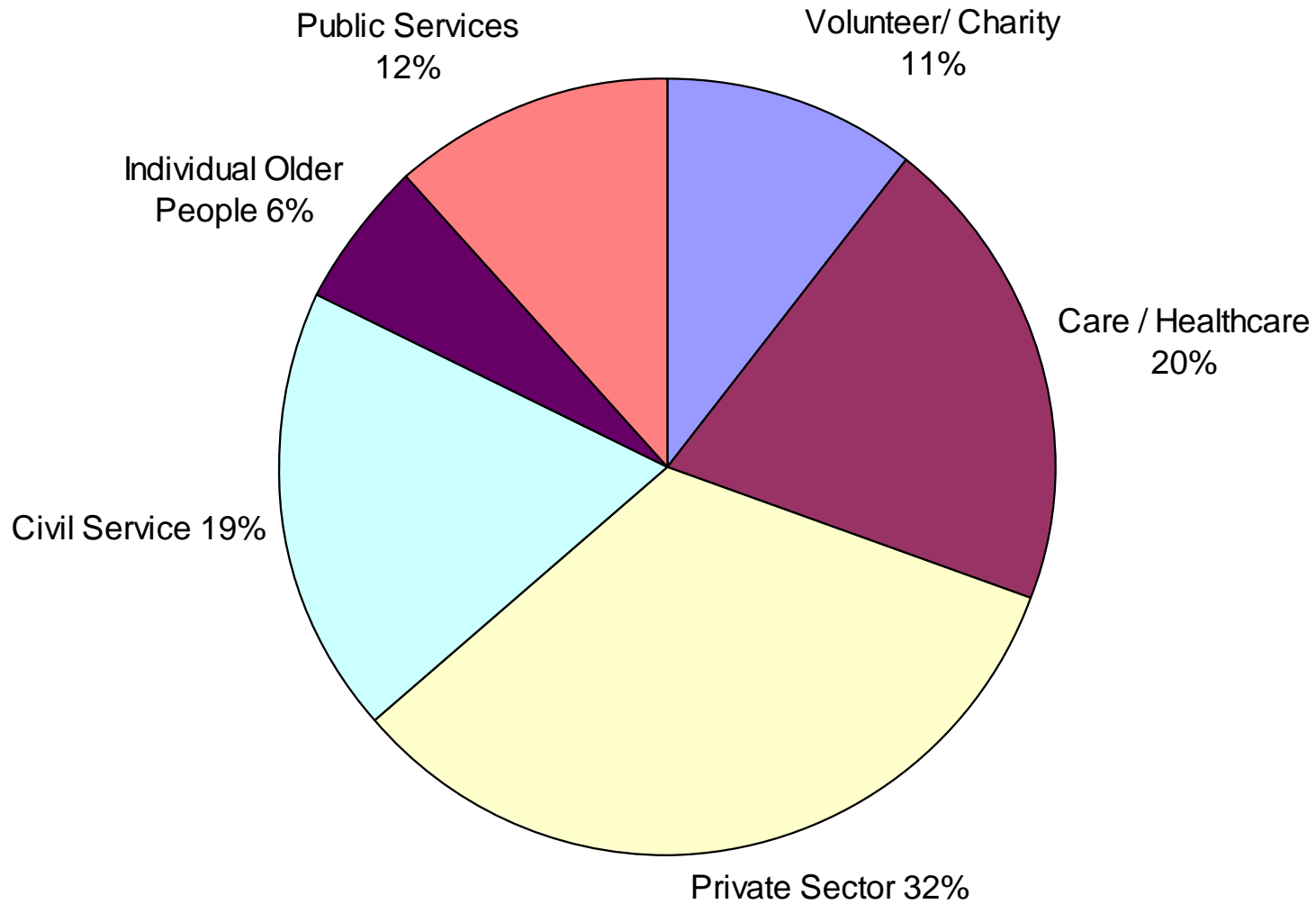
“A good idea but need to recognise that whilst an increasing number of older people do go on line...many still do not so other forms of communication need to be factored in too.”

“I think that the idea is excellent. The need for clearer and better referral routes to preventative and secondary services is both much needed and sadly neglected”

Q8. In which English region or Country of the UK do you primarily work? Please select all that apply



Q9. Survey Participants area of work.



Thank You!

- ❖ The Working Group would like to thank all Alliance members who participated, and provided such good quality responses.

- ❖ Your input has:
 - Clearly established the need for the directory
 - Allowed us to rank and add to the directory of services
 - Provided evidence for the group to proceed to the next phase of the project with confidence
 - Provided clear indication of the breadth and range of the Alliance membership

Thank you to all the organisations who took part in the survey (1/3)

- ❖ AbilityNet
- ❖ Age UK x3
- ❖ Age UK / Age Alliance Dudley
- ❖ Age UK North Staffordshire
- ❖ Age UK North Yorkshire /
Hambleton over Fifties Forum
- ❖ Age UK Wolverhampton
- ❖ All Saints Centre, Huthwaite Ltd
- Arthritis Care Scotland
- ❖ Basseltaw District Council
- ❖ Bassetlaw Action Centre
- ❖ Brandwood & Cocksmoor SHS
Residents' Association
- ❖ Brighton & Hove Impetus
- ❖ Brighton Homeless Service, St John
Ambulance
- ❖ Bristol and Avon Chinese Women's Group
- ❖ Broxtowe Borough Council
- ❖ Checkatrade.com
- ❖ Complete Community Care Ltd
- ❖ Co-operative group
- ❖ DCLG
- ❖ DropBy
- ❖ Ealing council
- ❖ East Midlands Later Life Forum
- ❖ Elders Voice
- ❖ Essex Police
- ❖ Exsel CIC

Thank you to all the organisations who took part in the survey (2/3)

- ❖ Fit Over Fifty
- ❖ Gedling Homes
- ❖ Good Neighbours
- ❖ Gosport Older Persons FOrum
- ❖ Hartley Wintney & District Over 55s Forum
- ❖ Help @ Home
- ❖ Home Instead Senior Care
- ❖ HOPE (Helping Older People New Forest)
- ❖ Hyndburn Borough Council
- ❖ Independent Age
- ❖ Institute of Education, University of London
- ❖ Involvement
- ❖ Leatherhead Residents Association et al.
- ❖ Leicester City Council
- ❖ McGregor Opticians and a member of the Domicilliary Eyecare Committee
- ❖ NHS NNE CCG
- ❖ Nottingham Elders' Forum
- ❖ Notts County Council
- ❖ OUR CENTRE
- ❖ Passenger Focus
- ❖ Public Body
- ❖ Quarrydale School
- ❖ Relative Matters
- ❖ Rural Community Action Notts
- ❖ Rushcliffe CVS
- ❖ SEEFA - SE Forum on Ageing

Thank you to all the organisations who took part in the survey (3/3)

- ❖ Sefton Pensioners Advocacy Centre
- ❖ Senior Citizens Forum Telford & Wrekin
- ❖ Severnside Housing
- ❖ Skegby Methodist Church
- ❖ South Craven over 50's forum
- ❖ South Ribble Borough Council
- ❖ South Wales Police
- ❖ Southern Housing Group
- ❖ Staffordshire Fire and Rescue Service
- ❖ Stanton Hill & Teversal Community Association
- ❖ Suffolk County Council
- ❖ The British Museum
- ❖ The Charity for Civil Servants
- ❖ The Civil Service Retirement Fellowship
- ❖ The ExtraCare Charitable Trust
- ❖ The Helpful Bureau.
- ❖ The National Careline
- ❖ The Silver Line
- ❖ Third Age Computer Fun
- ❖ Thurrock Over Fifties Forum
- ❖ Vision for Dementia
- ❖ Voluntary Action North Lincs
- ❖ West Lancs BC
- ❖ Wiltshire Farm Foods West London & My Generation Local Community Newspaper
- ❖ Winterton Disabled Club



Age Action Alliance

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