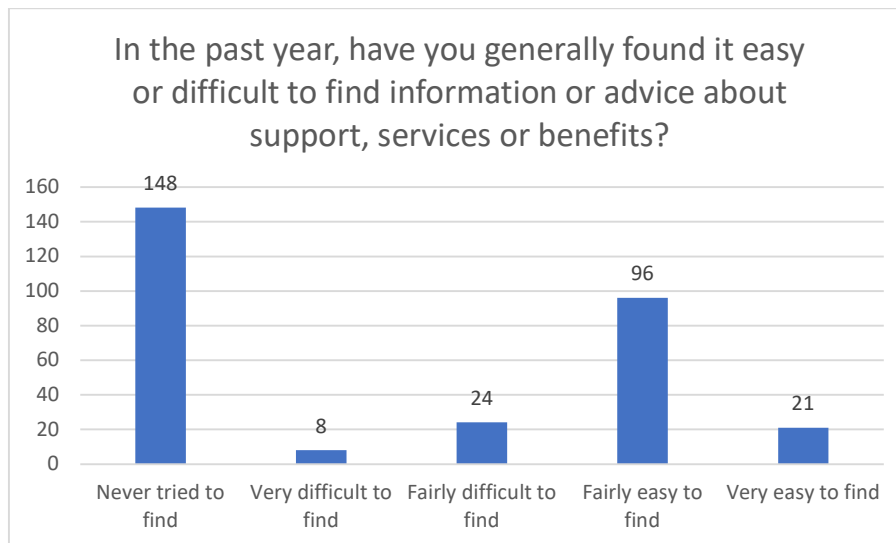




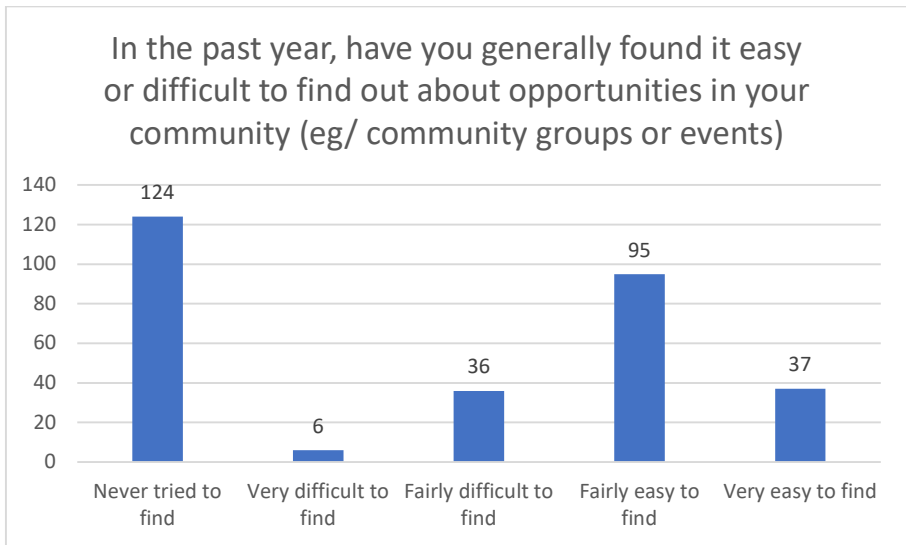
Talk About Survey Results – 2023 period 1

We requested 4 additional survey questions in [TalkAbout](#) to inform the Age Friendly work we are doing in respect to the Ageing Well arm of the Health and Wellbeing Strategy. Those that are signed up to receive the surveys twice a year are the same people so this approach enables us to see if there is a shift in older people's views.

Of those that completed the survey 303 specified they were 55 years old or older; 128 people in this age group stated they were female and 173 male. There were 28 people that stated they had a disability and 28 people stated they were carers.

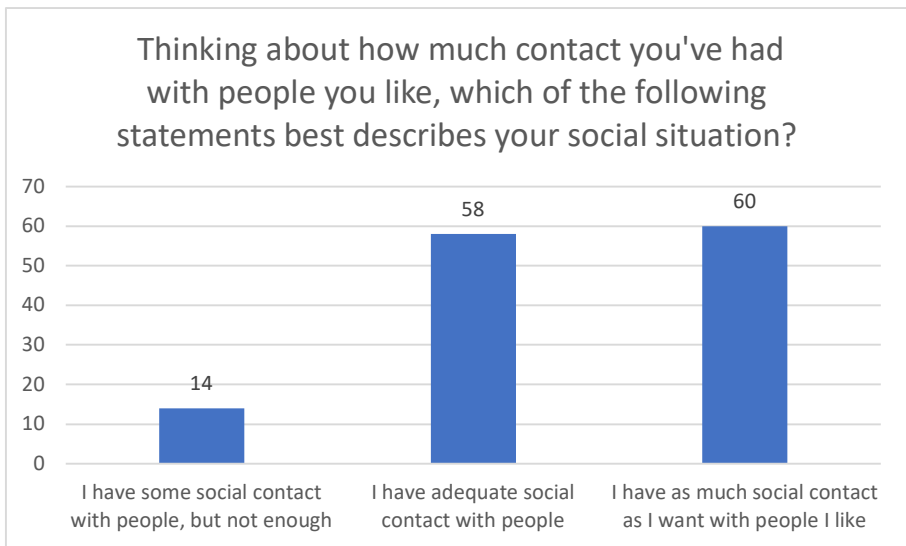


For those needing to, 78.5% of older people completing the survey found it fairly or very easy to access information or advice about support, services or benefits. This compares to 87.5% who are under 55 years old. This demonstrates the need to implement additional support in accessing information for older people. There are already a number of additional measures in place, many of which are indicated in the [Age Friendly York Your Information Baseline Assessment](#). Further action is identified through the [Age Friendly York Action Plan](#).



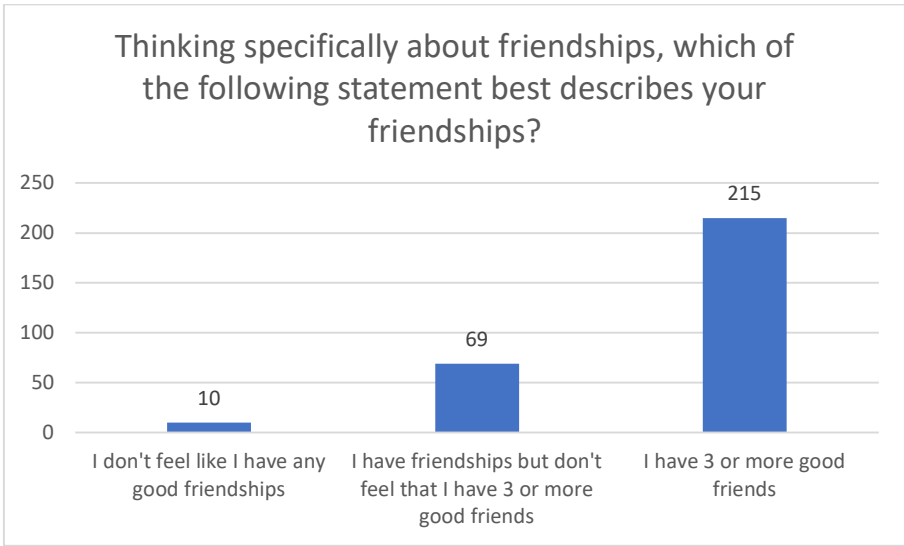
For those choosing to, 75.9% of older people completing the survey found it fairly or very easy to find out about opportunities in their community. This compares to 85.3% who are under 55 years old.

These results also indicate that older people find it more difficult to access information they need and therefore additional approaches are required to address this. As an example, a recent lunch for around 70 people with dementia and their carers took place in a pub in Wheldrake. The range of services and activities on Live Well York were discussed but a large proportion of the people there did not use the internet. Although a personalised booklet can be printed for people, we wanted to do more. We are therefore exploring the option of linking a rolling power point, or equivalent, showing what is available in their area on the pubs TV screen at the next event.



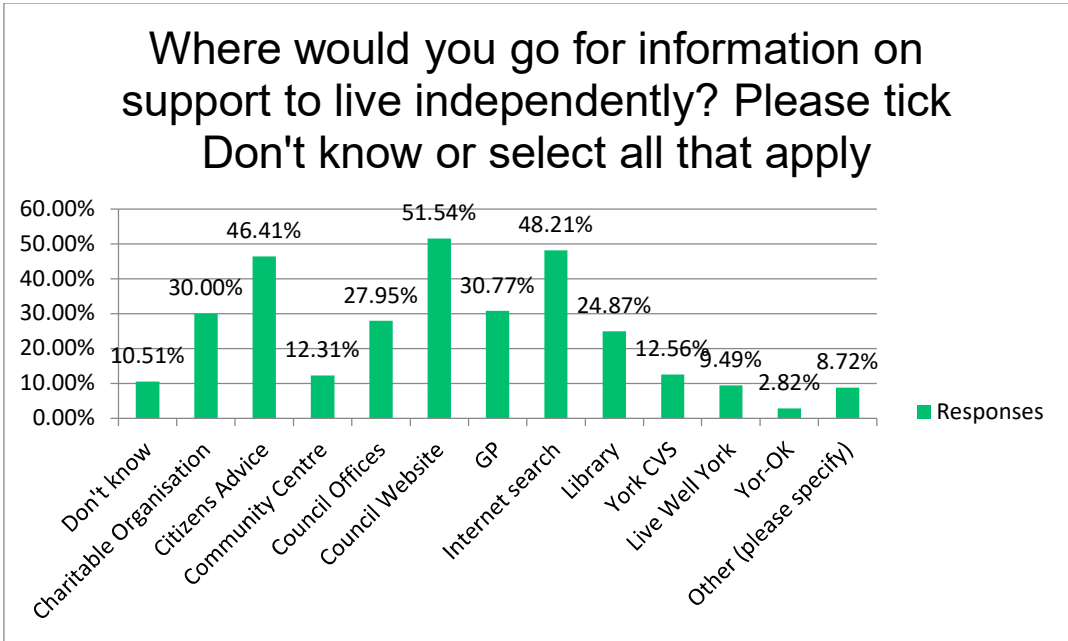
For those choosing to, 89.4% of older people completing the survey said they had adequate or as much social contact as they want. This compares to 73% who are under 55 years old with 3 people stating, "I have little social contact with people and feel socially isolated".

In 2018 the same question was asked during an Age Friendly York survey and only 76.7% of older people stated they had adequate or as much social contact as they want. This represents a 12% raise in social contact but will need to be considered with caution as the Age Friendly York survey may have disproportionately taken a targeted approach with those receiving services or care.



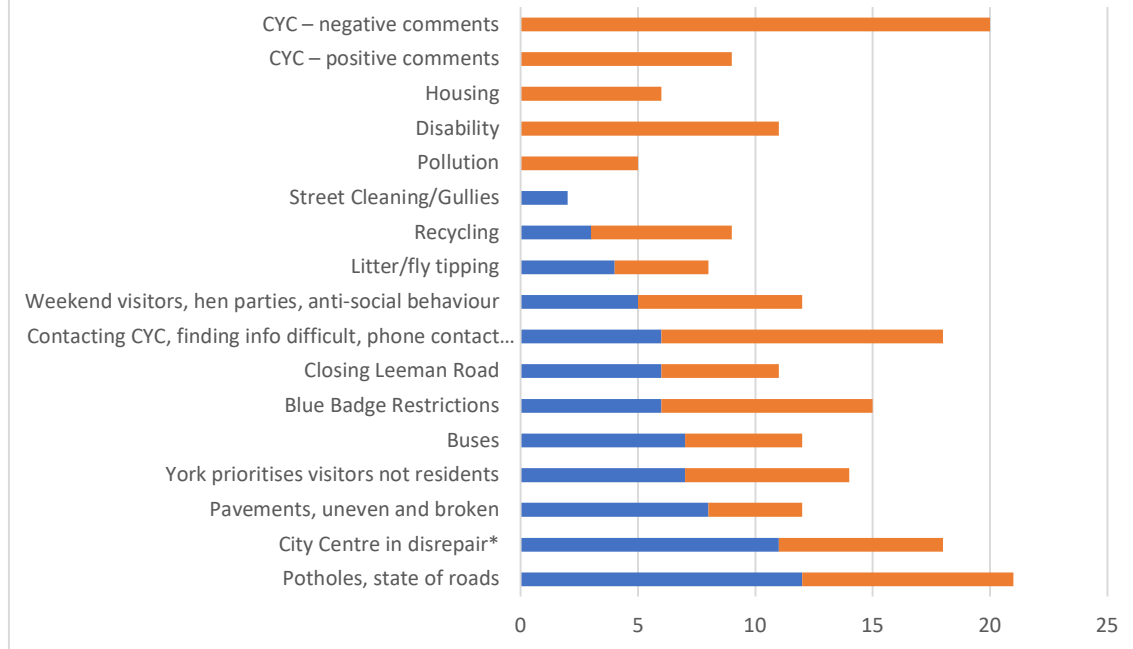
This specific question is used to inform Leeds City Council about the wellbeing of their residents and has recently been adopted in York. This is the first time this information has been captured but gives us a baseline with 73.1% of older people stating they have 3 or more good friends. Again those under 55 were less with 64.6% indicating they had 3 or more good friends.

From anecdotal conversations in the community some older people, even those that have lived in York for many years have gradually lost contact with people. This is due to people dying or moving away and new relationships not being formed. Frailty or physical disability appears to create a barrier to forming new relationships with less opportunity for those informal conversations at “bumping places”. Also there are a number of barriers in reaching a bus stop or ordering a taxi that can carry a wheelchair, further reducing the opportunity for developing new friendships. Age Friendly York has set up a Community Transport Group to try and identify key issues and co-produce solutions.



Please note that these responses cannot be filtered by age so this represents all adults. Other responses included Age UK, friends and churches. Those that stated Age UK may well have ticked

Common subjects covered in free-text categorised by two YOPA analysts



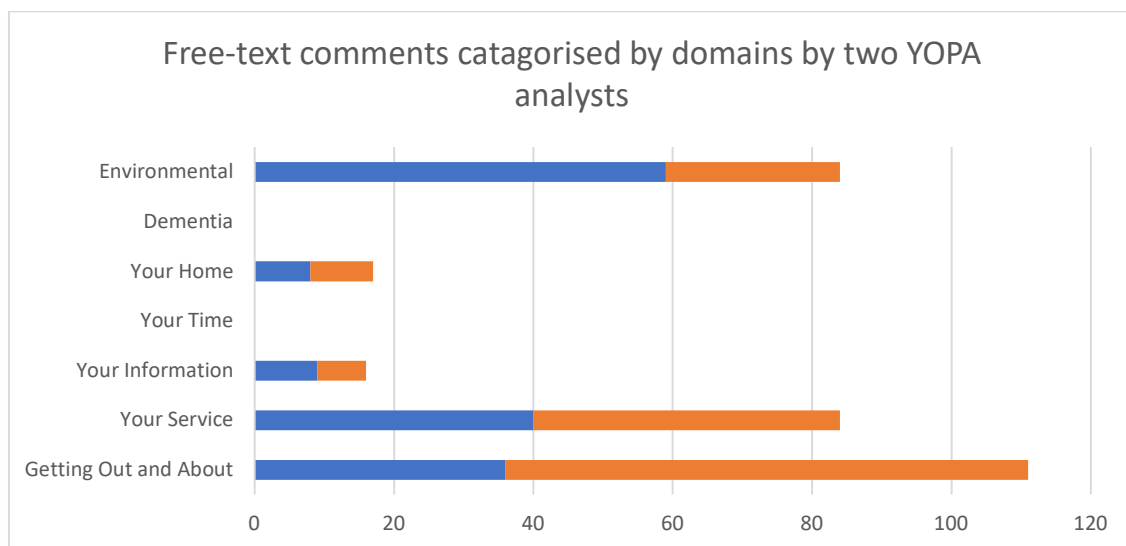
*dirty, scruffy, rundown, unsightly empty shops and also described as like a theme park for visitors. Someone remembered when there was a City Centre Manager

There were three themes that may be part of a wider issue:

1. Tang Hall beck is a mess – it used to be beautiful.
2. Hull Road Park is a disgrace – once a beautiful place.
3. Look after our roundabouts – described as a disgrace – they used to be “pristine”.

Worth noting that there was only one comment about public toilets. Previous surveys have shown a large concern from the older population. Age Friendly York’s work with businesses to introduce [Take a Seat](#) across 60+ businesses may have contributed to this (there has been 10,000 views on this website page as well as business window stickers, posters, social media and a press release). Again, there needs to be a level of caution due to this being the first time we have engaged with views through this specific approach.

Looking at the Age Friendly York domains (themes in which Age Friendly York focuses), they were categorised as follows:



Older people clearly care about the environment. The new environmental strategy was presented at the Ageing Well Partnership and now the action plan is available. A piece of work will be completed for the partnership that will look at the 3 key strategies and map where there are themes that have a significant impact on older people.

General observations from the YOPA analysts:

1. Public toilets were only mentioned once, this was quite surprising
2. Older people clearly care about the environment
3. Strong criticisms of the state of the city centre and the state of the roads
4. Under planning issues Leeman Road came in for some sharp criticism
5. Many issues raised about problems contacting the Council
6. A lot of observations about the futility of completing surveys 'as nothing gets done'

Proposal

Talk About had provided some very useful feedback and would like to suggest:

- The questions are repeated in a years' time to see if there is a shift in older resident's views
- That we continue to raise the profile of Talk About to increase the quantity of residents signed up to ensure we capture a representative view of residents.
- That a meeting is set up with the Guildhall Councillors regarding the disrepair and poor impression of the city centre.
- We propose the Council provides feedback to those signed up to TalkAbout regarding what action has or is being taken