



# Middlesbrough: An Age-friendly Town?

Where we are now • March 2022

Report prepared by  
Lucy Cushley, Andrea Mountain and Jo Booth  
Ageing Better Middlesbrough Programme Management Team



# Acknowledgements

The survey and report framework were modelled on:

Livability for All: The 2014 AARP Livable Communities Survey of Honolulu, Hawaii Adults Age 45+ report <sup>[Ref 1]</sup>

Supporting information from the Centre for Ageing Better <sup>[Ref 2]</sup>

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# Foreword

**Our ambition is to develop Middlesbrough as an age-friendly town, where older people can live happy and healthy lives.**

I am delighted to see the publication of this baseline report, which will form a key part of a continuous development and improvement approach for age-friendly communities in Middlesbrough, and will guide our action planning, service delivery and partnership working over the coming years. We will work to ensure that a collaborative approach continues, at both an operational and strategic level, taking account of services, local communities, policies and systems.

I would like to thank Ageing Better Middlesbrough and anyone who has played their part in developing this baseline report and look forward to see the work continue, to ensure that Middlesbrough is a place that supports and enables people to live and age well, in a way that is right for them.

**Mark Adams**  
Joint Director of Public Health South Tees,  
Middlesbrough Borough Council

# Introduction: What is age-friendly?

The World Health Organisation (WHO) Global Network for Age-friendly Cities and Communities was established in 2010 to connect cities, communities, and organisations worldwide with the common vision of making their community a great place to grow old in.

The WHO's Age-friendly Cities framework helps to consider all aspects of community lives when making plans for an age friendly town. It highlights 8 domains or community features that can be addressed to better adapt structures and services to the needs of older people:



With just over a third of Middlesbrough residents aged 50 years and older, we understand the importance of a proactive approach to meet the needs of an ageing population. We are passionate about making connections in our communities.

Our ambition is to make Middlesbrough a part of WHO's Global Network for Age-friendly Cities and Communities and commit to creating healthy and vibrant communities for older people where they can live happy and healthy lives.

# Middlesbrough's age-friendly survey

In September 2021 Ageing Better Middlesbrough (ABM) in partnership with Public Health South Tees launched a Middlesbrough-wide age-friendly survey based on WHO's 8 domains. Launched during ABM's Festival of Ageing Better, the survey aimed to gather as many views of older people as possible to help build a picture of what is happening within the local community and find out what residents' think can be done to make Middlesbrough a better place to live and age. The findings of the survey have informed development of this baseline report 'Middlesbrough: An Age-friendly Town? Where we are now: March 2022'. The report identifies the current state of play according to residents and puts forward some key recommendations for the future of an age-friendly Middlesbrough.

2,480 copies of the survey were posted to Middlesbrough residents' homes and approximately 2,500 copies were distributed within the community at various venues and events. Surveys were available in paper form, online, in Braille and various languages. We completed some targeted work to engage with diverse communities and wards in some of the more deprived areas of Middlesbrough.

## Highlights of survey analysis



# Top 10 needs for older people in Middlesbrough

**Top 10 identified needs in Middlesbrough**  
(% gaps between what is important and what is available)

- 

**1** Enough benches for **resting places** in public areas
- 

**2** **Accessible clean toilets** that are available for public use
- 

**3** **Conveniently located recreational facilities** for older people or people with disabilities
- 

**4** **Pavements** that are in a **good condition**, safe for pedestrians and accessible for wheelchair and other assistive mobility devices
- 

**5** Widely publicised, reliable **information about activities**
- 

**6** A range of **flexible job opportunities**
- 

**7** **Training** for people aged 50 or over
- 

**8** **Activities** that offer older person **discounts**
- 

**9** **Activities** that are **affordable** to all
- 

**10** **Activities** for older people with **language or mobility challenges**

## Priority Age-friendly domains

- 

**A** **Outdoor spaces and buildings**
- 

**B** **Social participation**
- 

**C** **Civic participation and employment**
- 

**D** **Respect and social inclusion**



## Section 1: Setting the scene

**This report forms part of the first stage in achieving an age-friendly status for Middlesbrough. It follows the launch of an age-friendly survey by the ABM programme working in partnership with Public Health South Tees directorate during September 2021.**

From September to December, we conducted a Middlesbrough-wide survey with a target audience of those aged 50 or over. The survey aimed to gather as many views of older people as possible to help us build a picture of what is happening within the local community and find out what residents think can be done to make Middlesbrough a better place to live and age.

To view the initial Action Plan for the future of an age-friendly Middlesbrough building on the results of the survey and consultation with key stakeholders, visit [www.middlesbrough.gov.uk/age-friendly-middlesbrough](http://www.middlesbrough.gov.uk/age-friendly-middlesbrough)



# 1.1 Background

## About Ageing Better Middlesbrough

The ABM programme was formed by a partnership led by Middlesbrough and Stockton Mind. It was one of fourteen local projects supported by The National Lottery Community Foundation. Receiving £7m over a period of 7 years it aimed to “support people aged over 50 who are experiencing or at risk of social isolation and loneliness, so that they can lead more fulfilling lives, better connection to their communities.”

Middlesbrough’s programme was built around three main elements: information/communication; community; and individual support. Premised on person-centred, co-ordinated support, ABM aimed to: alleviate social isolation; improve mental health and wellbeing; and build confidence.

Over the life of the programme ABM worked with older people living in Middlesbrough to co-produce an offer to meet people’s needs. Co-design and co-production were central tenets of ABM which sought to embed these principles at all stages and in all spheres of the programme. End users were not simply consulted but actively led and directed the programme as part of an intended transfer of power. The programme embraced these principles fully and has consistently demonstrated an ‘asset-based’ approach.



# About Middlesbrough

Middlesbrough is a unitary authority in the North East of England and is the smallest and second most densely populated local authority area in the north east. In 2016 the population of Middlesbrough was estimated to be 140,398, there have been significant changes in the population demographics of Middlesbrough since the 2001 Census highlighting an increasingly diverse and ageing population in the town<sup>[Ref 3]</sup>. According to the Index of Multiple Deprivation 2019, Middlesbrough is the fifth most deprived local authority in England and that it has become more deprived since 2015<sup>[Ref 3]</sup>.

Local authority health profile from 2019 outlines that the health of people in Middlesbrough is generally worse than the England average. An average life expectancy in Middlesbrough for male is 75.7 (UK average is 79.6) and for female is 79.9 (UK average is 81.6). Middlesbrough has a lower-than-average disability free life expectancy of 56 years old when compared to the national average of 62 years old<sup>[Ref 4]</sup>. Disability-free life expectancy is defined as a measure of the average number of years a person would expect to live without a long lasting physical or mental health condition or disability that limits daily activities<sup>[Ref 4]</sup>.

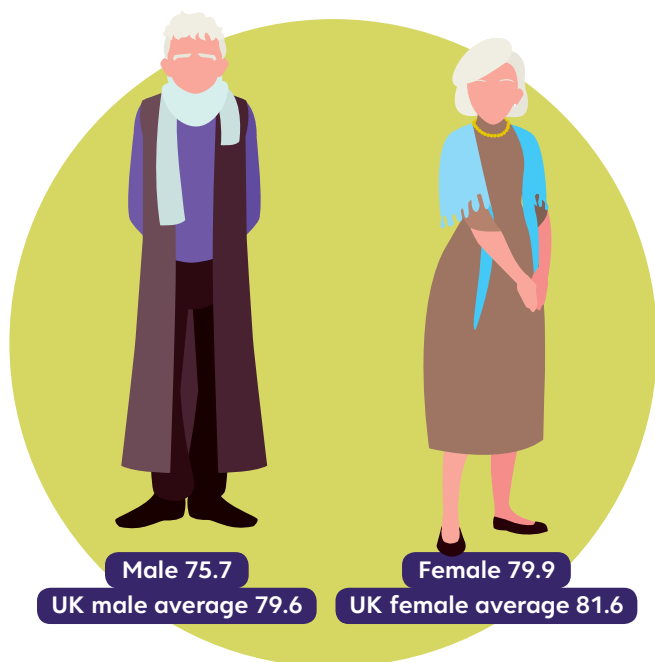
According to the prevention strategy issued by Public Health for years 2016-2020, poor health is often connected to socio-economic factors such as long-term unemployment, poor education, poverty, poor housing, social exclusion. Middlesbrough has a significantly higher mortality rate from cancer, heart diseases, stroke, and male suicides than the England average.

The national (UK) population of residents aged 65 and over is expected to rise from 17.3% in 2022 to 20.9% by 2043. The proportion of people aged 85 and over in Middlesbrough is predicted to increase from 2.1% to 3.5% by 2043<sup>[Ref 5]</sup>.

There is also a significant gap between deprived and affluent areas within the town. Life expectancy is 13.3 years lower for men and 11.2 years lower for women in the most deprived areas of Middlesbrough than in the less deprived parts, and the gap is continuing to widen.

Such data strengthens the need for the importance and availability of good community features that are accessible and available for Middlesbrough residents as they grow older to enable a good quality of life and positive wellbeing.

## Average life expectancy in Middlesbrough (years)



## Disability-free life expectancy in Middlesbrough (years)



# About age-friendly communities

Age-friendly communities are places where people of all ages can live healthy and active lives. These places make it possible for people to 'Age in Place' and remain in their own homes, participate in the activities that they value, and contribute to their communities, for as long as possible <sup>[Ref 1]</sup>.

The World Health Organisation (WHO) Global Network for Age-friendly Cities and Communities was established in 2010 to connect cities, communities, and organisations worldwide with the common vision of making their community a great place to grow old in.

Membership to the Network is not an accreditation for age-friendliness. Rather, it reflects cities' commitment to listen to the needs of their ageing population, assess and monitor their age-friendliness and work collaboratively with older people and across sectors to create age-friendly physical and social environments.

By joining the network communities commit to following four steps that will be implemented over 5 years.



The WHO's Age-friendly Cities framework helps to consider all aspects of community lives when making plans for an age friendly town. It highlights 8 domains or community features that can be addressed to better adapt structures and services to the needs of older people:



Middlesbrough's Age-friendly survey was built around these 8 domains.

# We are an ageing population

The older population in the UK is projected to grow, with people aged 65 and over making up 24% of the population by 2043 equating to 17.4 million people. The proportion of the population aged 75 and over is expected to rise from 8% in 2018 to 13% in 2043, while the proportion of those aged 85 and over is predicted to increase from 2% to 4% <sup>[Ref 6]</sup>.

In a recent report the Centre for Ageing Better explored the impact of the Covid-19 pandemic and found that the pandemic has 'highlighted more than ever the inequalities in how we age' and that the 'rates of increases in life expectancy seen in previous decades have slowed and people are living longer in poor health than in the past' <sup>[Ref 7]</sup>.

## The concept of an age-friendly Middlesbrough

Working towards an 'age-friendly Middlesbrough' creates opportunities for older people, community groups, local organisations and decision-makers to continue to work together towards an age-friendly town.

With just over a third of residents aged 50 years and older, we understand the importance of a proactive approach to meet the needs of an ageing population. We are passionate about making connections in our communities.

Our ambition is to make Middlesbrough a part of WHO's Global Network for Age-friendly Cities and Communities and commit to creating healthy and vibrant communities for older people where they can live happy and healthy lives.

In this report we outline some of the challenges and opportunities in our town and give older people in Middlesbrough a voice on issues that matters to them.

We look at our town through age-friendly lenses:

- Outlining what an age-friendly community could look like in Middlesbrough
- Providing some key recommendations to help achieve this ambition



# 1.2 Methodology

This report is based upon data from a Middlesbrough wide survey. A total of 5,000 surveys were produced with 2,480 surveys posted out to Middlesbrough residents aged 50 or older. Residents were identified from the ABM members list and the survey was promoted through a Survey Monkey link for people who preferred to complete the survey online. The survey was also produced in Arabic, Amharic, Urdu, and French in addition to being converted into large print accessible PDFs. Approximately 2,500 paper surveys were distributed to key locations across Middlesbrough including local community hubs and relevant community groups.

A pilot study was conducted between August and September 2021 with ABM frontline staff, members of the Age-friendly Steering Group and Ageing Better Middlesbrough Action Group (ABMAG). Feedback received was used to make the survey more accessible and user-friendly in addition to ensuring the content was relevant to the survey aims. The main survey was conducted from mid-September through to late December 2021. A total of 348 useable surveys were returned by the cut-off date.

Initial key findings were shared with ABM frontline staff, members of the Age-friendly Steering Group, and ABMAG for feedback. This feedback has been used to develop the key recommendations within this report and will form part of an action plan to achieve age-friendly status for Middlesbrough. The full report, key recommendations and action plan will be shared widely to relevant strategic stakeholders by the end of March 2022 when the ABM programme finishes. Public Health will pick up age-friendly work in 2022-23 and beyond.

An annotated questionnaire for the entire sample is contained within this report (See Appendix 4).

\*Please note some percentages may not add up to 100 percent due to rounding and percentages reported in the text will differ from those in the annotation where respondents did not respond to all questions.



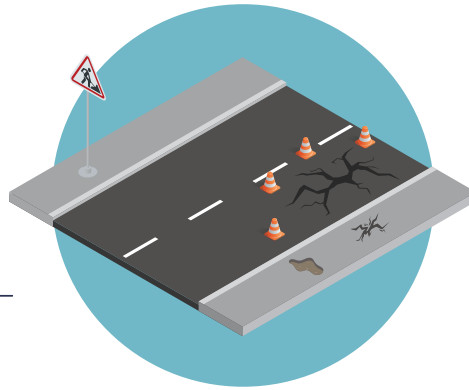
# 1.3 Key findings

The data from the survey has been explored in depth, sections have been cross referenced with certain demographics to better understand the representation of the data. Qualitative data has been studied through the additional comments provided by respondents. The data has been framed using local statistics along with national context and learning.

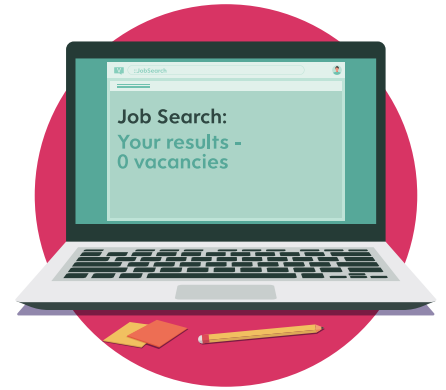
Initial key findings highlighted the following feelings about Middlesbrough from survey respondents:



A lack of **resting places** in public spaces and a lack of **clean and accessible toilets**



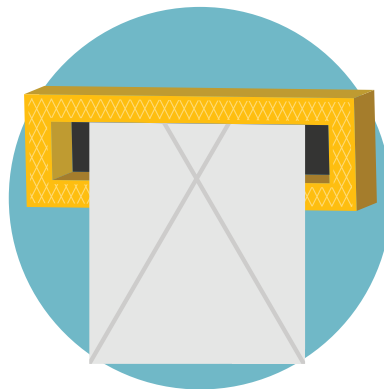
Concerns around the poor **maintenance of streets and roads** where they live



Perceived absence of **training and employment opportunities** for people aged 50 and over



Lack of reliable publicised **information about activities**











For this information to be available or **delivered** to people who have **difficulty or are unable to leave their home**



Need for more **activities** to be **affordable and accessible** to all residents

# Quantitative data

Looking at each age-friendly domain, the following aspects were identified by respondents as being the top 3 important features in any community which aims to be age-friendly:

Age-friendly domain	Top 3 most important aspects of a community (% of respondees identifying aspect as 'important')
<b>Community support and health services</b> 	<ul style="list-style-type: none"> <li>• Reliable ambulances (99.2%)</li> <li>• Well maintained hospitals (98.5%)</li> <li>• Respectful and helpful hospital staff (98.1%)</li> </ul>
<b>Transport</b> 	<ul style="list-style-type: none"> <li>• Conveniently located bus stops (96.9%)</li> <li>• Easily accessible public transport (96.2%)</li> <li>• Well-maintained streets and roads (95.9%) in relation to Transport</li> </ul>
<b>Outdoor spaces and buildings</b> 	<ul style="list-style-type: none"> <li>• Well-maintained streets (96.6%) in relation to Outdoor Spaces</li> <li>• Pavements that are in a good condition (95.2%)</li> <li>• Well-lit accessible, safe, streets and intersections (94.6%)</li> </ul>
<b>Social participation</b> 	<ul style="list-style-type: none"> <li>• Widely publicised reliable information about activities (94.4%)</li> <li>• Activities that are affordable to all (93%) in relation to Social Participation</li> <li>• Activities that are easily accessible by public transport (91.6%)</li> </ul>
<b>Civic participation and employment</b> 	<ul style="list-style-type: none"> <li>• Workplaces that are adapted to meet the needs of people with disabilities (92.1%)</li> <li>• Policies against age discrimination (87.3%)</li> <li>• Opportunities for people aged 50 or over to participate in decision making bodies (83.5%)</li> </ul>
<b>Housing</b> 	<ul style="list-style-type: none"> <li>• Affordable home repair contractors (91.8%)</li> <li>• Range of housing options with access options (88.4%)</li> <li>• Choice of home repair contractors (88.4%)</li> </ul>
<b>Respect and social inclusion</b> 	<ul style="list-style-type: none"> <li>• Activities that are affordable to all (88.4%) in relation to Respect and Social Inclusion</li> <li>• Activities for older people with language or mobility challenges (81.7%)</li> <li>• Activities that offer older person discounts (75.8%)</li> </ul>
<b>Communication and information</b> 	<ul style="list-style-type: none"> <li>• Information delivered in person to people who have difficulty/are unable to leave their home (86.4%)</li> <li>• Free access to computers and internet in public places (76.9%)</li> <li>• Access to information in one central location (76.8%)</li> </ul>

## Qualitative data

For each of the survey sections respondents were provided with additional space to provide further relevant comments. Analysis of this data identified key themes and trends under each domain which provided additional insight into personal difficulties and challenges that would not have been otherwise identified. These insights can be seen throughout the report.

## Observations of both types of data

Mixed methods research, combining both quantitative and qualitative data, is becoming increasingly common. This method can enhance the validity of findings and assess whether data compliments or contradicts each other <sup>[Ref 8]</sup>. Contradictions within data can provide clarification for responses received.

Where contradictions did exist in data collected, this has provided valuable insight and understanding. One key example within the domain of 'Community Support and Health' was that all areas were highly rated as both important and available in quantitative data. However, qualitative data highlighted that although important and available, certain areas of the health service were 'inaccessible' for some. In particular, access to GPs, hospitals and prescriptions were the most challenging.





# Section 2.

## Community experience

To create an age-friendly community in Middlesbrough it is vital that we understand the ‘make up’ of our communities and the residents who live within them. In this section we outline survey respondents’ current experiences of living in Middlesbrough.

### Strong connections to Middlesbrough

Most people who took part in the survey have a strong connection to their local community, with two thirds of survey respondents (66%) living in the area for over 50 years, and almost a quarter living in the area between 21-40 years (23%). Only a small proportion of respondents stated they had lived in the area for 20 years or less (11%).

### Length of time respondents have lived in Middlesbrough (n=326)

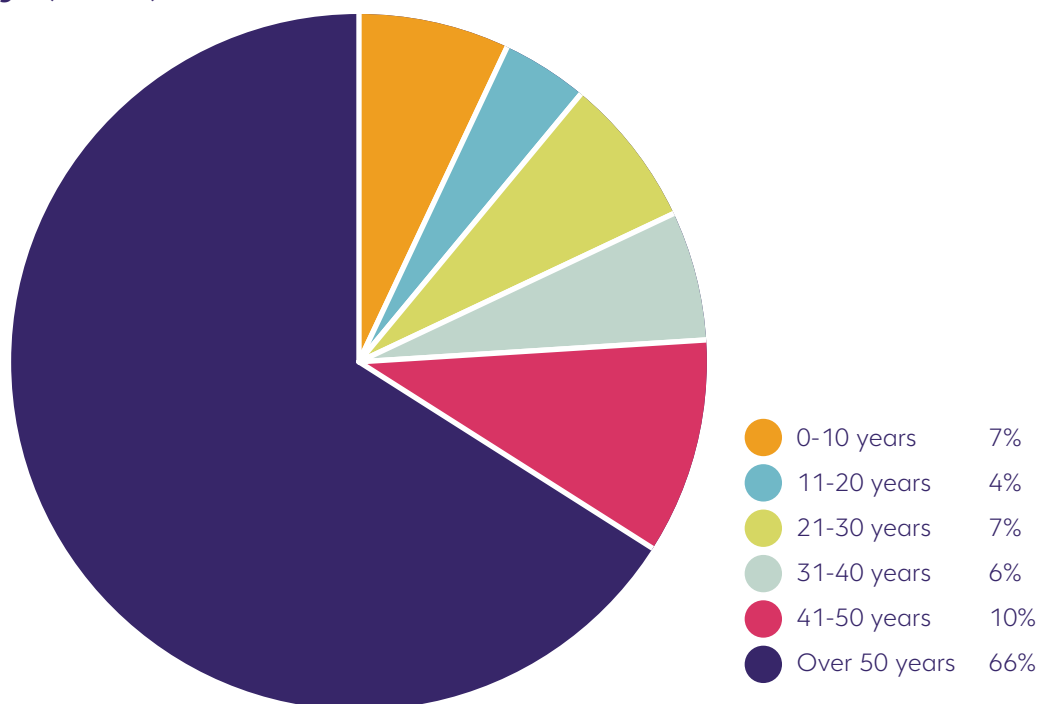


Chart 1

The majority of survey respondents stated that they are unlikely to move to a different home both within and outside of Middlesbrough in the next 10 years. Nearly three quarters (72%) of respondents stated they are unlikely to move home outside of Middlesbrough and over half (57%) of respondents stated they are unlikely to move home within the Middlesbrough area in the next 10 years.

## Likelihood of moving to a different home outside of Middlesbrough in the next 10 years (n-330)

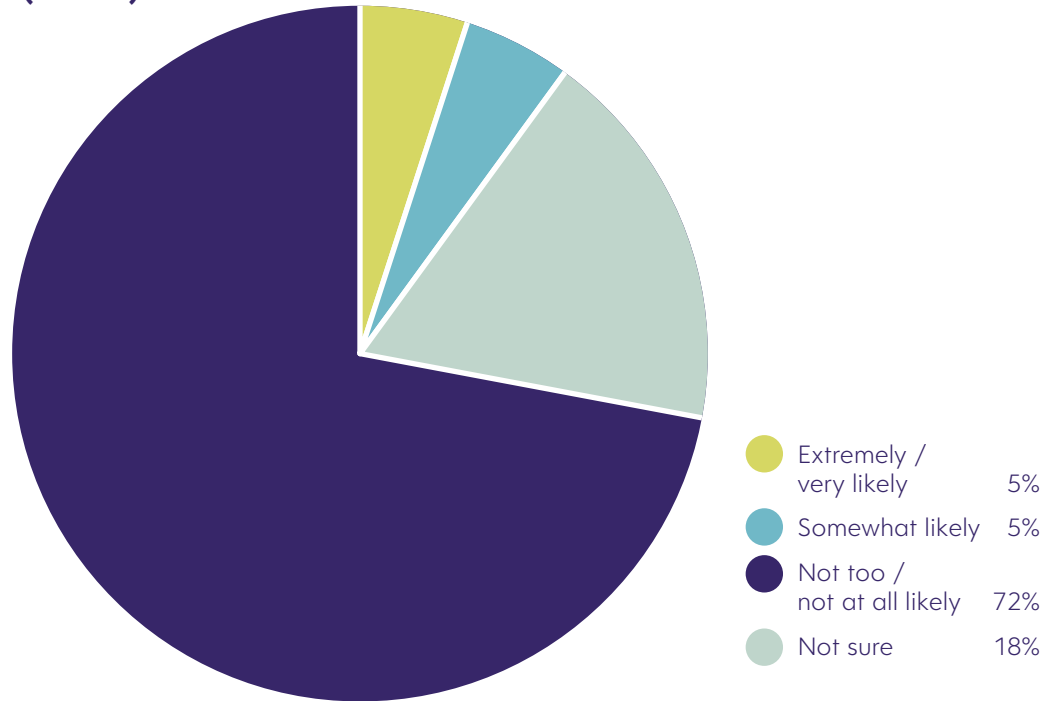


Chart 2

## Likelihood of moving to a different home within Middlesbrough in the next 10 years (n-330)

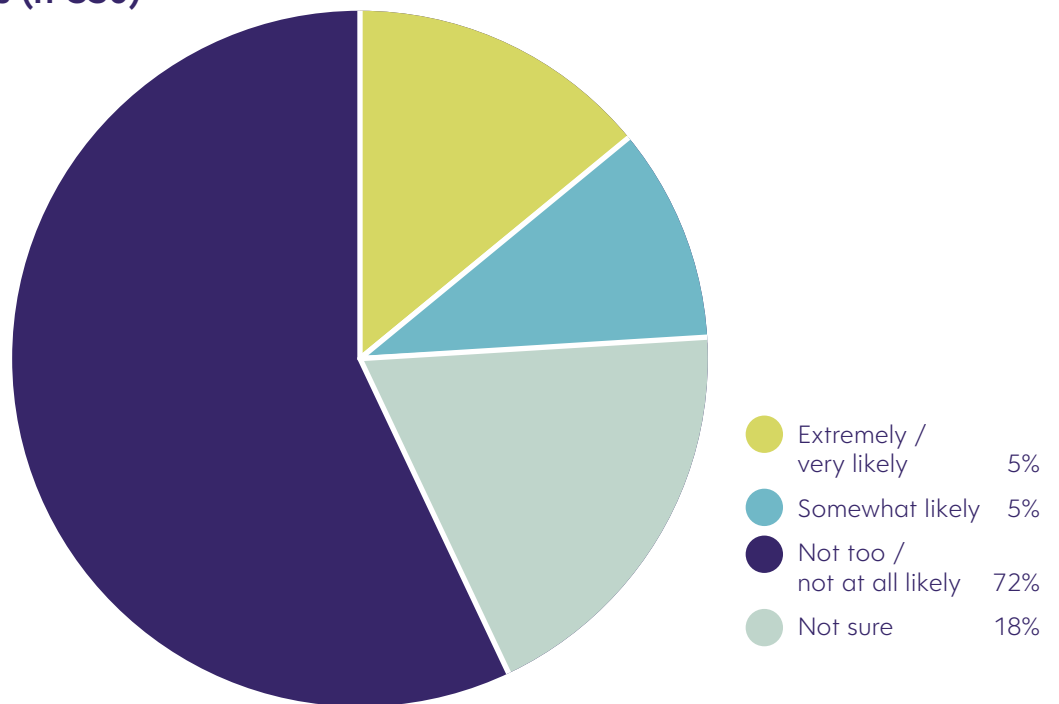


Chart 3

This strong connection to Middlesbrough continued within survey comments a small selection of which are shown below:

**“I am 84 years old and have no wish to move, I am a quarter of an hour from the centre of town, my doctors etc. Are all within walking distance.”**

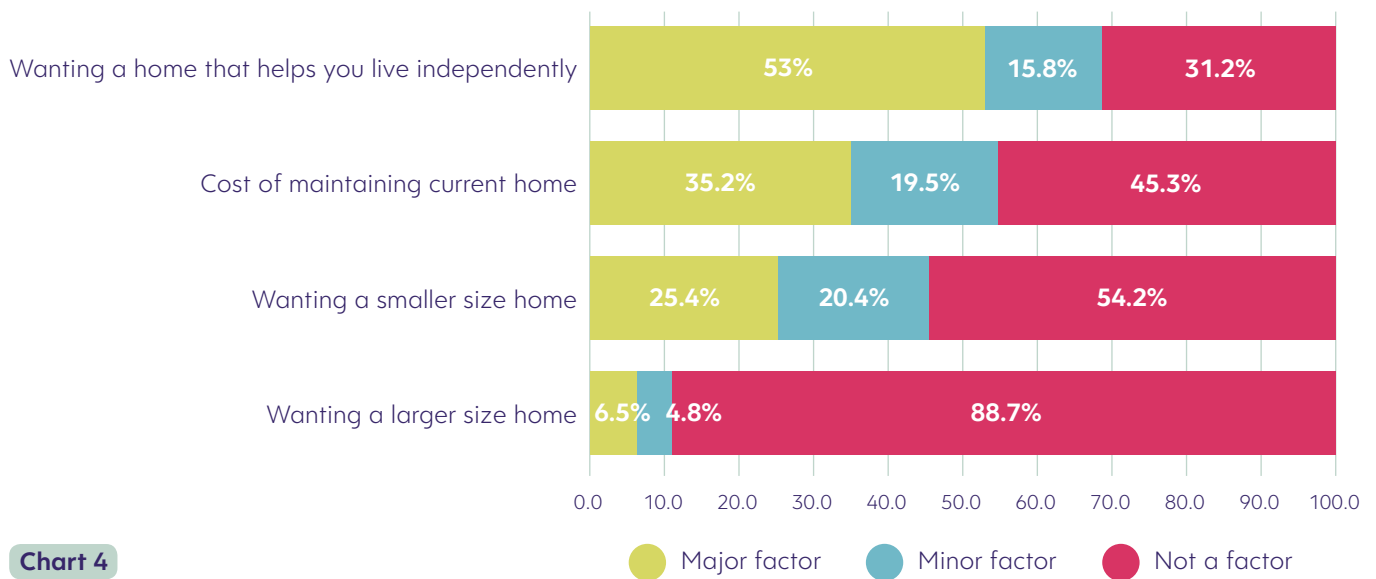
**“I have lived in this area since marrying my late husband, 62 years ago, who lived in this area all his life. There have been many changes, some good, some bad, but have no intention of moving out.”**

## Independence and cost are two major factors that residents consider in their decision to move home within Middlesbrough

When thinking about moving home one key factor that people identified was wanting a home that helps them to live independently, with over half (53%) of respondents identifying this as a major factor.

The cost of maintaining their current home was also perceived as a major factor, with over a third (35.2%) identifying this as a fundamental consideration when moving home and nearly half (46%) rating the cost of living as extremely or very important in their decision to move in the next ten years.

### Factors in decision to move home within Middlesbrough



## Importance of cost of living to decision to move home in the next 10 years (n=268)

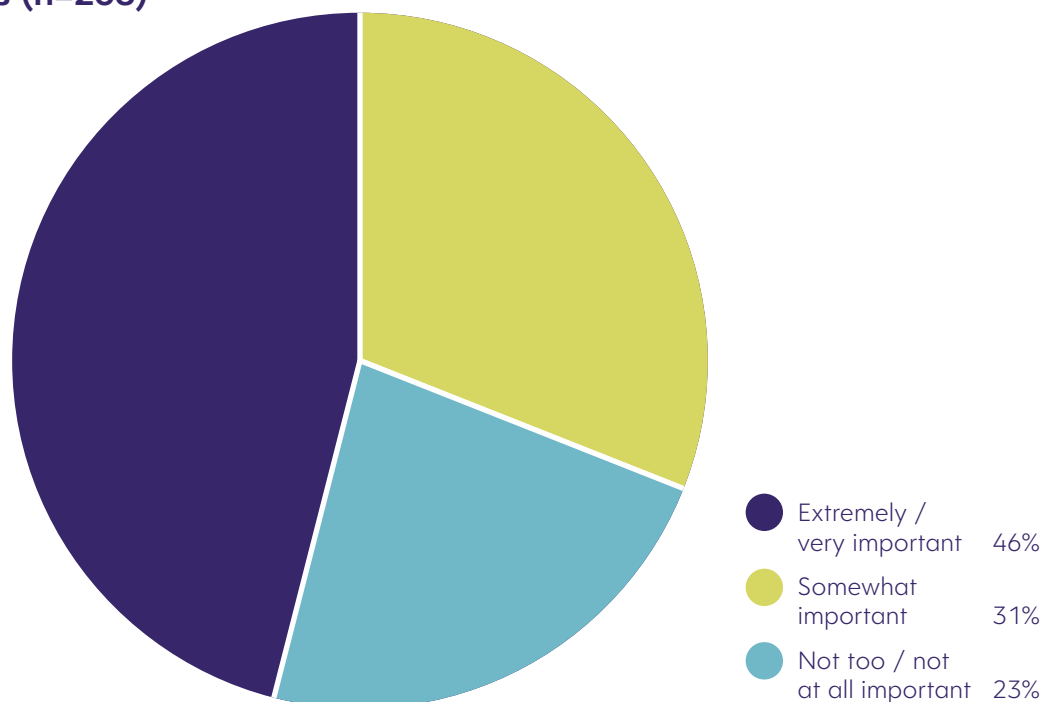


Chart 5

Cost was a theme within the additional comments received from those who responded to this section of the survey.

**“Costs and health are a major factor in relocating.”**

**“We have a fixed income so cannot afford to move.**

**We also like our home and location so don't want to move.”**

## Personal safety is key when considering moving outside of Middlesbrough

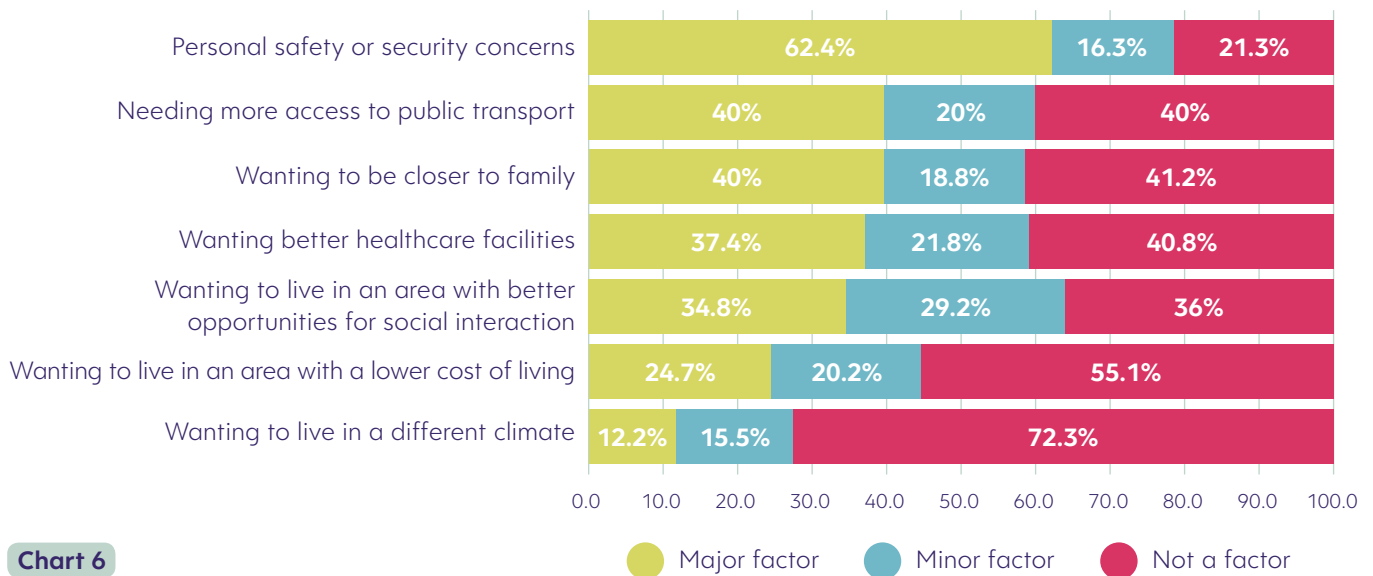
A large proportion (62.4%) of respondent's stated that personal safety or security concerns are key elements when considering whether to move outside of Middlesbrough. Public transport and being closer to family were also identified by 40% of survey participants as major factors in this decision.

An example of relevant comments follow:

**“Drugs and alcohol are biggest issue in the area.”**

**“Problems with anti-social behaviour and crime, which impacts on homeowners.”**

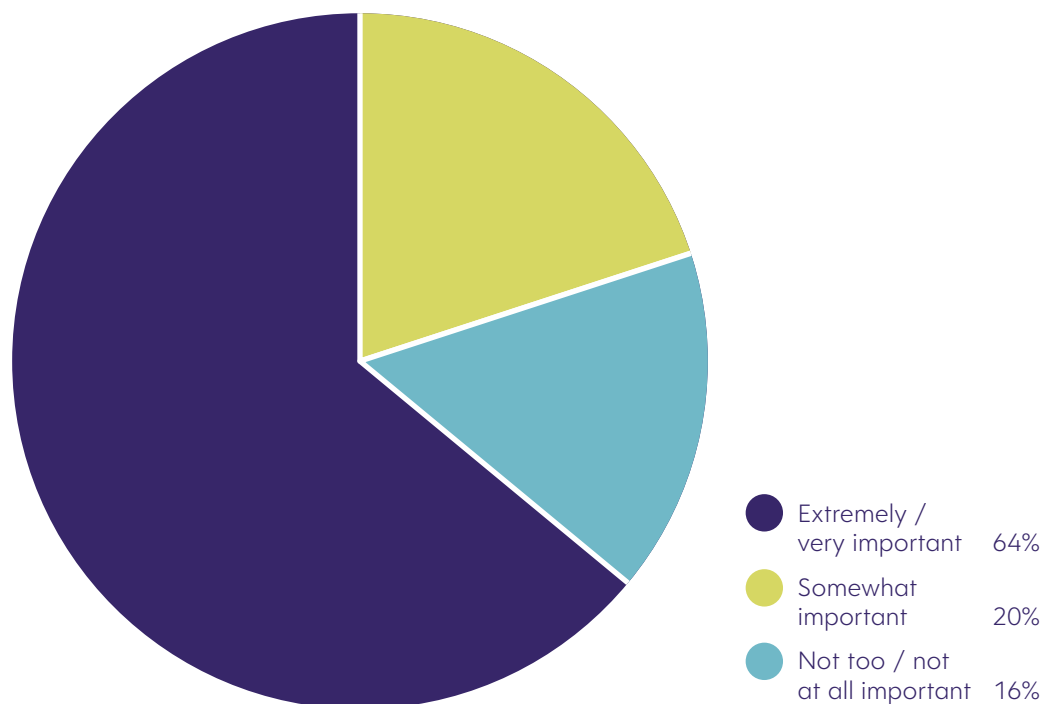
## Factors in decision to move home outside Middlesbrough



## Residents want to remain in Middlesbrough and wish to stay in their own homes

For nearly two thirds (64%) of respondents it was extremely or very important for them to remain living in Middlesbrough and a further three quarters (75%) stated it was important for them to stay in their own home.

### Importance of remaining in Middlesbrough (n=308)



## Importance of remaining in own home (n=314)

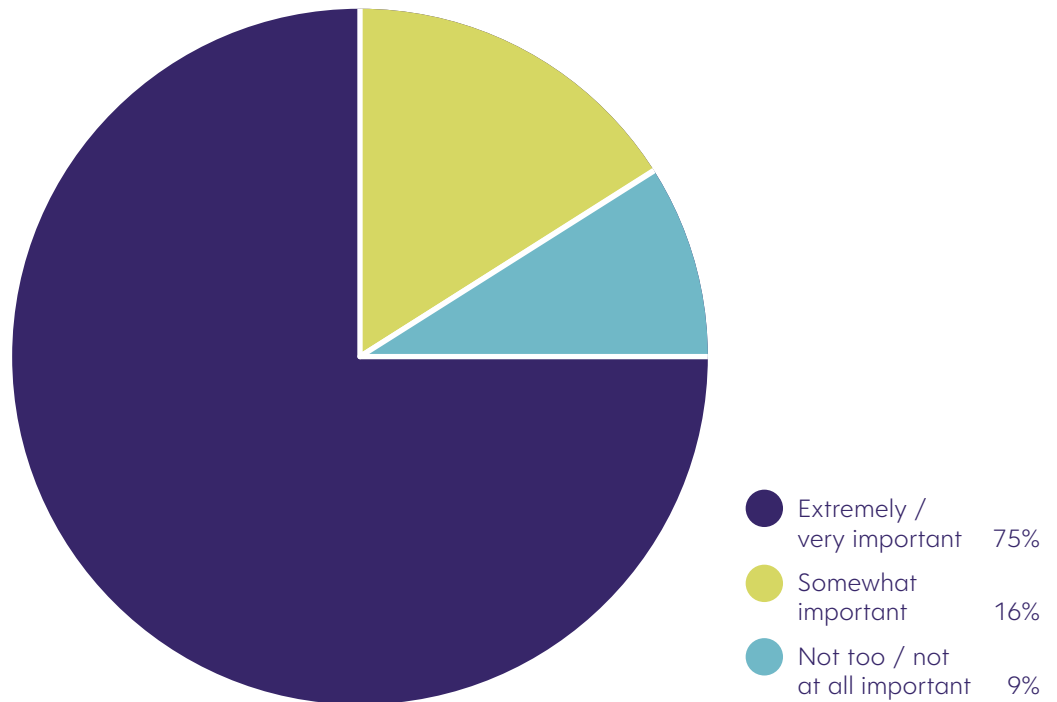


Chart 8

Comments received from respondents reflect these findings:

“I moved to this bungalow 7 years ago - two years after my husband died. Stayed in same area near my social activities, bus routes, church, friends. Moved whilst fit and able.”

“Want to remain as long as possible being independent, likely to need help with garden and transport eventually.”

“Where you live as you grow old, is that you have lived among people that know you, they help and look after you which is very important.”



# Respondents rate Middlesbrough as a ‘good place to live for older people’

Over two thirds (67%) of survey respondents rated their communities as excellent, very good or good places for people to live as they age. Less than a third (32%) rated them as a fair or poor place to live.

The table below details the age of Middlesbrough residents by geographical ward area. The three wards with the highest percentage of residents aged 60 years and over are:

- Kader, Nunthorpe and Marton West

The wards with the lowest percentage of residents aged 60 years and over are:

- Central, Newport, Park, Brambles & Thorntree.

Survey responses corresponded with the concentration of older residents within particular wards. For example, Kader ward returned a noticeably higher proportion rating their community as a ‘good place to live for older people’. This ward also has the highest percentage of people aged 60 and over when compared to other wards. Therefore, we could surmise that wards which have a higher proportion of residents aged 60 and over may receive a higher satisfaction rate when asked this question. This is supported by the Centre for Ageing Better’s research that found “the proportion of people who feel they belong to their neighbourhood increases with age” [Ref 9].

Ward	Age 0 - 15	Age 16 - 59	Age 60+	Ranking (by % of people over 60)
Acklam	17.7%	56.57%	25.73%	10
Ayresome	23.7%	57.52%	18.78%	15
Berwick Hills & Pallister	26.94%	54.98%	18.08%	16
Brambles & Thorntree	27.01%	54.94%	18.04%	17
Central	19.43%	70.84%	9.73%	20
Coulby Newham	17.70%	55.52%	26.78%	7
Hemlington	22.50%	51.16%	26.34%	8
Kader	13.62%	47.00%	39.39%	1
Ladgate	21.59%	52.28%	26.13%	9
Linthorpe	20.52%	57.89%	21.59%	12
Longlands & Beechwood	23.60%	57.60%	18.80%	14
Marton East	18.52%	53.47%	28.01%	6
Marton West	15.68%	51.97%	32.35%	3
Newport	22.46%	66.22%	11.32%	19
North Ormesby	20.51%	60.36%	19.13%	13
Nunthorpe	16.53%	48.97%	34.50%	2
Park	22.18%	59.77%	18.04%	17
Park End & Beckfield	20.89%	54.33%	24.77%	11
Stainton & Thornton	14.97%	53.74%	31.39%	4
Trimdon	17.13%	52.81%	30.06%	5

[Ref 10]

It is noticeable that a higher volume of responses were received from those living within the Acklam, Linthorpe and Marton wards. To take this into account 'Community Rating' was analysed by individual wards to identify trends. The largest percentage of respondents rating their communities as 'Excellent' to 'Good' were from those living in the Park (84.6%) and Kader (83.3%) wards. The lowest percentage were within Brambles and Thorntree 14.3% and Hemlington 25%.

### How would you rate your community as a place for people to live as they age? (n=312)

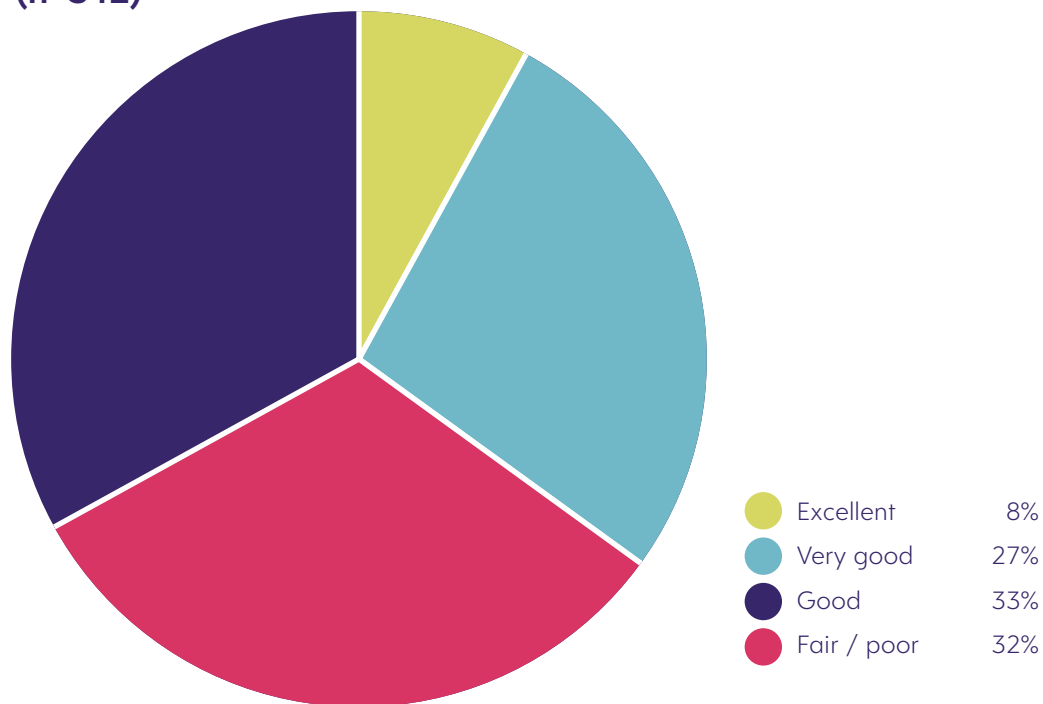


Chart 9

“I have lived here for over 51 years; I do not feel the need to move anywhere else.”

“After living in my home, I decided I need a secure place, on one level. Closer to church and shops. I need to create a new home since my husband died. I like to be among people.”



# Planned home modifications

Over three quarters (78.4%) of survey respondents reported that they own their own home and 40.3% have plans to make modifications to their bathrooms i.e., grab rails, 35.1% plan to install a medical emergency response system and 30.7% plan to add access modifications such as ramps and/or stair lifts. These modifications would potentially allow them to remain in their current home as they age.

## Own or rent home? (n=320)

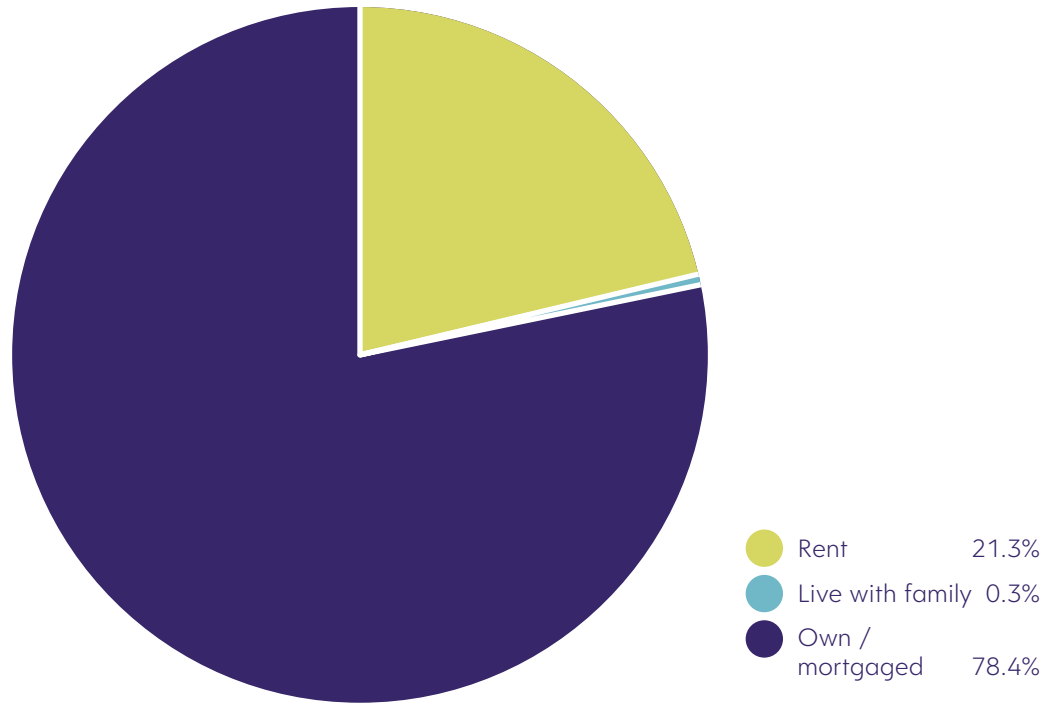


Chart 10

## Respondent by type of home (n=320)

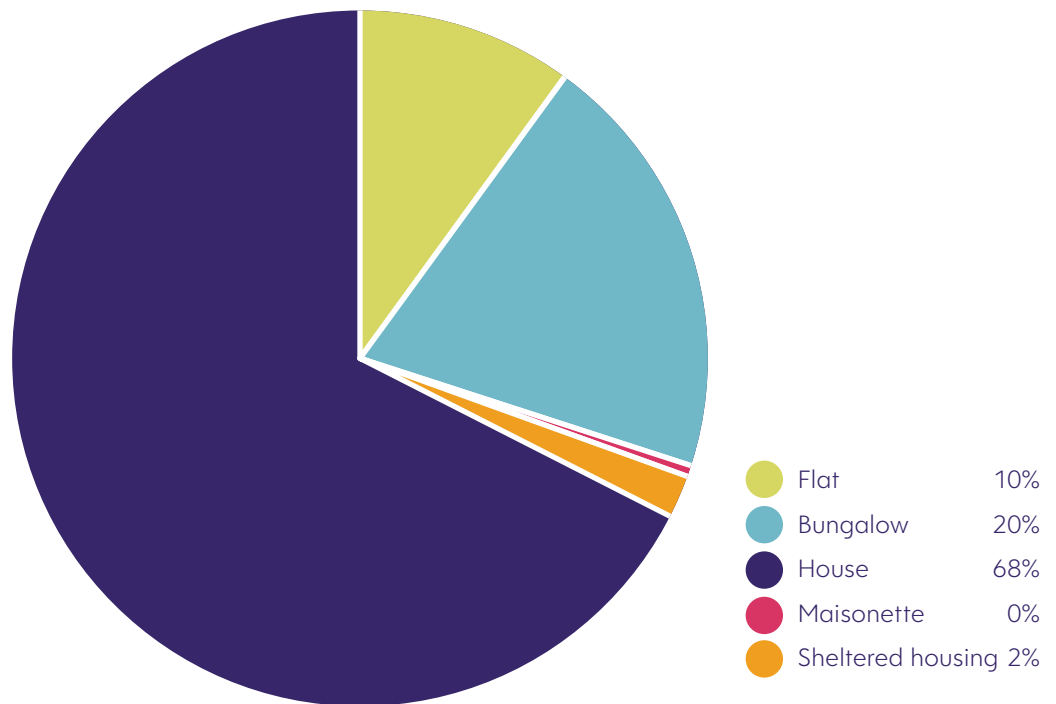
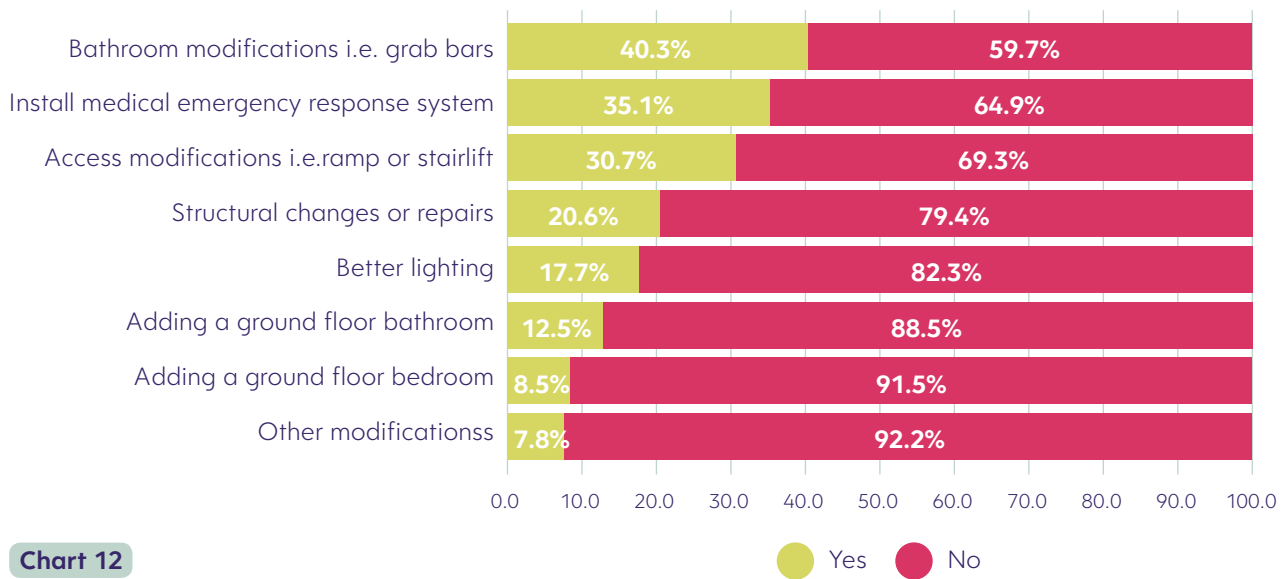


Chart 11

## Types of home modifications respondents plan to make



The following comment below highlights a number of factors that are often of key importance for older people when considering moving home.

**“When I moved into my bungalow, I took into consideration factors that would enable me to stay in the house i.e., no stairs, bath and shower cubicle, all rooms on one level, spare room for family and friends to stay.”**



# Section 3.

## Community features by each age-friendly domain

To create an age-friendly community in Middlesbrough it is vital that we understand older peoples' feelings about the 'features' of our community and the priorities of the residents who live here. In this section we outline survey respondents' thoughts on the importance of community features in Middlesbrough.

**Middlesbrough residents rank community support and health services as the most important community feature within the eight domains.**

Those who took part in the Middlesbrough age-friendly consultation ranked community support and health services as the overall important community feature (4.58). This was closely followed by Outdoor Spaces and Building (4.52) and Transport (4.51).

All eight community features demonstrated a significant level of importance for residents, with scores for the eight domains ranging from 4.58 to 4.11. Survey respondents were asked to rate the community features using a 5-point scale, 5 being extremely important and 1 being not at all important. Each domain will be explored in further detail in the section below and analysed by level of importance and availability within Middlesbrough.

### Community features overall importance ranking (n=348)

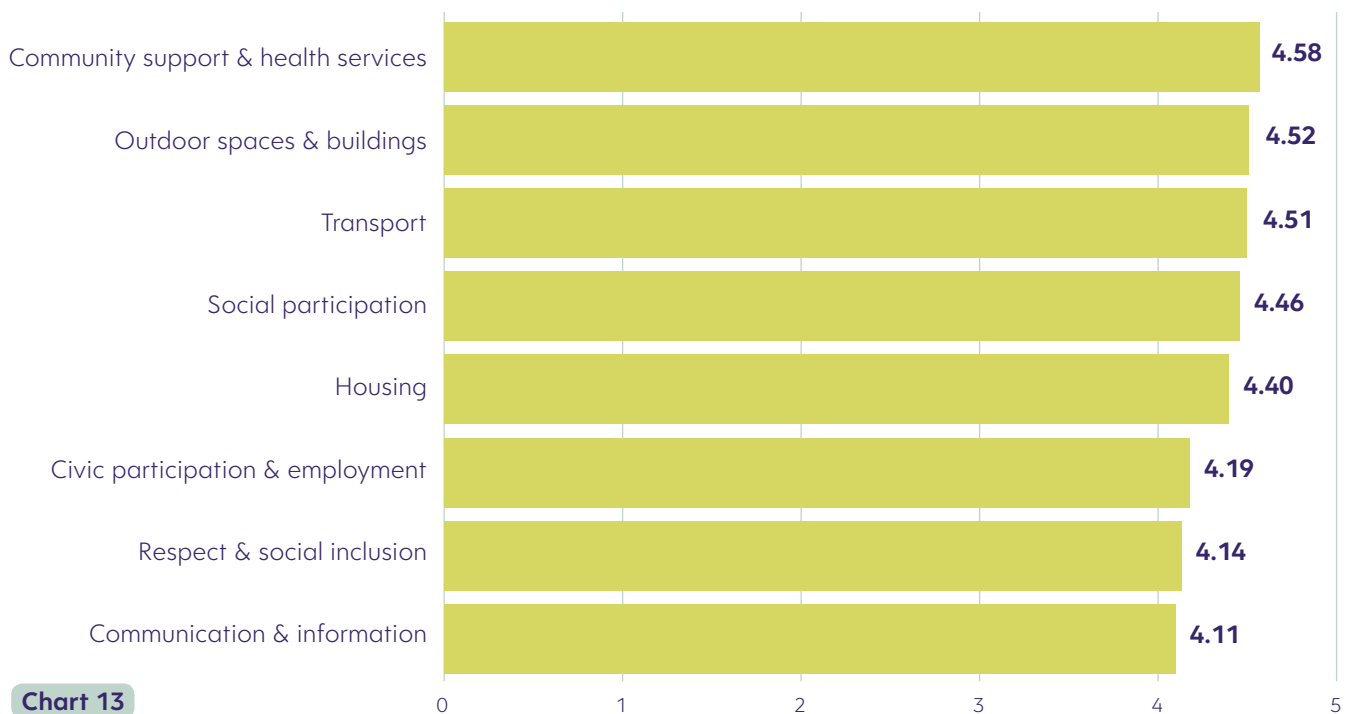


Chart 13

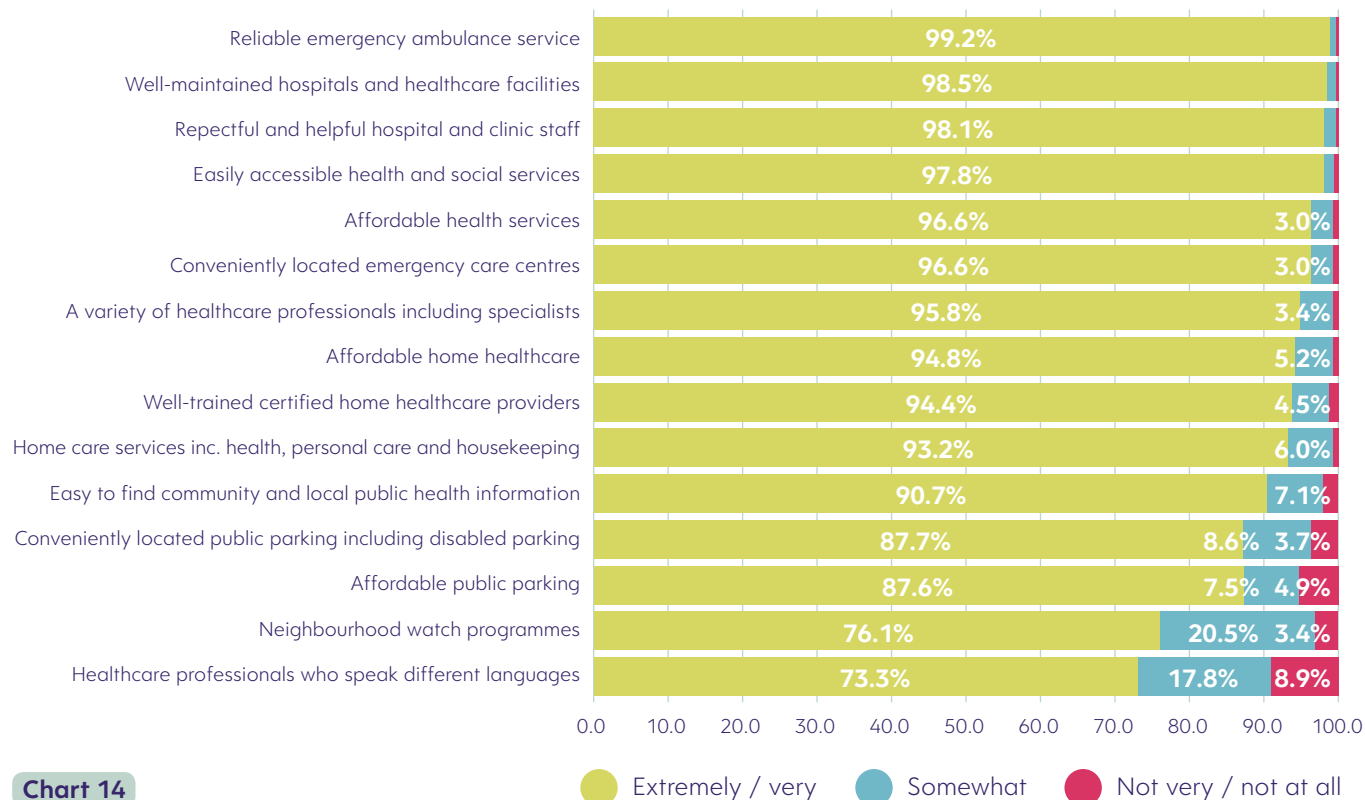
# 3.1 Community support and health services

The provision of health care in age-friendly communities needs to be effective and accessible. To maintain health and independence WHO recommends optimising provisions such as accessibility to services, home care, residential care, and planning for emergencies. The WHO define the importance of this domain; by the time people reach their 80s, 54% of adults need help with one or more daily activities like bathing, cooking, or using the toilet unaided. Based on current trends, healthcare spending will have to increase by 3.3% and social care spending by 3.9% every year for the next 15 years, just to keep pace with increased demand. As the older population grows in size, the need for health services and support in the community grows to <sup>[Ref 11]</sup>.

The survey explored features of community support and health services and asked participants about the level of importance of each feature. The majority of respondents stated that all features were extremely or very important with all features/services scoring between 73.3% and 99.2%.

Residents felt the most important area in the domain was access to reliable emergency ambulance service (99.2%), followed by well-maintained hospital and healthcare facilities (98.5%) and respectful and helpful hospital and clinic staff (98.1%).

## Importance of community support & health service features of Middlesbrough residents age 50+



The three most important features in this domain identified by those who participated in the consultation were also the three most available features. 92.7% of respondents felt that respectful and helpful hospital and clinic staff are present in their community, followed by well-maintained hospital and health care facilities (90.7%) and reliable emergency ambulance services (85.1%).

However, a large volume of respondent comments received did highlight a number of issues with the current accessibility of some features, in particular difficulty accessing GP appointments and extended hospital waiting times. For example:

**“At present it’s difficult to see a doctor or dentist and you can be on the telephone for 20 minutes before you speak to a receptionist... Some pharmacies at present are only allowing 2-3 people in the building at once. If going to the hospital car park is usually full and is expensive if you are over an hour.”**

**“Due to covid restrictions health care very restricted at the moment all GPs, hospitals, etc.”**

**“Unfortunately - ambulances are taking too long to reach some people.”**

## The impact of Covid-19 on health services

The Covid-19 pandemic has had a significant impact on access to health and social care services both locally and nationally. In the Healthwatch Middlesbrough report ‘Experiences of GP access, Ongoing Treatments and Wellbeing Throughout the Pandemic April 2021’ they explored people’s views to gain a deeper insight into how people’s access to and engagement with services had changed since the initial reaction to the pandemic. They found that:

**“84% of respondents who had accessed their GP surgery in the months between October and February detailed experiences of poor staff attitude, difficulties with the telephone booking system, long waiting times and poor communication.”** [Ref 12 page 20]

Healthwatch Middlesbrough have shared the findings of their report with key contacts across South Tees to help influence change, including Tees Valley Clinical Commissioning Group, and the South Tees Health and Wellbeing Exec, and will inform the future direction of their work in 2021-22.

Further to this the pandemic has led to a transitioning from face to face to virtual consultations within health and social care settings. The British Medical Journal states that:

**“Covid-19 has resulted in an unprecedented expansion of virtual consultations in primary and community care services. Although virtual consultations have been available for a long time, they were not widely adopted before Covid-19.”** [Ref 13 page 1]

Virtual consultations are defined as telephone calls, videos, text/image messaging and email consultations. While the progression to use virtual consultation has seen many advantages during the pandemic, it also has the potential to widen care disparities for specific groups, including people with physical/cognitive disabilities (sensory/communication impairments (audio/sight) and those living with social deprivation, with limited digital access (including vulnerable groups) and areas with poor broadband coverage [ref 13]. The Centre of Ageing Better state that the proportion of older people who use the internet regularly has grown rapidly, but there are still over 3.7 million people aged 55 and over who have never used the internet.

When considering community support and health services, it is crucial that access is considered for those who have the potential to be disadvantaged by advances in virtual consultations and people who do not have the digital skills and resources to engage with services in this way.

The Department of Health and Social care highlight the importance of improving access to health and social care services in the 'People at the Heart of Care, Adult Social Care Reform White Paper' December 2021. One of the three objectives set out in the reform is that 'people find adult social care fair and accessible'. The paper described this further with the vision that:

**“Care and support should be accessible. Everyone - whether that be people who already, or may need to, draw on care and support, their families, or unpaid carers - should be able to access the right information and advice at the right time to understand the different options available to them that best meet their preferences and circumstances, including options for where care and support would best be delivered, and costs they may need to meet. This will help people to plan for the future, make well-informed choices about their care and support, and ensure their needs are met without delay.”** [Ref 14 page 19]

The ten-year vision will see further funding and support to local government to ensure provisions are in place to achieve this objective including improving information and advice to make it more user-friendly and accessible, helping people to navigate the care system and understand the options available to them and providing information and advice that is accurate, up to date and in formats that are tailored to individual needs.

## Community support and neighbourhood safety

A feature within this domain which people felt was least available was neighbourhood watch programmes, 57.6% of survey respondents did not feel this was a feature that was available in their local area.

According to [www.ourwatch.org.uk](http://www.ourwatch.org.uk), there are seven registered neighbourhood watch schemes in Middlesbrough. Local Neighbourhood Watch (NW) Schemes have operated in England since the 1980's with membership peaking in 2000, this included around 4.5 million households. However, in 2009/10 national membership began to plateau and decline and by 2016/17 it had fallen to 9 percent of households (2.2 million) and have continued to fall. Research shows that NW membership is higher within the affluent areas and declines as the levels of deprivation rise. However, the most common reason given by non-member households in NW areas for not participating in the movement is that no one has asked them to join [Ref 15].

## Digital inclusion impacts on healthcare

The move towards more digital services has resulted in many people becoming further and increasingly disadvantaged due to a number of factors:

- a lack of technical/digital skills
- a lack of access to the right equipment/devices
- a lack of data and connectivity.

These areas are of particular importance when considering the major shift from face-to-face appointments to e-consultations with GPs and hospitals and the move to ordering prescriptions online.

As part of addressing this issue and with a particular focus on digital poverty, The Hope Foundation (part of the ABM programme) are currently working in collaboration with Linthorpe Surgery providing training and devices to an identified cohort of their older patients through drop-in sessions and Tea and Technology group meetings. This service is on-going, and funding has been secured for a further year beyond the life of the main ABM programme which ends in March 2022.

# Digital inclusion impacts on community support

Social media platforms such as Facebook can offer support for communities in times of crisis, and there has been a rise in the number of online community pages since the Covid-19 pandemic. One local residents’ Facebook group had 415 members just 72 hours after its creation, giving residents the ability to access support (e.g., groceries, collection of prescriptions) whilst also ensuring the most vulnerable were cared for. In addition, a number of sub-groups within the group, consisting of various streets, detailed a specific point of contact for communication and sharing of information providing a digitally connected community. One downfall of course is that all this requires people to be online and connected to technology <sup>[Ref 16]</sup>.

One comment received supported that some local communities have moved to the use of digital platforms to offer peer support:

**“The xxx Road What’s App group formed during the pandemic has been amazing. Helping neighbours with their needs.”**

## Presence of community support & health features of Middlesbrough residents age 50+

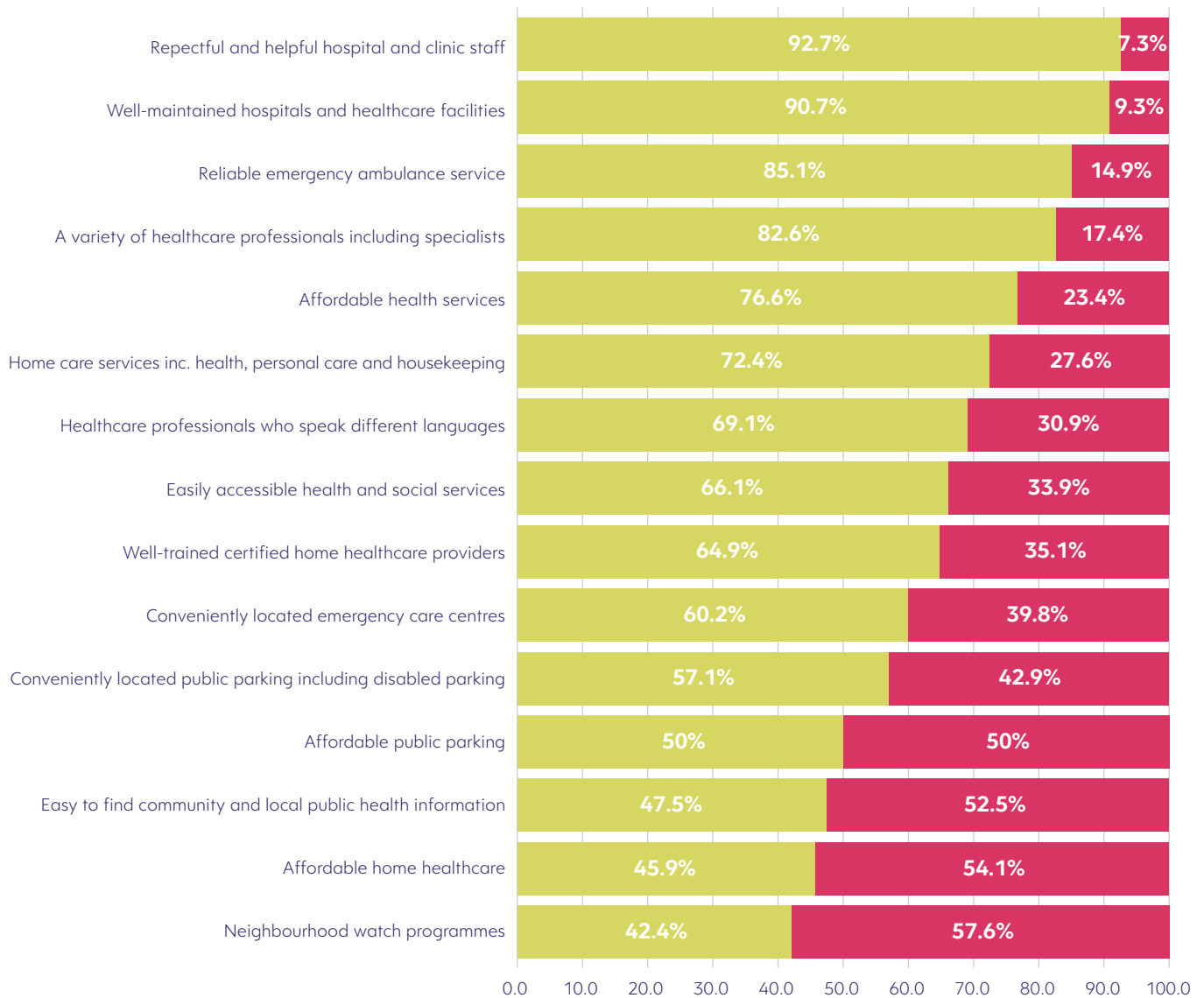


Chart 15

● Yes ● No

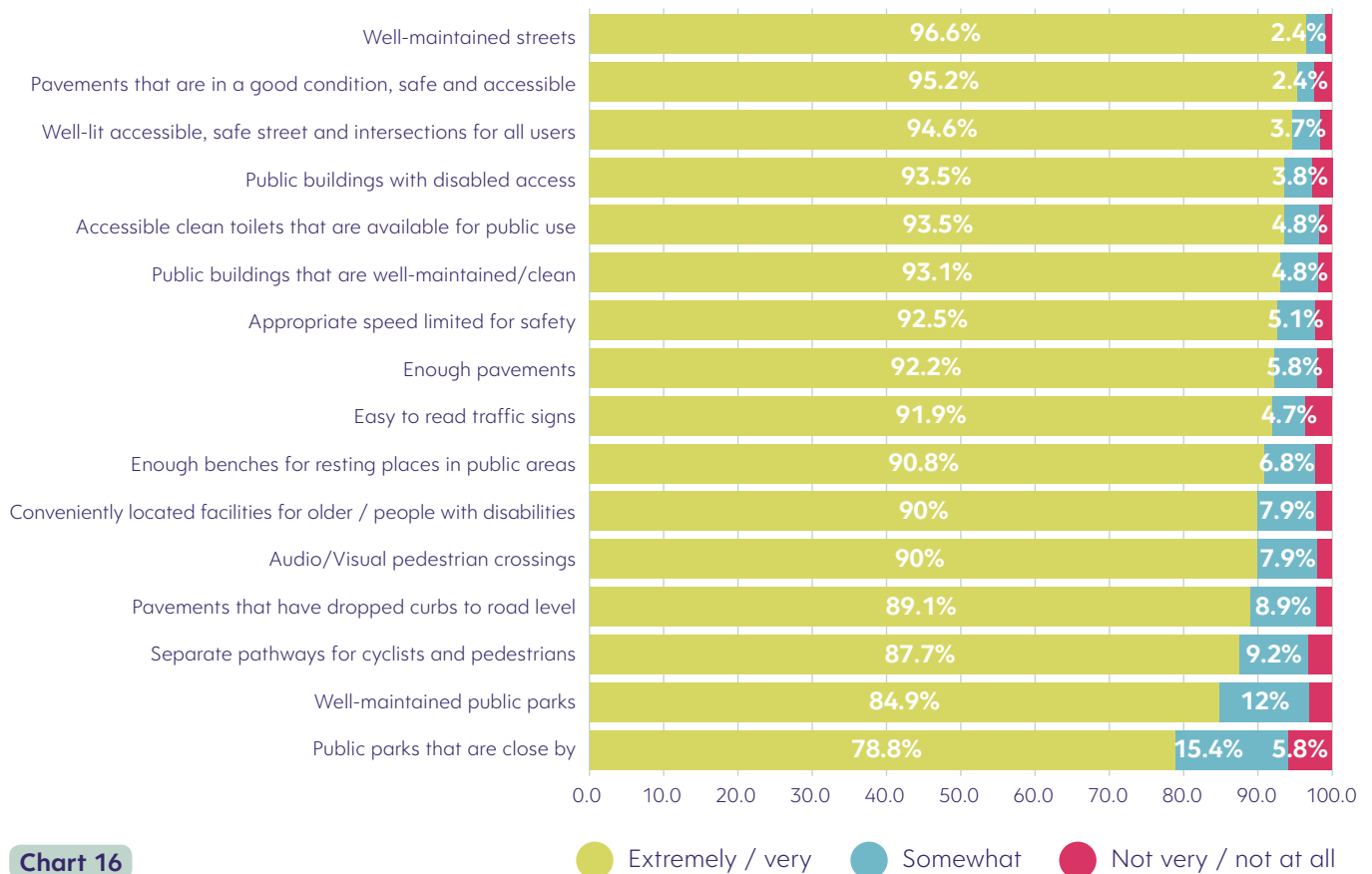
# 3.2 Outdoor spaces and buildings

The WHO age-friendly cities guide describes what makes an outside environment age-friendly, including how to get there, feeling safe when out and about, the cleanliness of green or natural spaces, places to rest and access to buildings. The outside environment and public buildings have a major impact on the mobility, independence, and quality of life of older people.

Accessible public buildings, walkable spaces including parks, seating, and public toilets all contribute to being age-friendly and can make all the difference to people of all ages and abilities <sup>[Ref 17]</sup>.

Those who completed this section of the survey indicated that all features in this domain have significant importance within their community, with all areas ranked as extremely or very important by 78.8% or more respondents. The highest ranked important features identified were: well-maintained streets (96.6%) pavements that are in a good condition safe and accessible (95.2%) and well-lit accessible, safe street and intersections for all users (94.6%).

## Importance of outdoor space & building features of Middlesbrough residents age 50+



Survey respondents shared their views on the presence of outdoor space and building features. Survey results suggest that the majority of respondents believe easy to read traffic signs (87.3%) and sufficient pavements (85.7%) are available in their local area, as are appropriate speed limits (76.7%), well maintained public parks (76.3%) and public parks that are close by (74.1%).



Two features that respondents felt were lacking or unavailable in their area were enough benches for resting places and accessible clean toilets that are available for public use, with 85.1% and 81.9% of respondents stating these were not present within their communities.

## Presence of outdoor space & building features of Middlesbrough residents age 50+



## Starting points: seating benches and toilets

Ageing Better Middlesbrough has previously highlighted availability of resting places/seating for older people within the town as a priority need for residents through consultation with older people throughout the programme. As a result, Ageing Better Middlesbrough launched the ‘Please have a Seat’ campaign in 2020 although the lockdowns experienced in Covid-19 pandemic prevented from successful roll out. The campaign is now being relaunched in 2022.

‘Please have a Seat’ campaign is a simple concept with the aim of supporting local venues and business to be more welcoming of older people and those with mobility issues by supplying a chair for people to rest, relax and sit down. The scheme is already running in other towns and cities, including Nottingham and Manchester, where it works well for both business and residents.

Age-friendly Nottingham’s ‘Take a Seat’ campaign encourages local shops and businesses to provide a seat and a friendly welcome to anybody who needs it, encouraging older people to get out and about in their community and maintain independence. Inspired by New York and the city of Manchester, the campaign has attracted more than 300 businesses across Nottingham <sup>[Ref 18]</sup>.

Knowing there is a place to sit down for a while creates a friendlier shopping environment and encourages more people to go out. The campaign is now supported by Middlesbrough Council and will continue to support the vision of an age-friendly Middlesbrough.

Additional comments on this feature were received from survey respondents:

**“There are no benches to sit on.”**

**“I think more park benches will be good in parks and also near green spaces too.”**

**“Not enough benches to sit on.”**

People who responded to the survey also shared their views on the lack of availability of public toilets:

**“Disappointed at public toilets being closed throughout the pandemic, even the disabled key ones. Bus station ones not convenient when at the other end of town.”**

**“More public toilets should be provided and FREE!”**

**“There are not enough well-maintained public toilets and older people need them more.”**

There is within ABM an existing awareness around the lack of accessible clean toilets with the issue being raised by ABM members throughout the programme, themes arising nationally and from comments received during drop-in sessions at the Hill Street Centre. This has also been one key area of focus for ABMAG.

The Centre for Ageing Better state that public toilets are vital to making cities accessible. Not having access to public toilets can stop people getting out and about in their area <sup>[Ref 19]</sup>.

The Middlesbrough Council website lists 27 available public toilets within the town <sup>[Ref 20]</sup>.

**“Public toilets in the community centres/shops are clean but people need to know they are there.”**

Drawing upon learning from other Ageing Better programmes, Bedminster demonstrated a positive way of tackling this issue, they created the ‘Bedminster Toilet Map’. An age-friendly champion for Bedminster commented that “the map itself is part of a wider project which is to do with ‘walkability’ in our dense, Victorian, car-soaked neighbourhood. It’s not just older people who may find it difficult to get around because of overhanging hedges, abandoned recycling bins, cars on pavements and other clutter. Our aim is that everyone - including those with disabilities, or pushing prams, for example – should be able to move around on our footways with safety, ease, and pleasure” <sup>[Ref 19]</sup>.

**“It doesn’t matter how easy it is to walk around a neighbourhood - if there isn’t provision for rest stops or public toilets, many people can’t go there at all.” <sup>[Ref 20]</sup>**

Ageing Better Middlesbrough Advisory Group identified toilets as a priority for action and have been researching and lobbying to create a ‘Middlesbrough Toilet Map’ after the impacts of the pandemic are eased.

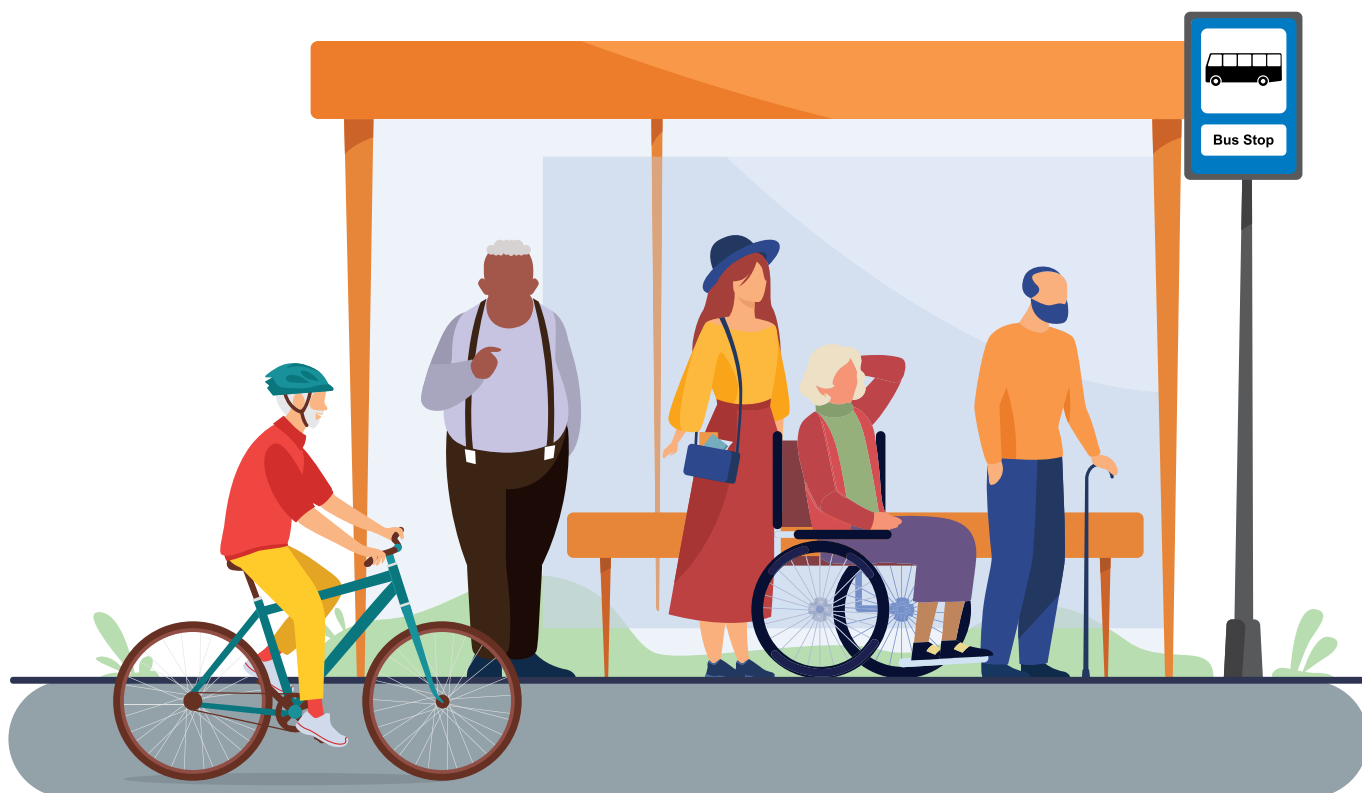
## Pavements

Although not highlighted as one of the top three features for lack of availability in quantitative data, pavements that are in good condition, safe and accessible (72%) and well-maintained streets (65.7%) were identified as important features and did receive the highest volume of additional qualitative comments provided by survey respondents:

**“Uneven pavements also make walking difficult, especially ones not on a main road.”**

**“Pavements in terrible state broken and wobbly.”**

**“I have had a lot of falls especially due to pavements, cracked or sunk. I’ve broken my hands, wrist and fingers. Also my face, eye’s blackened and suffered a broken tooth.”**

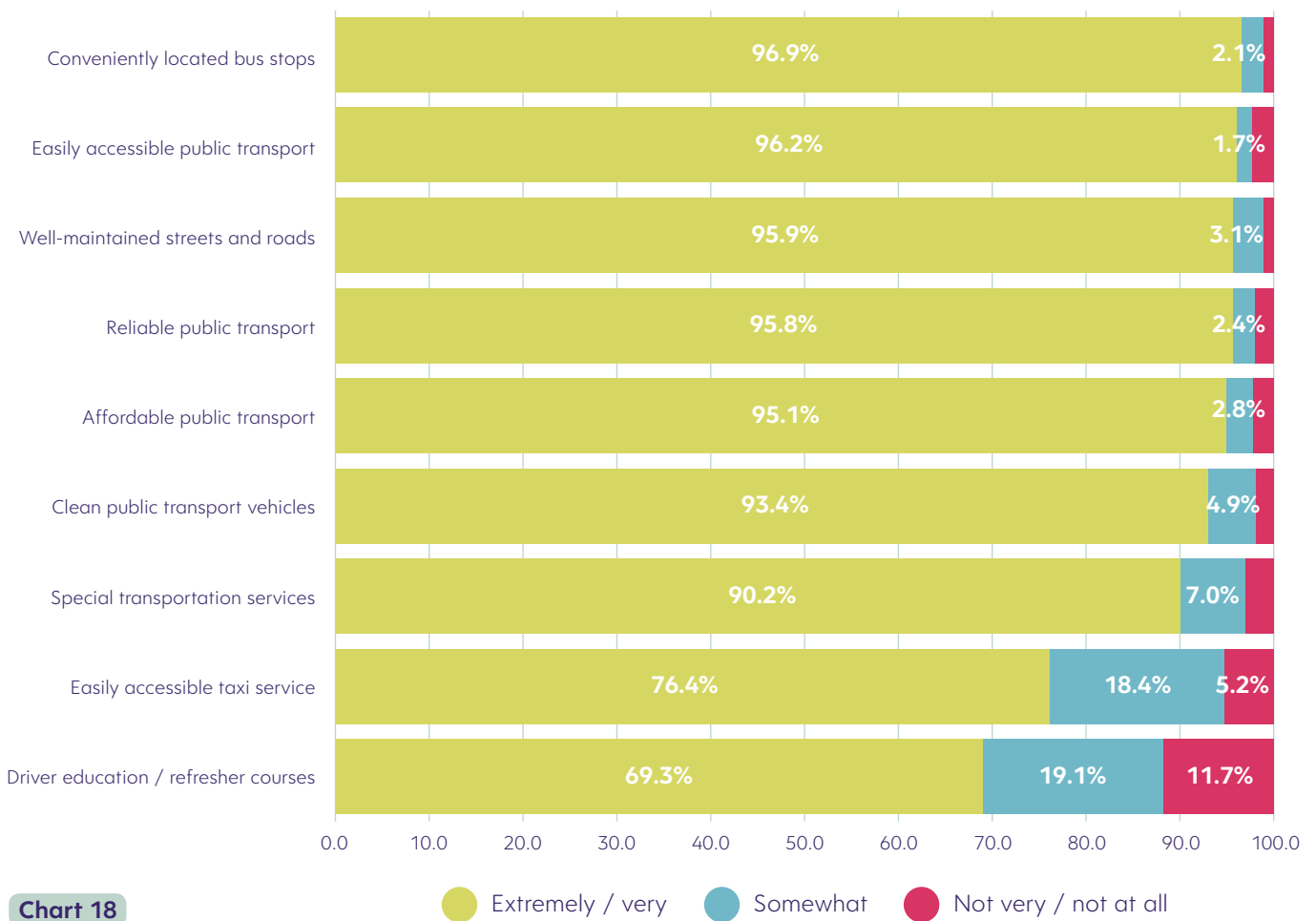


# 3.3 Transport

Looking at every aspect of transport infrastructure, equipment and service is an integral part of creating an age-friendly community. The most frequent reasons for not using public transport among those 65 and over are that it's not convenient and doesn't go where they want. Add on to this the fact that driving rates decrease with older age, and the need for better transport in age-friendly communities starts to become clear <sup>[Ref 21]</sup>.

Middlesbrough respondents agreed that the transport features that are mainly important to them are: conveniently located bus stops (96.6%); easily accessible public transport (96.2%); reliable public transport (95.8%); and that is also affordable (95.1%). Respondents also highlighted the importance of well-maintained roads and streets with 95.9% of respondents stating this was extremely or very important to them.

## Importance of transport features of Middlesbrough residents age 50+



Within the transport features respondents identified as most important; two were identified as being present within the communities:

- easily accessible public transport (84.4%)
- affordable public transport (82.6%)

## Taxis in Middlesbrough

The transport feature which respondents stated was most readily available was an easily accessible taxi service, with 88.6% of people stating this was available, however it is noted that only 9% of survey respondents identified they use a taxi to get out and about.

However, several comments were received around concerns with affordability and accessibility of local taxi services available in Middlesbrough. A selection of these can be seen below:

**“At the moment taxi services are sporadic, not able to obtain a taxi at times you require. Dislike automated instructions, to press certain numbers to book a taxi is rather confusing.”**

**“Middlesbrough taxi service is very difficult at peak times and often involves a long wait due to their monopoly of the taxi service in this area.”**

**“No taxi service too expensive.”**

## Buses and bus stops in Middlesbrough

Transport in Middlesbrough is clearly considered an issue by many of those who responded to the survey with a large volume of negative comments received under this domain. Below is just a small selection:

**“I would like a bus shelter and not a bus stop.”**

**“In my area we have bus stops along two roads and buses have not stopped there for well over 10 years.”**

**“Myself, I have to walk quarter of a mile to get to bus stop then walk back.”**

**“Public transport prices are rising. It’s difficult for disabled people to access public transport. There is not enough space on buses to put wheelchair users and children’s buggies. Attitude of bus drivers regarding disabled passengers can sometimes be abrupt.”**

**“At present I am fit enough to use public transport to facilitate attendance [at activities]. Unfortunately, as one gets older there may be a need to create facilities more locally.”**

Even those that began with a positive tone still went on to highlight transport issues as demonstrated in the following:

**“My local bus stops are approximately 10 to 12-minute walk, which for me is acceptable... but I use public transport when I can. Most bus drivers are pleasant and friendly - usually helpful. Just the odd one that isn’t! Not enough buses running on evenings if we want to visit theatres, cinemas or restaurants.”**

The Centre for Ageing Better cite that in every age group there has been an increase in the proportion of people who don't use public transport because it is either unavailable, unreliable, infrequent, or inconvenient <sup>[Ref 22 page 58]</sup>. The highest mode of transport for survey respondents was walking (28%), followed by public transport (22.5%) and driving themselves (22.5%).

Further to this some Middlesbrough residents state that the Covid-19 pandemic has impacted on their decision not to use public transport:

**“Avoiding public transport where possible because of Covid.”**

**“I haven't used a bus since Covid struck.”**

## **Streets and roads in Middlesbrough**

The number one concern highlighted by survey respondents within the transport domain was a lack of well-maintained streets and roads, with 64.6% of people stating this was not present in the area in which they live.

The selection of comments below provides a representation of the general comments received:

**“Streets and roads - Council have ongoing problems with roads & potholes. Too many potholes - not enough money to fix properly. Pavements uneven with number of times dug up also same with roads.”**

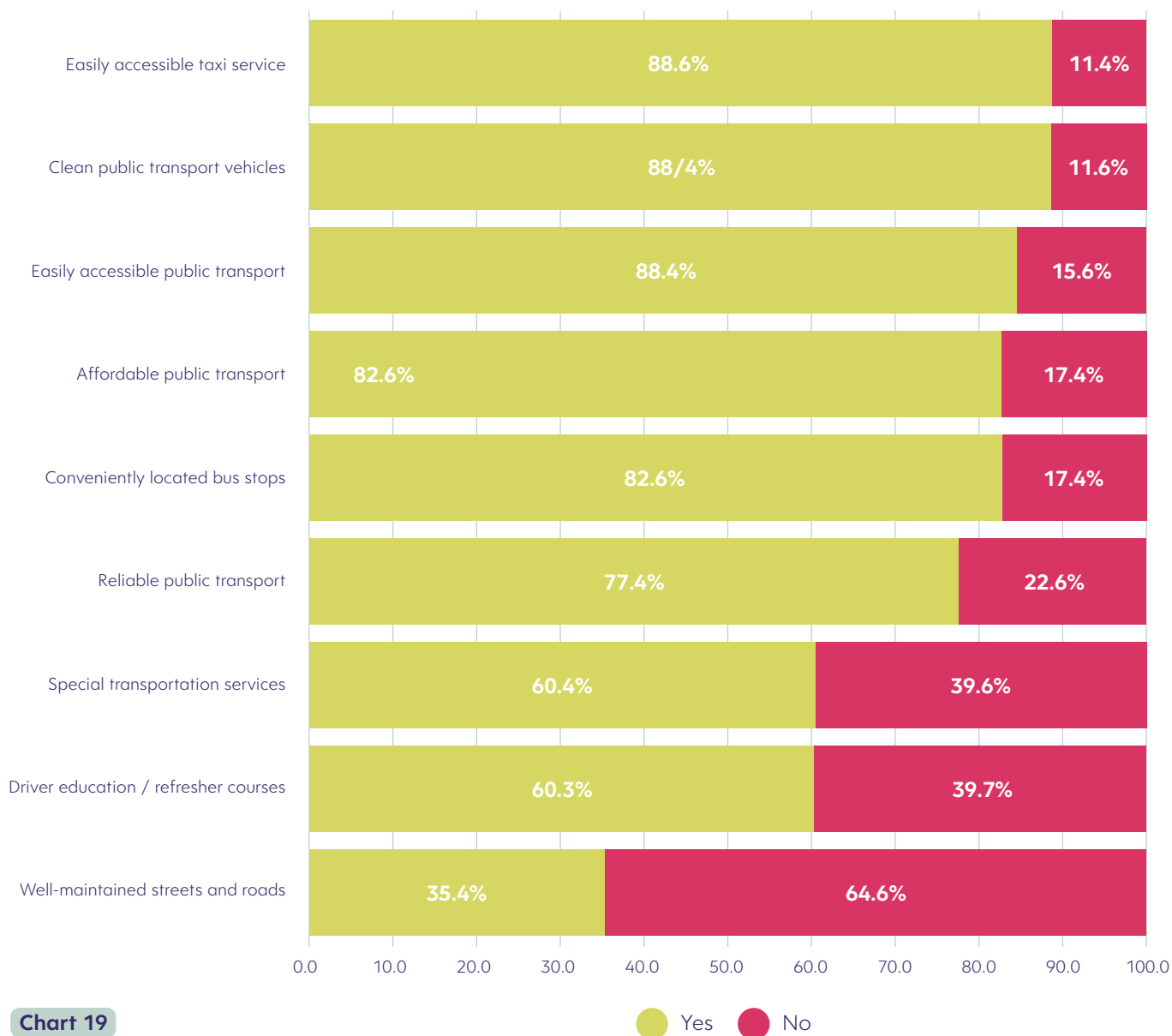
**“Clean and green teams rarely seen meaning detritus on roads/pavements weeds growing wildly.”**

**“Grass cutting services provided by area care team is totally unacceptable and footpath maintenance is non-existent mostly.”**

**“The road surfaces need re-doing - lots of potholes.”**

**“The roads in Middlesbrough are a disgrace with all potholes and it is not safe or pleasurable to drive.”**

## Presence of transport features of Middlesbrough residents age 50+



## Age-friendly transport guide

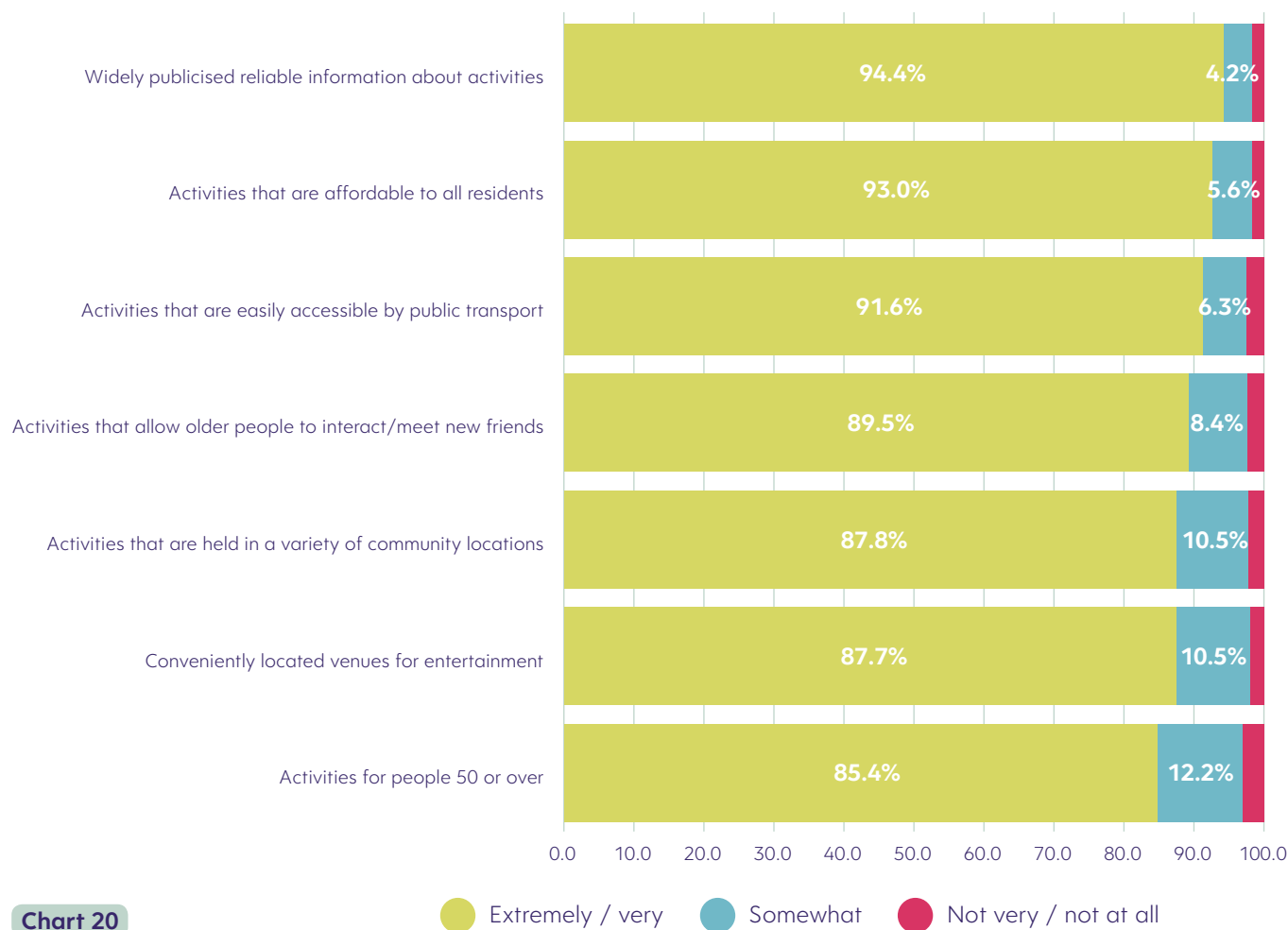
In 2019 the Ageing Better Middlesbrough Action Group (ABMAG) consulted with beneficiaries about age-friendly priorities for Middlesbrough and identified a need for development of an Age-friendly Transport Guide and a suite of Travel Assistance cards to provide bespoke information and support for people aged 50+. The development of this was halted by the arrival of the Covid-19 pandemic and was picked up in 2021. The resulting publication has been produced and 1,000 copies have been distributed across Middlesbrough town.

# 3.4 Social participation

Social participation is strongly connected to good health and wellbeing throughout life. In age-friendly communities, information about what’s on, where, when and how to get there helps promote social participation, as does the encouragement for people to have a ‘places to go and people to see’ attitude. People over 50 who volunteer or otherwise actively participate in their community tend to be happier as a result and tend to report both more and deeper relationships with others. Interacting with people around us is essential in helping prevent loneliness <sup>[Ref 23]</sup>.

All features within this domain were considered to be of significant importance, with respondents declaring widely publicised reliable information about activities as the most important (94.4%), this is closely followed by activities that are affordable (93%) and activities that are easy to access by public transport (91.6%). With all features scoring 85.4% or more for importance no features within this domain could be ranked as unimportant.

## Importance of social participation features of Middlesbrough residents age 50+



Only around a half of residents (53.7%) felt that activities were available that allow older people to interact and meet new friends. Nearly eight in ten respondents (79.2%) felt that widely publicised reliable information about activities was not available despite 94.4% stating this was an important feature of social participation.



## Presence of social participation features of Middlesbrough residents age 50+

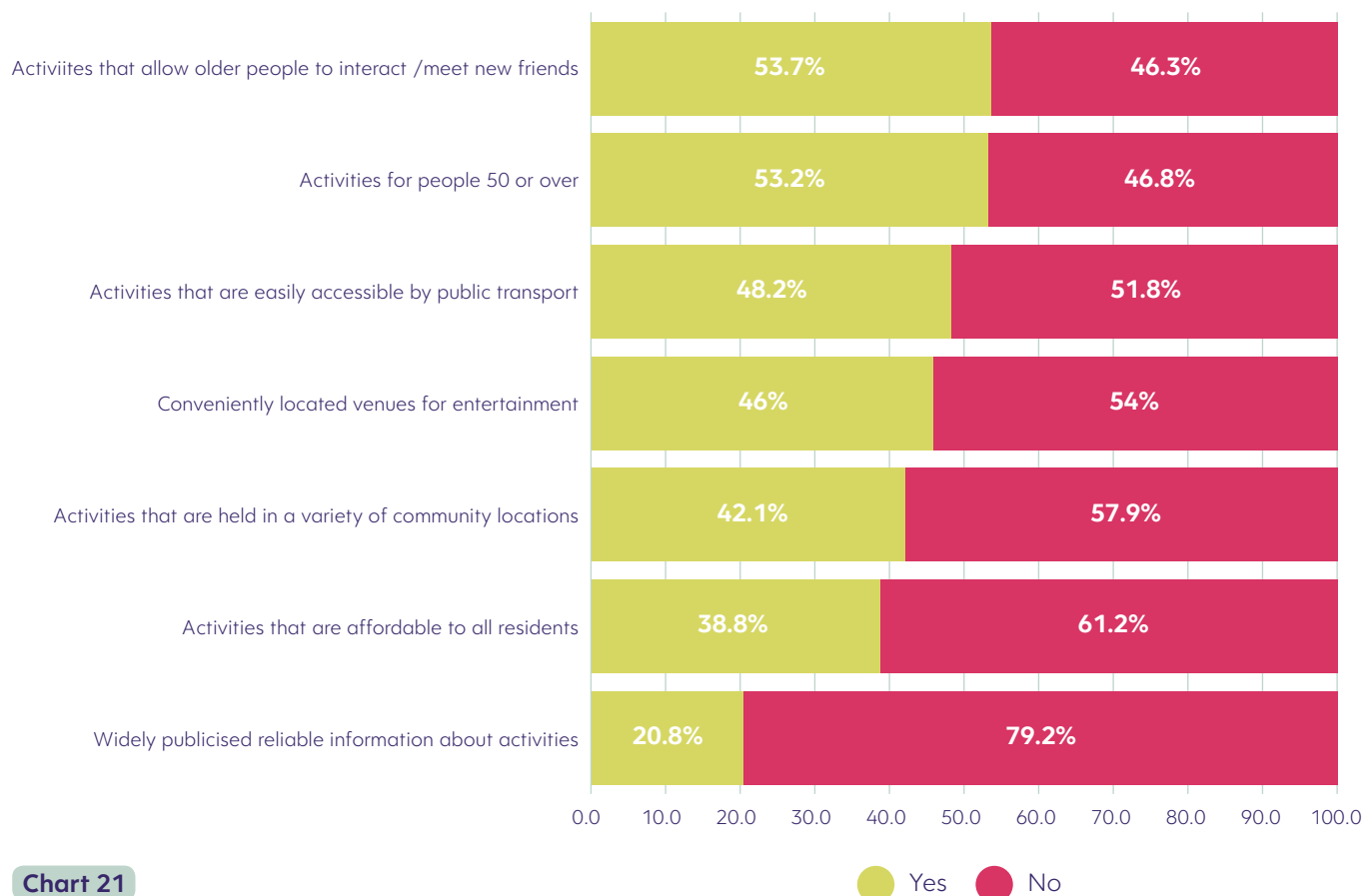


Chart 21

When exploring social connections, the Centre for Ageing Better found that:

**“The proportion of people who feel they belong to their neighbourhood increases with age. However, people aged 50-69 who are struggling to get by are less likely to feel socially connected to their local community than those who are living comfortably.”** [Ref 22]

This is relevant when consider survey responses as Middlesbrough is considered to be a town with high levels of deprivation.

## Social activities in Middlesbrough

It is important that the impact of the Covid-19 pandemic on the features within the Social Participation domain is acknowledged. During the pandemic social activities ceased to run due to lockdown restrictions, with community centres, libraries and other social venues closing their doors. It is not known to what capacity in Middlesbrough social activities have resumed and owing to this we may see some of the responses in this section impacted, i.e., information about activities not widely publicised may be due to such activities not resuming.

Furthermore ‘The State of Ageing in 2020’ adds that:

**“People who said they were struggling to get by financially were much less likely to say that since the outbreak of Covid-19 they had more people to say hello to, or that they could count on to help out.”** [Ref 9]

Concluding that:

**“Those most in need of social connections during lockdown may have had the least access to it.” [Ref 9]**

Comments received under this domain mirrored these findings:

**“Activities important for senior citizens but would have difficulty getting to them unless transport provided.”**

**“Activities need to be easily accessible and closer to home. Increased opportunities, not having to travel too far to groups.”**

**“Most classes in school bases for example have to stop during Covid crises as have many library-based groups. Our church hall classes have only restarted this month but are much more expensive now £5 rather than £1 due to extra cleaning costs and low numbers due to need to space chairs.”**

Ageing Better Middlesbrough delivered a range of events and activities developed with programme members using co-design and co-production throughout the seven-year programme. Evidence suggests that ABM reached and successfully engaged older lonely people in a range of these activities and interventions, making a real difference to their lives by re-engaging people with the community through events, groups, and local activities. The activities were open to all Middlesbrough residents over the age of 50 and promoted widely within the local area. At the height of its delivery, the programme was situated in a shopping unit in Middlesbrough town centre offering various activities and drop-in sessions.

**“Congratulations Ageing Better Middlesbrough we have been very fortunate to have access to a variety of schemes around Middlesbrough.”**

Following requests from its members in 2016, Ageing Better Middlesbrough produced a ‘What’s On guide’ which shared information about local groups, events, and activities available in Middlesbrough. The guide was posted quarterly to ABM members and shared with local stakeholders, providers, and community venues. The What’s On guide was well received and people felt it kept them ‘in the loop’ with what was available locally. The Covid-19 pandemic brought a temporary halt to production of the guide: the last ‘pre-Covid’ issue being released December 2019 and the next issue being released in March 2022. This was to be the final copy of the What’s On guide before the end of the ABM programme. It was shared with ABM members and Middlesbrough residents with the aim of disseminating information and celebrating the re-opening of social activities and groups since the easing of pandemic restrictions.

**“After March 2022 when funding ends for Ageing Better a lot of this will stop and there will be nothing available in the area for older people.”**

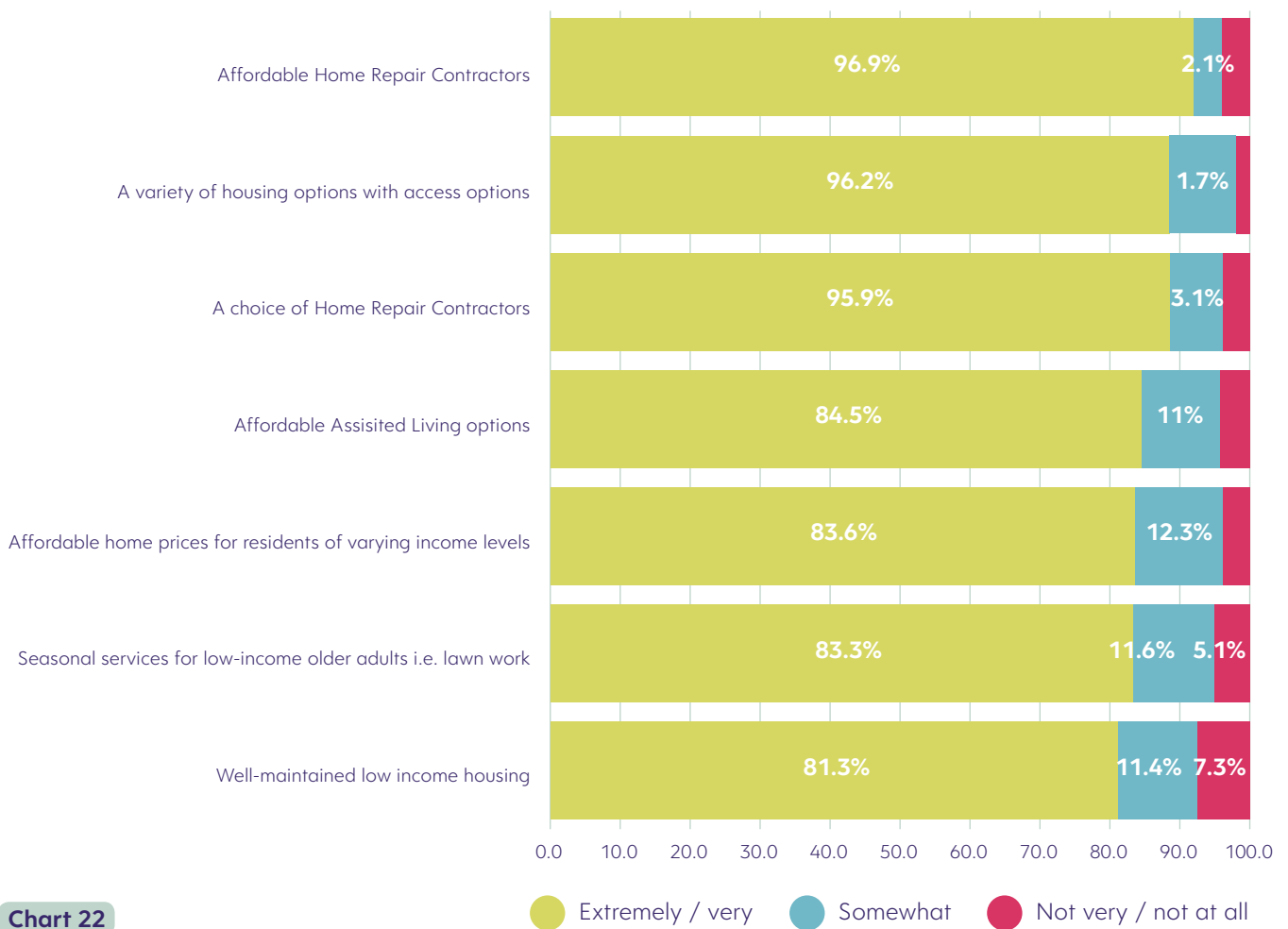
It has been recognised that the variety and volume of activities and events for older people, together with the direct postal method of sharing information via the What’s On guide, is likely to reduce with the closure of the ABM programme. We would recommend this potential ‘ABM effect’ is taken into account when this section of the report is reviewed in future years during onward development of an age-friendly Middlesbrough.

# 3.5 Housing

Housing and support can allow people in later life to age comfortably and safely within their community. WHO considerations for housing in later life include affordability, appropriate design and layout, maintenance provisions and community integration. More than 80% of homeowners aged 65 and over want to stay where they are. While wanting to make the choice about where you live doesn't change in later life, the practicalities around it can. 20% of homes occupied by older people in England failed the Decent Homes Standard in 2014 <sup>[Ref 10]</sup>.

Survey respondents shared their views on the importance of features within this domain. All features were given a significant score of importance with the majority of respondents scoring all features as extremely or very important (ranging from 81.3% to 96.9%). The three areas that were ranked highest in order of importance were: affordable home repair contractors (96.9%); a variety of housing options with access options (88.4%); and a choice of home repair contractors (88.4%). Many of the survey comments received highlighted concerns around the availability and accessibility of affordable and trustworthy home repair contractors (see comments below).

## Importance of housing features of Middlesbrough residents age 50+



**“A register of contractors prepared to work at a reduced rate but NOT reduced standard is needed. Older residents need to feel safe not ripped off.”**

**“Elderly need a competent trustworthy dedicated team of tradespeople they can use/recommend to other people. Been ‘stung’ a few times by unscrupulous workmen.”**

**“(Home Repair Contractors) Not many to choose from. If you wanted a roofer all expensive. They tell you to look in their leaflets that is not good enough. If you need a plumber or an electrician worry about cost.”**

**“There is a complete lack of information available re house repair/ gardening etc., contractors who are reliable. Home maintenance in elderly age is a nightmare.”**

When considering the availability of housing features in Middlesbrough there appeared to be an almost 50/50 split, with around half of survey respondents stating the listed features were available and around half stating they were not. The features that were ranked as least available were seasonal services for low-income older adults i.e., lawn work (64.2%) and well-maintained low-income housing (58.9%). Various comments were received under this domain highlighting issues with managing to maintain homes, in particular garden areas, as people age (see below):

**“What I would like is as my garden is rather large some help would be very much appreciated.”**

**“Have tried to access help with gardens, trees, weeds, etc., got nowhere, was given a telephone number of a housing charity in London!! That is no longer a charity and does not do gardens etc.”**

**“I would love some help maintaining my garden and household repairs.”**

**“Many elderly people need help with gardens but can not afford the charges.”**

The Government also acknowledge that “older people frequently need support with home maintenance, adaptations and repairs to enable them to stay in their homes for longer. They may also require other support services, such as social care, to maintain their independence and wellbeing.” [Ref 25 page 4] Other factors to consider within this domain are;

- a shortage of accessible and specialist housing for older people (for example, retirement housing, sheltered housing and housing with care) in both the private and social sectors,
- older people need access to information and advice on housing options and support services, to enable them to make informed and timely choices about how and where they live.
- older people are more likely to be under-occupying their accommodation. Barriers to ‘downsizing’ or ‘rightsizing’ can include: emotional bonds; fear of change; reluctance to lose a principal financial asset; and a lack of choice in appropriate accommodation to move on to.
- the increase in older people living in private rented accommodation has raised concerns about their living conditions, difficulties in securing necessary adaptations, and ability to live a secure life in retirement.
- in England, there is a lack of a national strategy on housing for older people to provide a strategic vision and ensure housing, health and social care policies are joined up

The responses received within this domain are echoed nationally. The State Of Ageing 2020 found that:

**“More than two million people aged 55 or older are living in a home that endangers their health or wellbeing.”** [Ref 9 page 8]

The 'People at the Heart of Care Adult Social Care Reform White Paper 2021' outlines a ten-year plan to tackle some of the highlighted issues, stating:

**“We want more people to benefit from home adaptations to meet their needs, and therefore we will commit a further £570 million per year (2022–23 to 2024–25) to provide funding to local areas to deliver the Disabled Facilities Grant (DFG) to fund a new service to make minor repairs and changes in peoples’ homes, to help people remain independent and safe. This will happen alongside increasing the upper limit of the Disabled Facilities Grant (DFG).”** [Ref 14 page 37]

When considering the concerns raised by some survey respondents to the features within this domain is it important to acknowledge that 41.9% of people aged 65 and over in Middlesbrough live in a single person household [Ref 5], which can bring additional challenges of loneliness and isolation, with some individuals have a small/reduced support network.

**“All our family live a long way away from us, so we have no one to help out if/when difficult situations arise - we are both 80+. It would be useful if there was a MBC list of reliable, safe tradesmen we could use, at a realistic cost.”**

**“Life can be lonely when you are disabled and live alone.”**

**“Unable to customise my home for myself due to financial reasons, I live alone and family live South of England.”**

### Presence of housing features of Middlesbrough residents age 50+

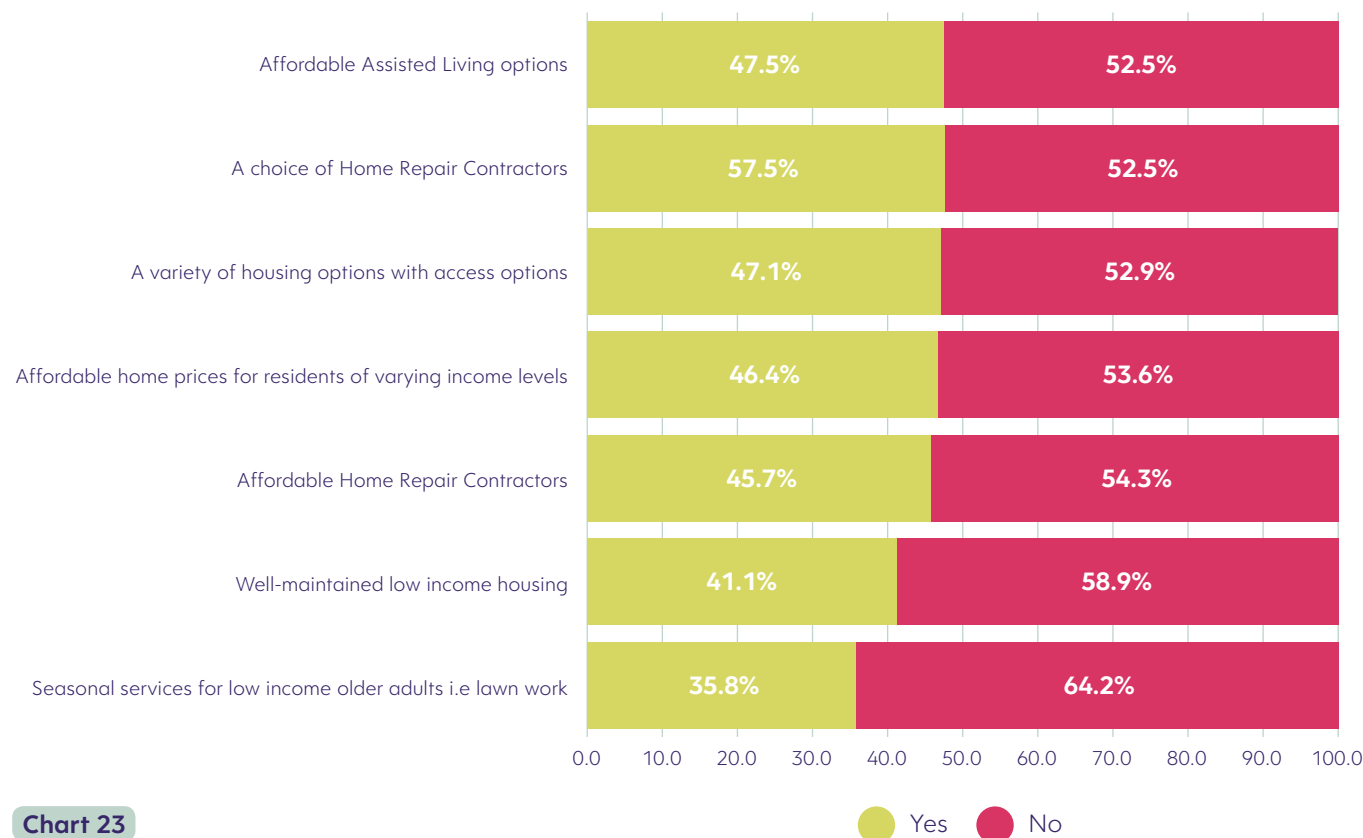


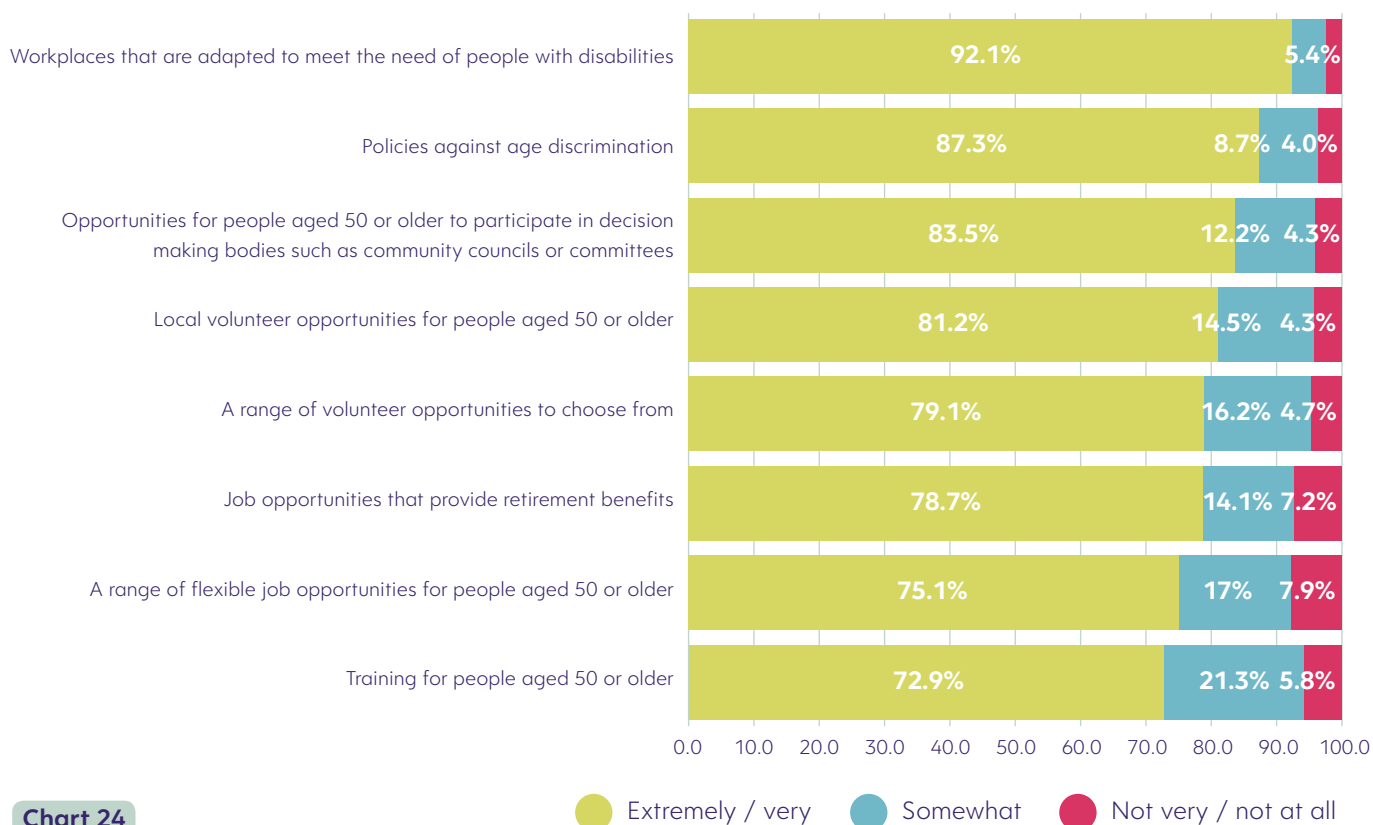
Chart 23

# 3.6 Civic participation and employment

An age-friendly community provides options for people in later life to contribute back to it. WHO uses anecdotal evidence to recommend that age-friendly communities could help keep older people engaged in paid or unpaid work through processes including better transport to the workplace, accessibility, and increased employer flexibility. Good quality volunteering in later life has a measurable positive impact on mental health. And paid work can have a positive impact on wellbeing as well as finances. Yet the opportunities for this diminishes with age: 72.3% of people aged 50-64 are in work, compared to 85% of people aged 25-49 [Ref 26].

Within this domain survey respondents felt that some features were more important than others, with the following features receiving a higher percentage of extremely or very important responses. Respondents felt that workplaces that are adapted to meet the needs of people with disabilities was the most important feature (92.1%), followed by policies against age discrimination (87.3%). It was also felt important that opportunities are available for people aged 50 and over to participate in decision making bodies such as local councils (83.5%).

## Importance of civic participation & employment features of Middlesbrough residents age 50+



Around half of survey respondents felt that the top three most important features in this domain were available in the communities in which they live; opportunities for people aged 50 and over to participate in decision making bodies such as local councils (56.7%), policies against age discrimination (50.8%) and workplaces that are adapted to meet the needs of people with disabilities (48.1%). However, the two features people identified as being least available were training for people aged 50 and over (21.6%) and a range of flexible job opportunities for people aged 50 and over with only 19% reporting availability.

## Presence of civic participation & employment features of Middlesbrough residents age 50+

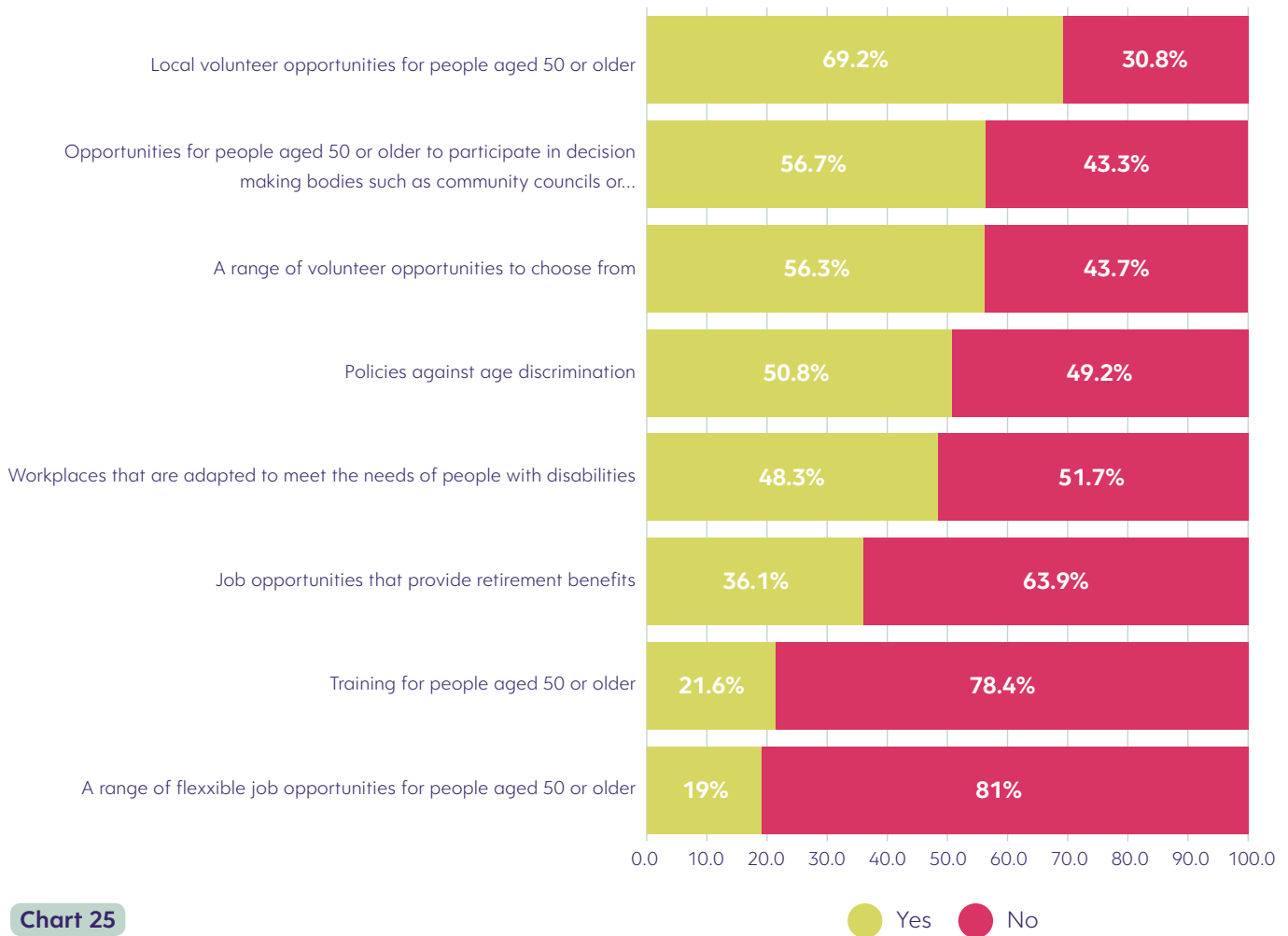


Chart 25

Nationally statistics indicate that:

**“By the time they are 65, less than half of men and a third of women are still in employment.”** <sup>[Ref 27]</sup>

Further to this:

**“The pandemic has had a significant impact on the lives of older workers. Between March and December 2020, the employment rate of people aged 50-64 dropped by 1.3 percentage points.”** <sup>[Ref 27]</sup>

Local statistics show that Middlesbrough has a lower than the national average economic activity profile, with 65% of people in Middlesbrough aged 50-64 in employment compared to 72.7% of the national average. <sup>[Ref 5]</sup>

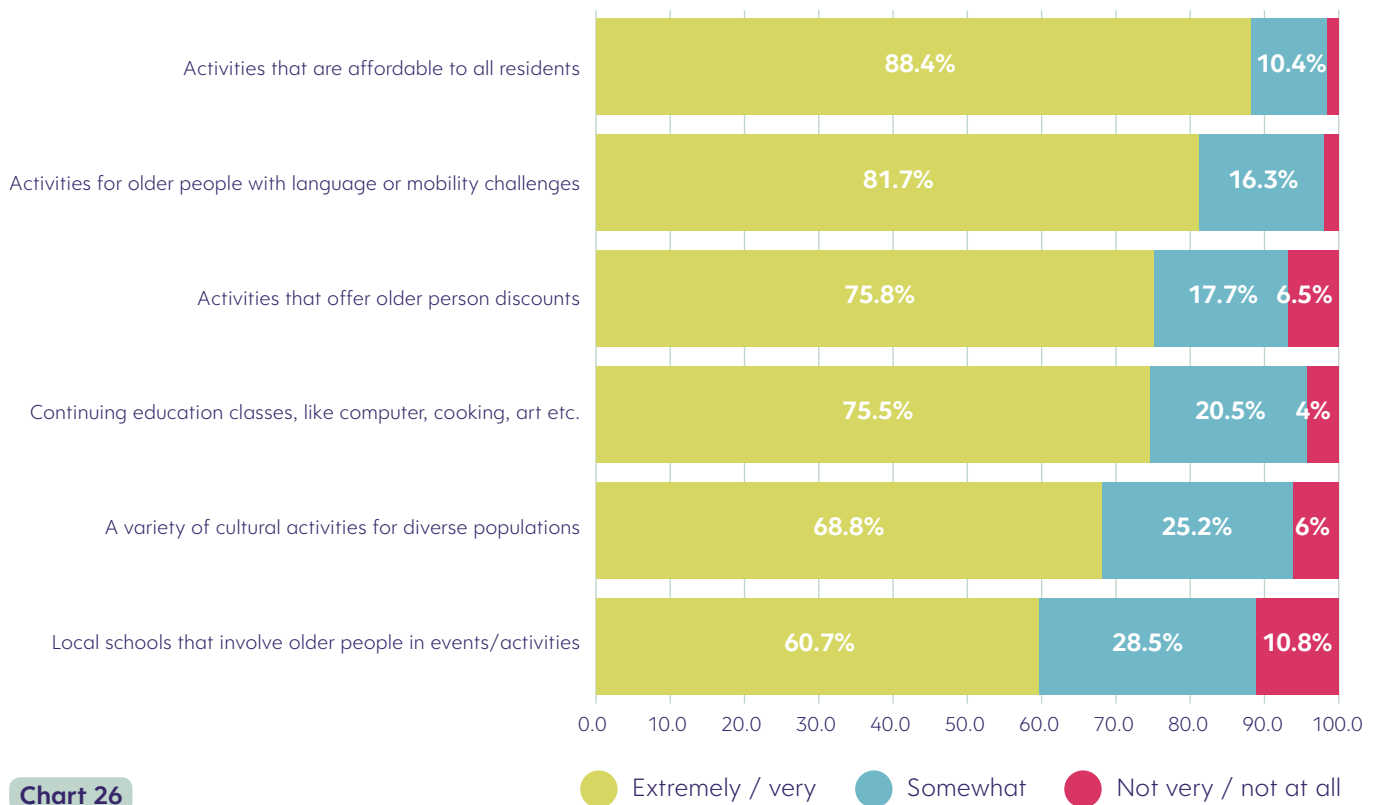
Health is the leading reason for people aged 50-64 to be out of work <sup>[Ref 28]</sup>, again Middlesbrough has a lower-than-average disability-free life expectancy. These statistics may contribute to the survey findings around the perceived availability of job opportunities and training for people aged 50 and over.

# 3.7 Respect and social inclusion

Feeling valued and respected is important for older people from all backgrounds. The World Health Organisation (WHO) advises that an age-friendly community includes education about ageing, intergenerational activities, and respectful and inclusive services. While people in their 70s are more satisfied with their lives than any other age group, 60% of people over 50 don't think that older people get enough respect in society. Older people report experiencing conflicting types of behaviour towards them. Many feel they are respected while others experience lack of consideration [Ref 19].

Almost nine in ten survey respondents (88.4%) highlighted affordability of activities as important. In addition, just over three quarters (75.8%) stated that activities that offer older person discounts were extremely or very important and activities for older people with language or mobility challenges was ranked as significantly important by 81.7% of participants/Middlesbrough respondents.

## Importance of respect & social inclusion features of Middlesbrough residents age 50+



The most important features in this domain (identified above) were the areas in which residents felt were least available with only 22% of respondents identifying activities that offer older person discounts as available and 69.3% of respondents highlighting activities for older people with language or mobility challenges are not available where they live. Respondents' comments reflected this:

**“I think there needs to be a community guide of different activities and groups, who or what age group the activities are aimed at. Showing if beginners can be catered for and any costs etc. If people with difficulties can be catered for and if transport can be provided.”**

**“Not enough local events. Not enough for people with learning difficulties who are left feeling isolated.”**



## Presence of respect & social inclusion features of Middlesbrough residents age 50+



In relation to ‘continuing education classes’, the Learning and Work Institute have carried out an annual Adult Participation in Learning Survey for the past 25 years. The latest survey (2021) showed the “number of adults improving their skills has fallen to record low, following a decade-long trend”. Adults aged 55 and over identified cost as a major barrier, with a 5-fold increase of people experiencing this issue in 2021 (from an average of 7% identifying cost as a barrier across 2002-2019, to 35% in 2021) <sup>[Ref 30]</sup>.

## 3.8 Communication and information / community resources

Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active ageing. In an age-friendly community, ensuring information is accessible to older people involves using plain language, oral and print communication and ensuring electronic equipment and automated services are easier to use. While the majority of information is now shared online, 47% of people aged 75 and over have never used the internet. The information may be out there, but it is not always accessible for older people <sup>[Ref 31]</sup>.

Middlesbrough respondents highlighted a number of areas within this domain as significantly important with features ranging from 86.4% to 64.3%, the most valued feature identified was having information delivered in person to people who have difficult/unable to leave their home. Many comments highlighted the importance of information not solely being online:

**“Information about activities should not just be available online. We still need brochures and leaflets.”**

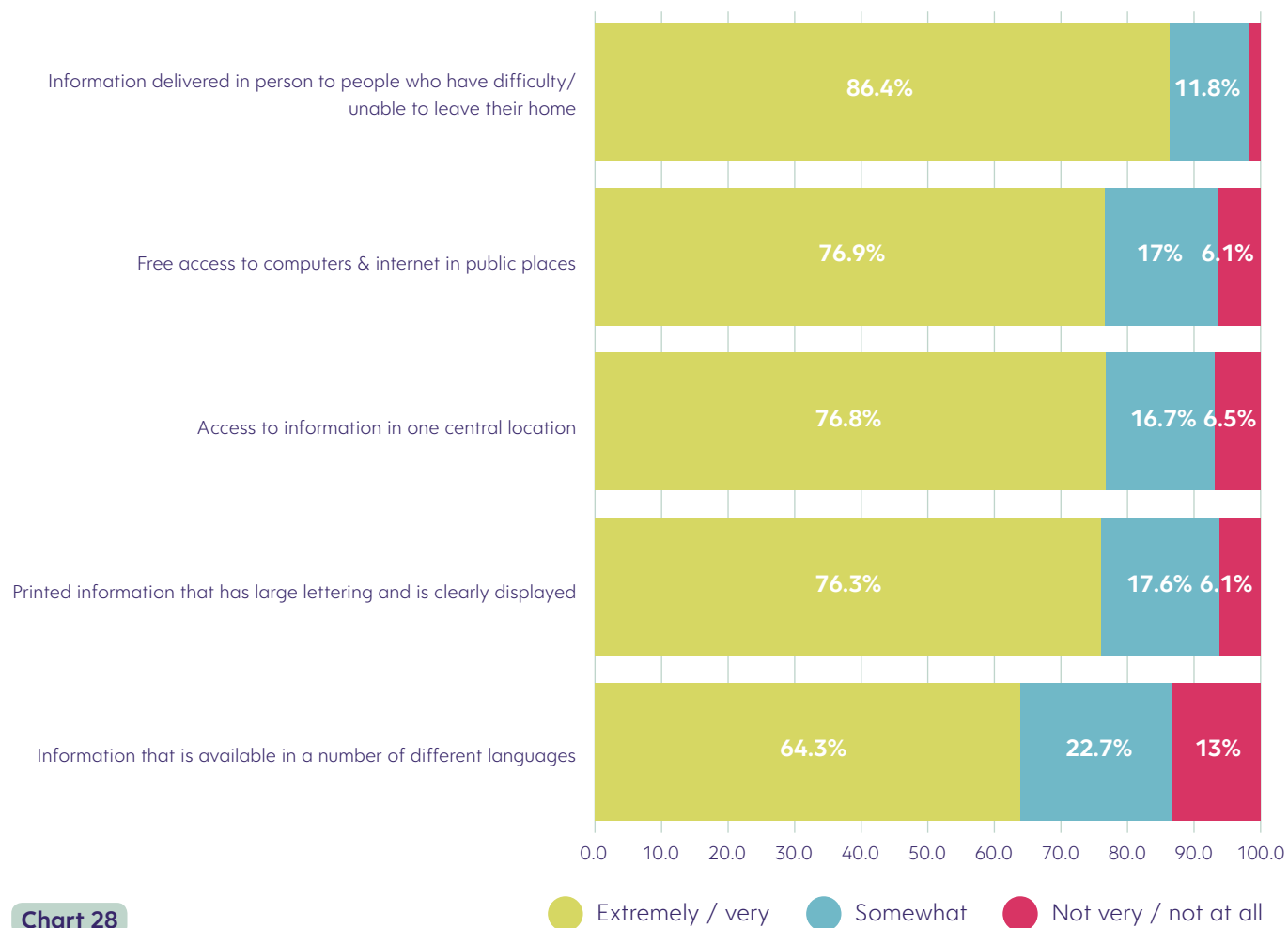
**“Please put phone numbers as we don’t all have access to website, etc., and can’t manage them anyway.”**

**“The older community need to be able to access more opportunities in their local community. I think they have felt excluded due to lack of knowledge and the way things are progressing. A lot of events and communication is via the internet and a lot of elderly people, including myself! Are not IT computer savvy.”**

**“Most advertisers think the internet is enough. They need to learn that posters and reliable leaflet drops are essential.”**



## Importance of communication & information features of Middlesbrough residents age 50+



Two thirds of participants felt that information delivered in person to people who have difficult/unable to leave their home was not available, despite this being the most important identified feature. Just over half (54.3%) of participants felt that the other features in their domain were unavailable. Three quarters of respondents (75.7%) identified free access to computers and internet in public places was available to them.

## Presence of communication & information features of Middlesbrough residents age 50+

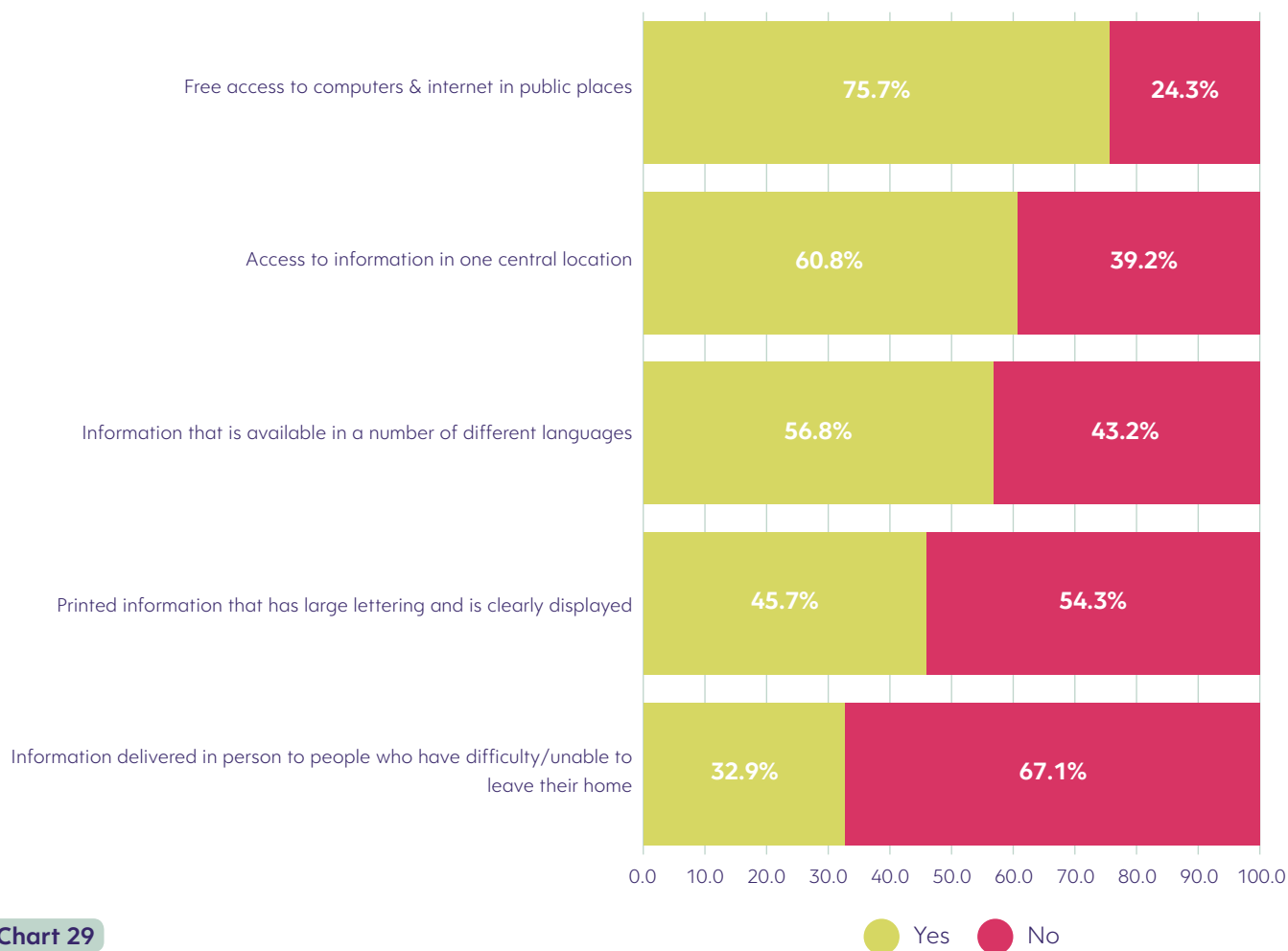


Chart 29

## Digital divide

The Good Things Foundation is a social change charity, helping people to improve their lives through digital resource. They believe that digital inclusion is a social issue:

**“A lack of digital skills and access can have a huge negative impact on a person’s life, leading to poorer health outcomes and a lower life expectancy, increased loneliness and social isolation, less access to jobs and education.”** [Ref 32]

It can mean paying more for essentials, financial exclusion, an increased risk of experiencing poverty. People who are digitally excluded also lack a voice and visibility in the modern world, as government services and democracy increasingly move online.

What’s more, it’s those already at a disadvantage - through age, education, income, disability, or unemployment - who are most likely to be missing out, further widening the social inequality gap [Ref 32].

Each year the foundation produces a Digital Nation infographic to gather together the facts and stats about digital exclusion in the UK.

Compared to extensive users, limited users are 8x more likely to be aged 65 or over, and 42% of over-75 as shown in the foundation’s 2021 infographic overleaf:



# DIGITAL NATION UK 2021

FACTS, STATS AND FIXING THE DIGITAL DIVIDE

**UK DIGITALLY EXCLUDED**

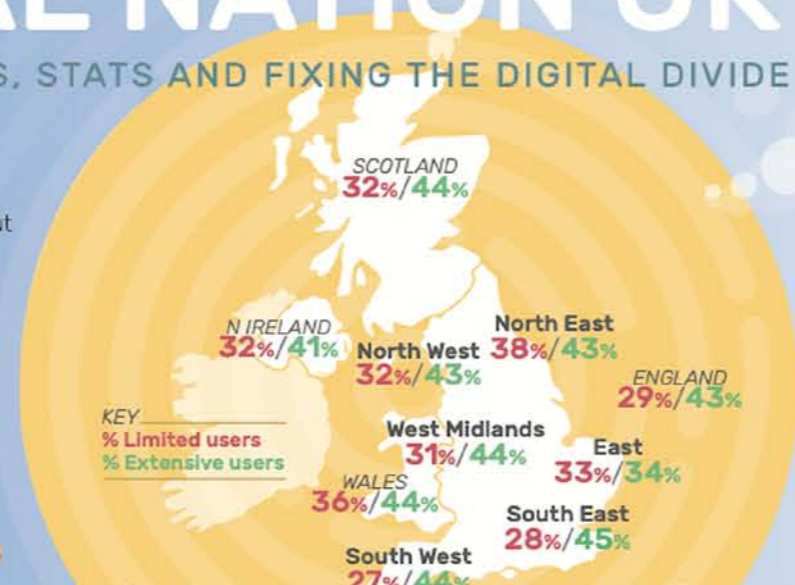
**10m**  
LACK THE MOST BASIC DIGITAL SKILLS

**14.9m**  
VERY LOW DIGITAL ENGAGEMENT

**1.3m**  
non-users worried about **privacy + security**

**1.5m**  
UK households have **no internet access**

**2m**  
UK households **struggle to afford internet access**



**UK DIGITALLY INCLUDED**

**30.8m**  
HIGHLY ENGAGED

**86%**  
ADULTS USE THE INTERNET

**1.5m**  
MORE PEOPLE ONLINE THIS YEAR

Compared to extensive users **LIMITED USERS ARE...**

**4 x** more likely from **low income** households

**8 x** more likely to be **over-65**

**1.5 x** more likely from **BAME** groups

**8.7m** employed people have essential **digital skills for life** but not for work

**92%** of businesses want a basic level of **digital skills** from **employees**.

**25%** of adults in England registered for the **NHS App** by end of July 2021

**65%** **video-called** for the first time during the pandemic

**35%** want **local digital skills support**

**24%** of **over-75s** in England increased internet use in the pandemic

**CONFIDENCE**

**67%** would improve their digital skills if they knew **support** was available

**MOTIVATION**

**DIGITAL SKILLS**

**I'm healthier**  
49% say digital helps manage and improve their physical and mental health.

**I'm happier**  
85% connect better with friends and family.

**BENEFITS OF BEING ONLINE**

**I'm better off**  
Manual workers with high or very high digital engagement earn **£421** more per month than less digitally engaged peers.

**The UK gets good value**  
It's estimated the UK benefits by almost **£15** for every **£1** invested in helping people acquire basic digital skills.

**I get better value**  
The most digitally engaged pay **£228** less on their bills per year than the least engaged.

**WHY PEOPLE ARE NOT ONLINE**

**37%** I don't have the right **equipment**

**36%** It's too **expensive**

**42%** Not interested I see **no need**

**46%** It's too **complicated**

**SKILLS**

**COMMUNITY SUPPORT**

**Good Things Foundation**  
Improving lives through digital

**Key data sources**  
Lloyds Banking Group Consumer Digital Index and Essential Digital Skills 2021 reports, Ofcom Adults' Media Use 2021, Ofcom Online Nation 2021. Full sources at [www.goodthingsfoundation.org/insights/building-a-digital-nation](http://www.goodthingsfoundation.org/insights/building-a-digital-nation)

September 2021

# Section 4.

## Community needs by each age-friendly domain

In supporting Middlesbrough to reach its age-friendly vision, understanding the community need through needs assessment/gap analysis is key. A need can be identified as a gap between what is and what should be available <sup>[Ref 1]</sup>. The Livability for All 2014 Honolulu report explores the definition further:

**“A community need can be something concrete - like more sidewalks, or abstract - like greater social inclusion of a population. A Needs Assessment is a tool to understand and identify community needs.”** <sup>[Ref 30]</sup>

We used best practice from the Honolulu report to model the community needs assessment used for our measurement of our age-friendly Middlesbrough baseline data within this report <sup>[Ref 1 page 32]</sup>.

Community needs in Middlesbrough were assessed through ‘gap analyses’ with a ‘need’ defined as the gap between what is and what should be available. Survey respondents were asked about the ‘importance’ of a community feature or service, and then asked whether the feature or service existed where they live. These questions were then paired together to identify community needs or ‘gaps.’ Table 1 details the top ten community needs (gaps) identified by Middlesbrough residents. Table 2 details the top ten community needs (gaps) identified by specific age groups.



Top 10 overall gaps (n=348)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists	Domain
Enough benches for resting places in public areas	-82.7%	97.6%	14.9%	Outdoor spaces & buildings
Accessible clean toilets that are available for public use	-80.2%	98.3%	18.1%	Outdoor spaces & buildings
Widely publicised reliable information about activities	-77.8%	98.6%	20.8%	Social participation
A range of flexible job opportunities for people aged 50 or older	-73.1%	92.1%	19%	Civic participation & employment
Training for people aged 50 or older	-72.6%	94.2%	21.6%	Civic participation & employment
Activities that offer older person discounts	-71.5%	93.5%	22%	Respect & social inclusion
Conveniently located recreational facilities for older people or people with disabilities	-70.6%	97.9%	27.3%	Outdoor spaces & buildings
Pavements that are in a good condition, safe for pedestrians and accessible for wheelchair and other assistive mobility devices	-69.6%	97.6%	28%	Outdoor spaces & buildings
Activities that are affordable to all residents	-67.6%	98.8%	31.2%	Respect & social inclusion
Activities for older people with language or mobility challenges	-67.3%	98%	30.7%	Respect & social inclusion

Table 1

Top 10 overall gaps by age group (n=348)	Age group					Domain
	Under 50	50-59	60-69	70-79	80 or over	
Enough benches for resting places in public areas	-93.8%	-80.9%	-91.1%	-85.5%	-88.2%	Outdoor spaces & buildings
Accessible clean toilets that are available for public use	-83.3%	-70.1%	-86%	-79.3%	-76.7%	Outdoor spaces & buildings
Widely publicised reliable information about activities	-83.3%	-88.2%	-74.4%	-89.9%	-54.9%	Social participation
A range of flexible job opportunities for people aged 50 or older	-50%	-90%	-66.7%	-77%	-84%	Civic participation & employment
Training for people aged 50 or older	0%	-70%	-59.1%	-91.5%	-75.5%	Civic participation & employment
Activities that offer older person discounts	-40%	-70.8%	-54.2%	-88.3%	-66.1%	Respect & social inclusion
Conveniently located recreational facilities for older people or people with disabilities	-60%	-83.3%	-75%	-69.4%	-63.6%	Outdoor spaces & buildings
Pavements that are in a good condition, safe for pedestrians and accessible for wheelchair and other assistive mobility devices	-71.4%	-56.5%	-76.1%	-67.9%	-70.9%	Outdoor spaces & buildings
Activities that are affordable to all residents	-33.3%	-79.2%	-60.7%	-80.9%	-66.2%	Respect & social inclusion
Activities for older people with language or mobility challenges	-50%	-50%	-52.2%	-77.1%	-76.9%	Respect & social inclusion

Table 2



The following sections provide detail on the gap analysis between ‘importance versus presence’ for each item within each domain.

## 4.1 Community support and health services

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
Neighbourhood watch programmes	-54.2%	96.6%	42.4%
Affordable home health care	-53.7%	99.6%	45.9%
Easy to find community and local public health information	-50.3%	97.8%	47.5%
Affordable public parking	-45.1%	95.1%	50%
Conveniently located emergency care centres	-39.4%	99.6%	60.2%
Conveniently located public parking including disabled parking	-39.2%	96.3%	57.1%
Well-trained certified home health care providers	-34%	98.9%	64.9%
Easily accessible health and social services	-33.2%	99.3%	66.1%
Home care services including health, personal care and housekeeping	-26.8%	99.2%	72.4%
Affordable health services	-23%	99.6%	76.6%
Health care professionals who speak different languages	-22%	91.1%	69.1%
A variety of health care professionals including specialists	-16.6%	99.2%	82.6%
Reliable emergency ambulance service	-14.5%	99.6%	85.1%
Well-maintained hospitals and health care facilities	-8.9%	99.6%	90.7%
Respectful and helpful hospital and clinic staff	-6.9%	99.6%	92.7%

Table 3

## 4.2 Outdoor spaces and buildings

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
Enough benches for resting places in public areas	-82.7%	97.6%	14.9%
Accessible clean toilets that are available for public use	-80.2%	98.3%	18.1%
Conveniently located recreational facilities for older people or people with disabilities	-70.6%	97.9%	27.3%
Pavements that are in a good condition, safe for pedestrians and accessible for wheelchair and other assistive mobility devices	-69.6%	97.6%	28%
Well-maintained streets	-64.7%	99%	34.3%
Separate pathways for cyclists and pedestrians	-57.4%	96.9%	39.5%
Well-lit accessible, safe, street and intersections for all users	-35.7%	98.3%	62.6%
Public buildings with disabled access	-32.1%	97.3%	65.2%
Audio/Visual pedestrian crossings	-26.6%	97.9%	71.3%
Pavements that have dropped curbs to road level	-25.3%	98%	72.7%
Public buildings that are well-maintained/clean	-25.2%	97.9%	72.7%
Appropriate speed limited for safety	-20.9%	97.6%	76.7%
Well-maintained public parks	-20.6%	96.9%	76.3%
Public parks that are close by	-20.1%	94.2%	74.1%
Enough pavements	-12.3%	98%	85.7%
Easy to read traffic signs	-9.3%	96.6%	87.3%

Table 4

## 4.3 Transport

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
Well-maintained streets & roads	-63.6%	99%	35.4%
Special transportation services	-36.8%	97.2%	60.4%
Driver education/refresher courses	-28%	88.3%	60.3%
Reliable public transport	-20.9%	98.3%	77.4%
Conveniently located bus stops	-16.4%	99%	82.6%
Affordable public transport	-15.3%	97.9%	82.6%
Easily accessible public transport	-13.5%	97.9%	84.4%
Clean public transport vehicles	-9.9%	98.3%	88.4%
Easily accessible taxi service	-6.2%	94.8%	88.6%

Table 5

## 4.4 Social participation

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
Widely publicised reliable information about activities	-77.8%	98.6%	20.8%
Activities that are affordable to all residents	-59.8%	98.6%	38.8%
Activities that are held in a variety of community locations	-56.2%	98.3%	42.1%
Conveniently located venues for entertainment	-52.2%	98.2%	46%
Activities that are easily accessible by public transport	-49.7%	97.9%	48.2%
Activities for people 50 or over	-44.4%	97.6%	53.2%
Activities that allow older people to interact/meet new friends	-44.2%	97.9%	53.7%

Table 6

## 4.5 Housing

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
Seasonal services for low-income older adults i.e., lawn work	-59.1%	94.9%	35.8%
Well-maintained low-income housing	-51.6%	92.7%	41.1%
A variety of housing options with access options	-50.5%	97.6%	47.1%
Affordable home repair contractors	-50.2%	95.9%	45.7%
Affordable home prices for residents of varying income levels	-49.5%	95.9%	46.4%
A choice of home repair contractors	-48.4%	95.9%	47.5%
Affordable Assisted Living options	-48%	95.5%	47.5%

Table 7

## 4.6 Civic participation and employment

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
A range of flexible job opportunities for people aged 50 or older	-73.1%	92.1%	19%
Training for people aged 50 or older	-72.6%	94.2%	21.6%
Job opportunities that provide retirement benefits	-56.7%	92.8%	36.1%
Workplaces that are adapted to meet the needs of people with disabilities	-49.2%	97.5%	48.3%
Policies against age discrimination	-45.2%	96%	50.8%
Opportunities for people aged 50 or older to participate in decision making bodies such as community councils or committees	-39%	95.7%	56.7%
A range of volunteer opportunities to choose from	-39%	95.3%	56.3%
Local volunteer opportunities for people aged 50 or older	-26.5%	95.7%	69.2%

Table 8

## 4.7 Respect and social inclusion

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
Activities that offer older person discounts	-71.5%	93.5%	22%
Activities that are affordable to all residents	-67.6%	98.8%	31.2%
Activities for older people with language or mobility challenges	-67.3%	98%	30.7%
A variety of cultural activities for diverse populations	-59.7%	94%	34.3%
Local schools that involve older people in events/activities	-59.1%	89.2%	30.1%
Continuing education classes, like computer, cooking, art etc.	-37.8%	96%	58.2%

Table 9

## 4.8 Communication and information

Community support and health services in the community (n=271)	Gap	Extremely, very or somewhat	Yes, characteristic or service exists
Information delivered in person to people who have difficulty/unable to leave their home	-65.3%	98.2%	32.9%
Printed information that has large lettering and is clearly displayed	-48.2%	93.9%	45.7%
Access to information in one central location	-32.7%	93.5%	60.8%
Information that is available in a number of different languages	-30.2%	87%	56.8%
Free access to computers & internet in public places	-18.2%	93.9%	75.7%

Table 10

# Section 5.

## Survey demographics

Half of survey respondents (50%) stated they live alone and nearly a third (30.2%) identified as being widowed. The Office for National Statistics (ONS) reveal that the percentage of single person households in Middlesbrough aged over 65 is 41.9%, when compared to other cities within England - this is relatively high in comparison - London has an average of 31.8% and Manchester is 25.9% [Ref 5].

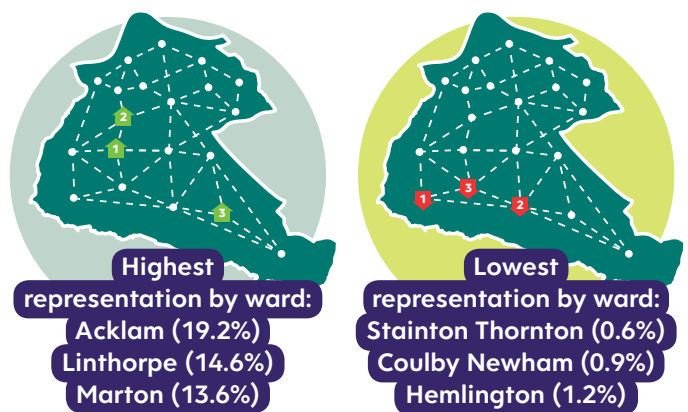
Nearly a quarter of respondents (23%) stated that they never go online and over half (44%) said that they use the internet several times a day. This highlighted the divide in digital access amongst Middlesbrough residents represented in the survey.

Survey response rate varied by geographical ward. The wards with the highest response rate were:

- Acklam (19.2%)
- Linthorpe (14.6%)
- Marton (13.6%)

Wards with the lowest representation were:

- Stainton and Thornton (0.6%)
- Coulby Newham (0.9%)
- Hemlington (1.2%)



### People living in the household of Middlesbrough residents age 50+ (n=306)

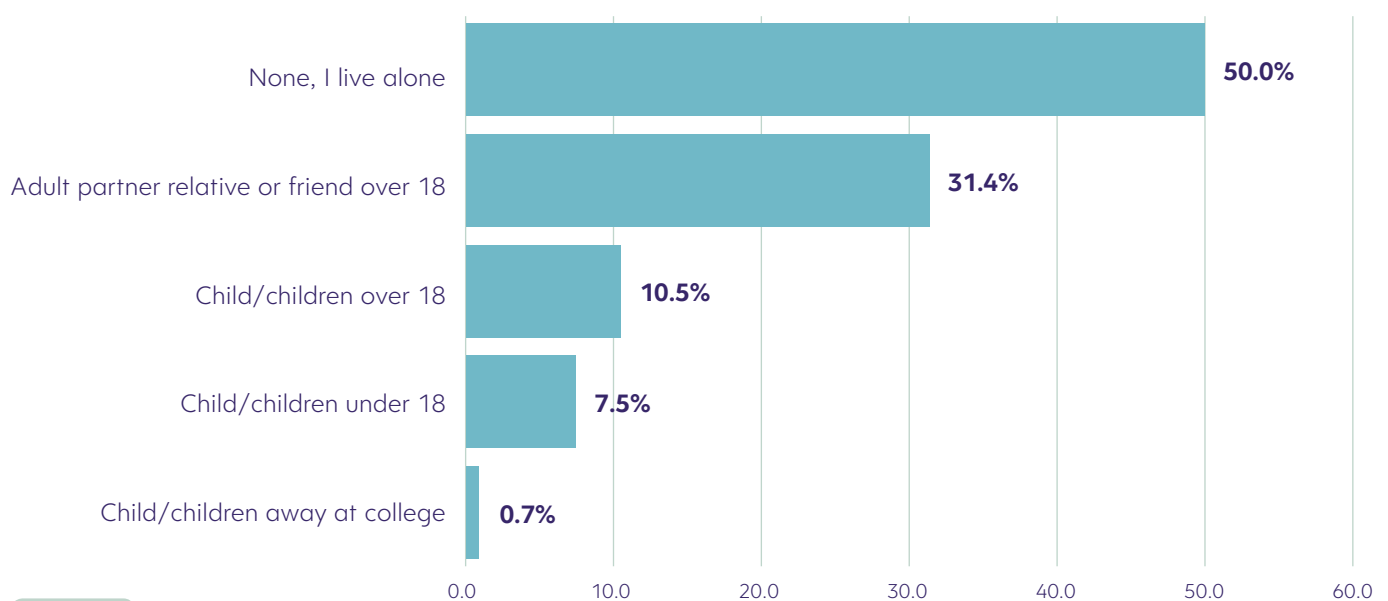


Chart 30

## Disability or chronic disease status of Middlesbrough residents age 50+ (n=326)

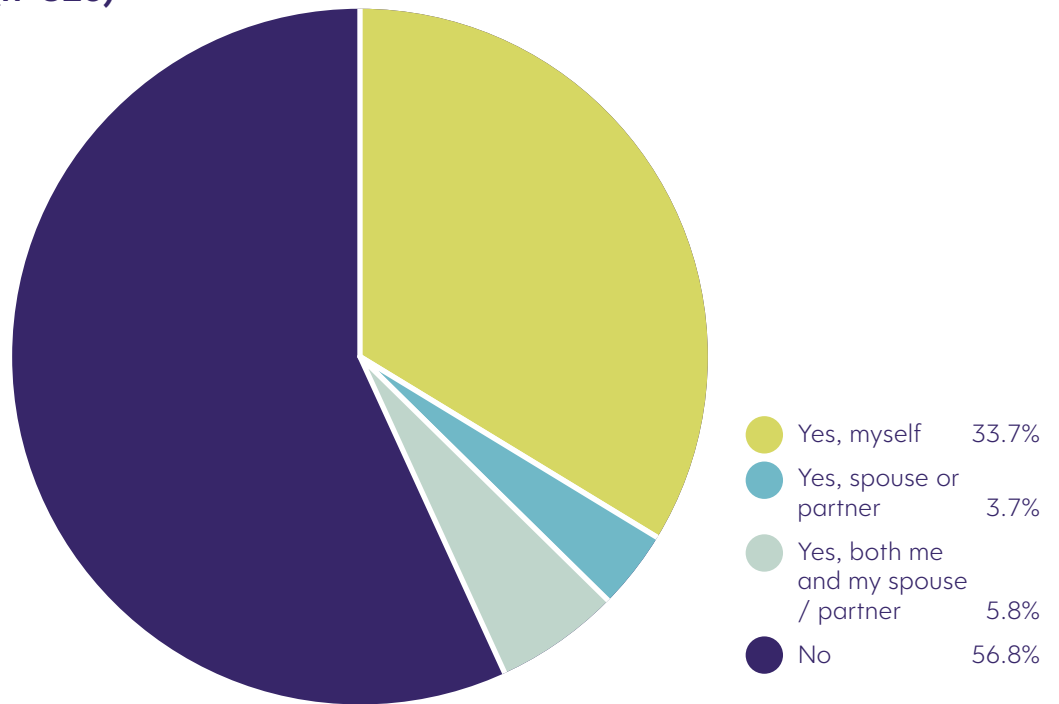


Chart 31

## Internet use of Middlesbrough residents age 50+ (n=318)

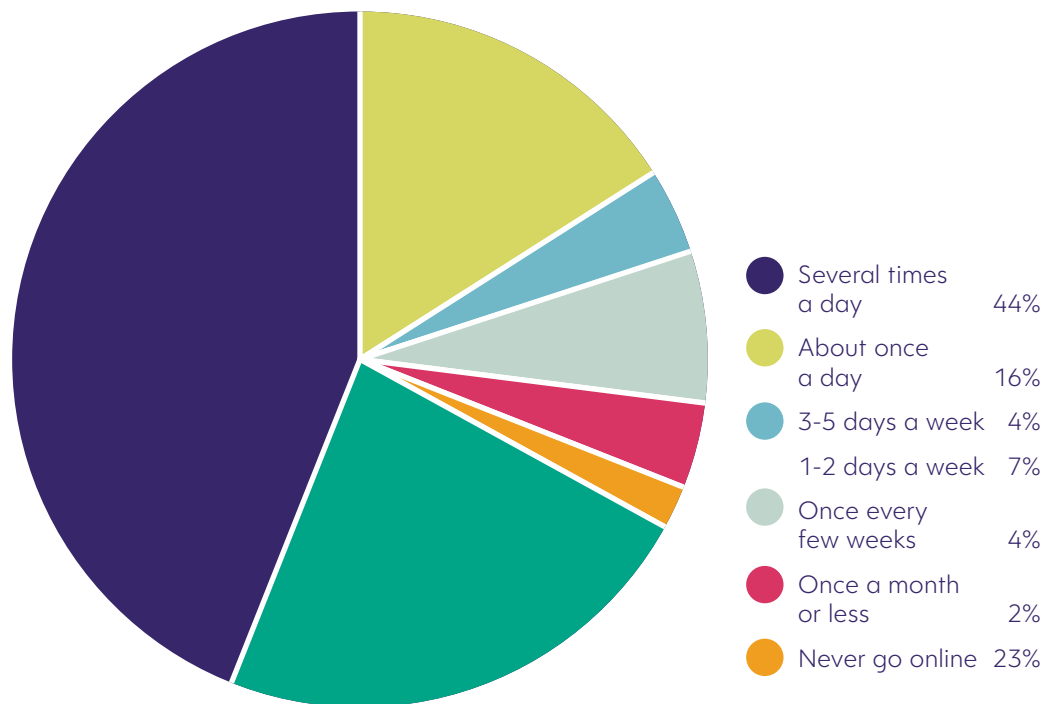


Chart 32

## How Middlesbrough residents age 50+ get around

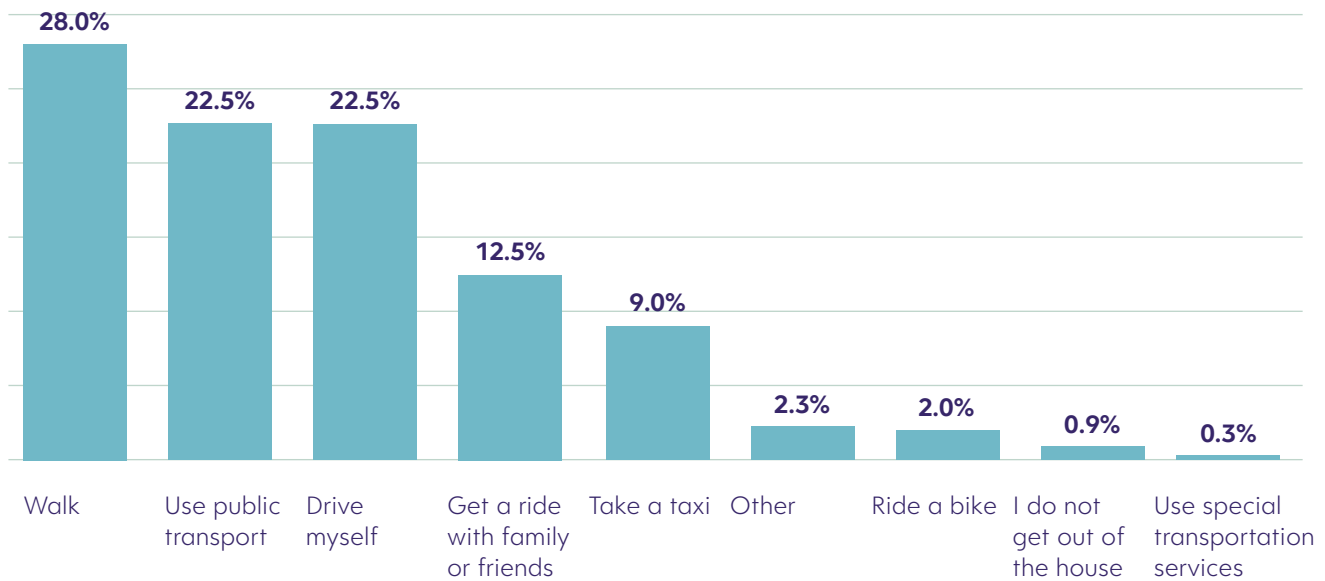


Chart 33

## Demographic profile of respondents

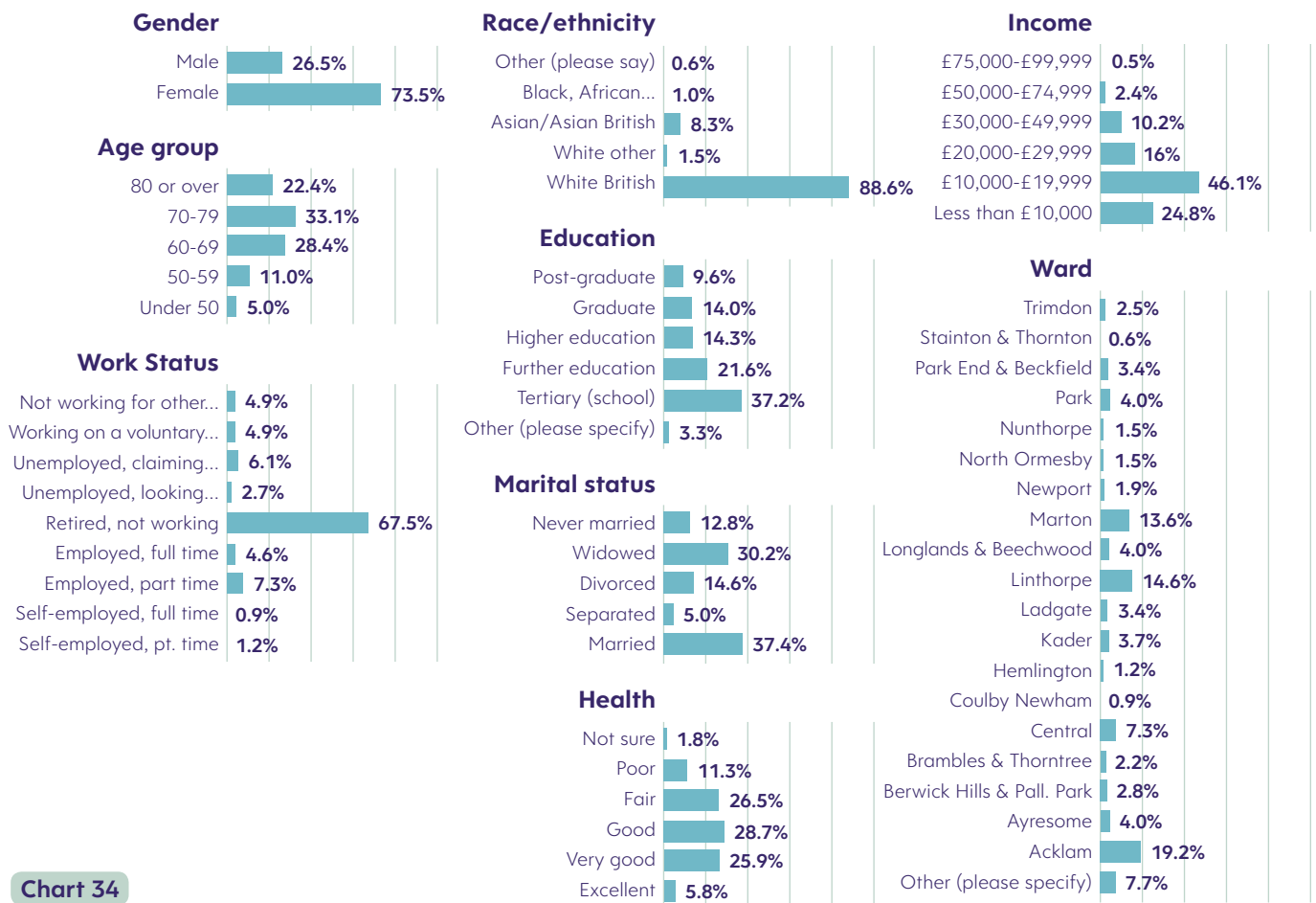


Chart 34



# Section 6.

## Conclusions and key recommendations

**This baseline assessment has provided the foundation on which to build the changes needed to improve the age-friendliness of our town.**

This will help us to make an informed and evidence-based application to the World Health Organisation and to move on to the next stage of our age-friendly journey, to continue to work with local communities and partner organisations and to improve the social and built environment for older people.

The publication of this report is a crucial step in continuing to understand the experiences of older people in Middlesbrough. It also provides the outline for the next steps to ensure that Middlesbrough can continue with its age friendly journey and be a place where people thrive as they grow older.

### Key recommendations

1. To ensure all transport services are age-friendly
2. Explore insight work with MBC highways and maintenance to improve maintenance of streets and roads
3. Work with housing partners to review housing options for older people and include age-friendly housing features
4. Ensure older people's involvement in the design and delivery of services that are provided to support them
5. Working with employment providers to review recruitment policies that meet older people's needs
6. Improve offer of accessible and affordable activities for all
7. Improved provision of public toilets and introduction of public toilet map
8. Improve resting places through please have a seat campaign
9. Identify central location points for accessing available information on community activities

Building an age-friendly community requires immense physical and social planning. The Age-friendly Middlesbrough Steering Group will be laying the groundwork for many of these actions and have developed an initial Age-friendly Middlesbrough Action Plan.

The action plan will help us to guide the implementation of the key recommendations. Some of these actions are well underway and the Steering Group partners involved in implementing those actions have already been making a difference in our older people's lives. Other actions are still in the planning stage.

Middlesbrough Council will be promoting and sharing the values and principles of Age-friendly Communities which are intrinsically aligned to the WHO Age friendly domains and we will be asking Businesses and Organisations to pledge their support to an Age-friendly Charter for Middlesbrough. (Appendix 2)

With an ever-growing older population, Middlesbrough will need cross-sector collaboration to improve the lives of older people, their families, and the communities in which they live. We will need to engage with key stakeholders in each age-friendly domain: Benefits and Council Tax; Births, Deaths and Marriages; Business; Careers and Job Opportunities; Children, Families and Safeguarding; Community Support and Safety; Elections; Environment and Public Protection; Leisure, Events, Libraries and Hubs; Mayor, Council and Councillors; Open Data, FOI and Have Your Say; Parking, Roads and Footpaths; Planning and Housing; Recycling and Rubbish; Schools and Education; and Social Care and Wellbeing to consult, research and develop further over the next few years..

**“Let's take action today for all our tomorrows. Let's make ageing better.” [Ref 33]**



# Appendices













# A2. Age-friendly Charter

## Age-friendly Middlesbrough Charter 2021/2024

An Age-friendly Charter reinforces the existing rights of all older people to live in an age-friendly place, it defines the values and aspirations as told by older community members and how together as service providers, we can work together to improve the ways in which people in our community can live longer, healthier and happier lives.

The Charter is a statement of commitment by participating organisations all working together towards achieving Age-friendly Status.

Middlesbrough has a diverse population, and the Age-friendly Middlesbrough Charter will recognise the diversity of older people, including gender, ethnicity, sexual orientation, religion and disability.

Below are a set of agreed principles or standards that will lead to a more supportive and inclusive community for older people in Middlesbrough. We encourage all major organisations across Middlesbrough to adopt it and it will be embedded through informed action.



### Age-friendly principles

- 1** Older people in Middlesbrough have access to all available forms of transport and are confident in travelling and getting around Middlesbrough.
- 2** Older people in Middlesbrough have accommodation that meets their needs.
- 3** Older people in Middlesbrough feel heard and have a say in decision making on things that affect their lives.
- 4** Older people in Middlesbrough can access the work and volunteering opportunities that they want.
- 5** Older people in Middlesbrough can access available activities when and where they want.
- 6** Older people in Middlesbrough can access outdoor spaces and buildings that meet their needs.
- 7** Older people in Middlesbrough are connected to their local community; they are respected and included in society.
- 8** Older people in Middlesbrough are able to stay connected and can access relevant information that they require.
- 9** Older people in Middlesbrough have access to appropriate health, social care and wellbeing services.



Below is a set of questions that will be asked of organisations who are pledging their support to developing age-friendly communities.

## Making a Pledge

### 1 What you are pledging to do.

Your pledge should be something you can realistically achieve and is measurable in some way.

---

### 2 When will you do it?

Setting a target date greatly improves the chances of your pledge becoming a reality

---

### 3 Who will be responsible for making it happen?

---

### 4 Where will you do it?

---

### 5 How will it make Middlesbrough more age-friendly?



To find out more about age-friendly and to make a pledge go to

[www.middlesbrough.gov.uk/age-friendly-middlesbrough-charter](http://www.middlesbrough.gov.uk/age-friendly-middlesbrough-charter)

# A3. List of charts and tables

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# A4. Survey annotation

## 2021 Age-friendly survey of Middlesbrough residents ages 50 and older. (n=348)

\*PLEASE NOTE - Tables include all 'unknowns' so percentages may differ

### About you

Are you male or female?



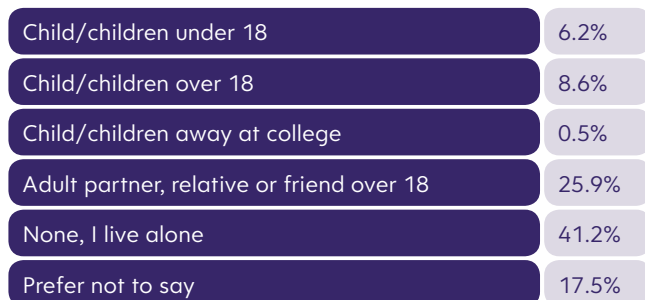
What was your age as of your last birthday? (age in years)



What is your current marital status?



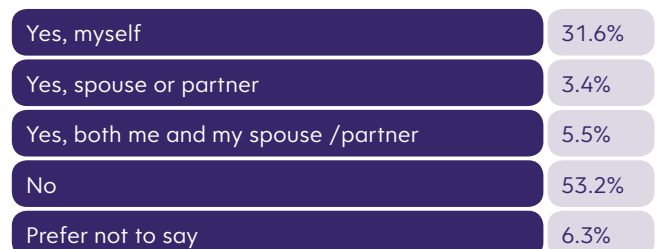
Besides yourself, do you have any of the following people living in your household?



In general, when compared to most people your age, how would you rate your health?



Does any disability or chronic disease keep you and/or your spouse/partner from participating fully in work, school, housework, or other activities?



A family caregiver is someone who provides care for an adult loved one who is ill, frail, elderly, or has a physical, mental or emotional disability.

This care may include helping with personal needs like bathing or dressing, meals, household chores, shopping, transport, managing medical care or finances, or even visiting regularly to see how they are doing. THIS ADULT DOES NOT LIVE WITH YOU.

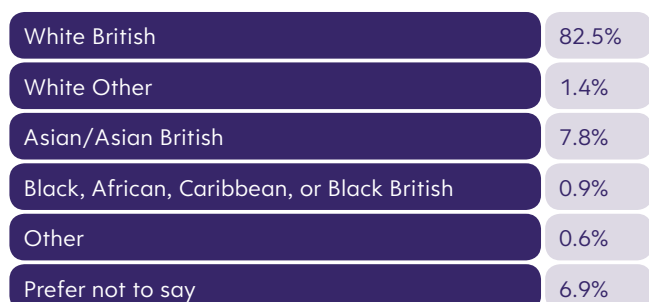
Are you currently a family caregiver providing unpaid care to an adult loved one to help them take care of themselves?



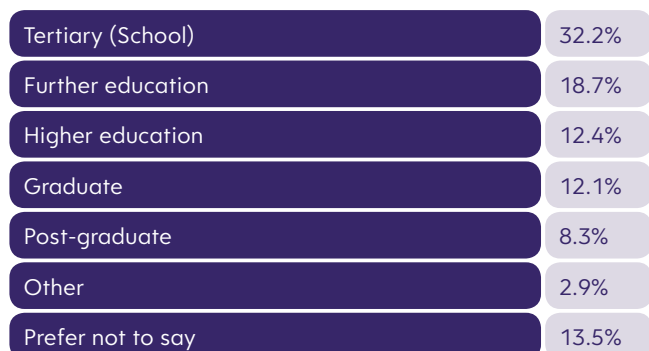
How likely is it that you will provide unpaid care to an adult loved one in the future?



Which option best describes your ethnic group or background?



What is the highest level of education you have completed?



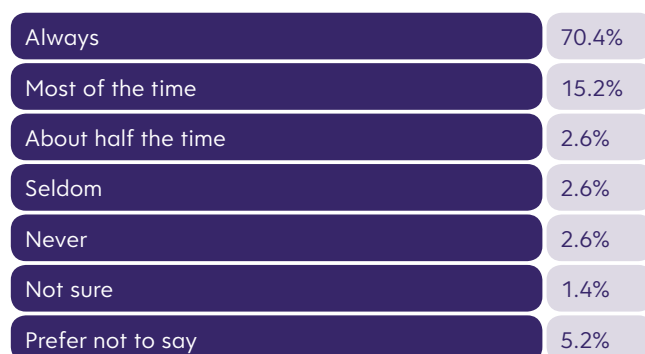
Which of the following best describes your current employment status?



If working, how likely is it that you will continue to work as long as possible, rather than choosing to retire and no longer work for pay?



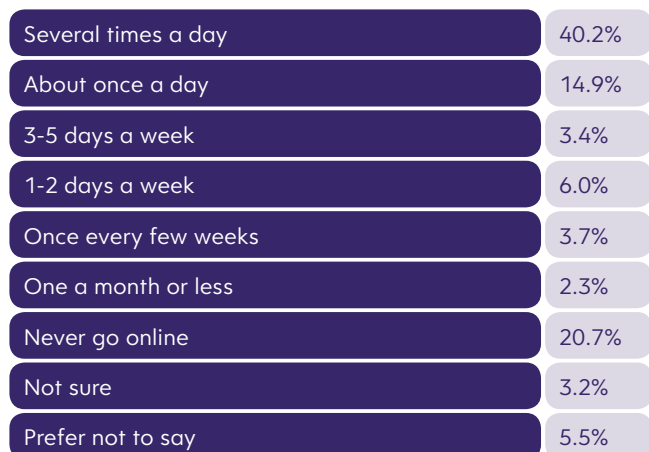
Thinking about local and general elections in the last ten years, how often would you say you vote?



How do you get around your neighbourhood when you need to do things like shopping, visiting the doctor, running errands, or other things?



In general, how often do you go online to access the internet?

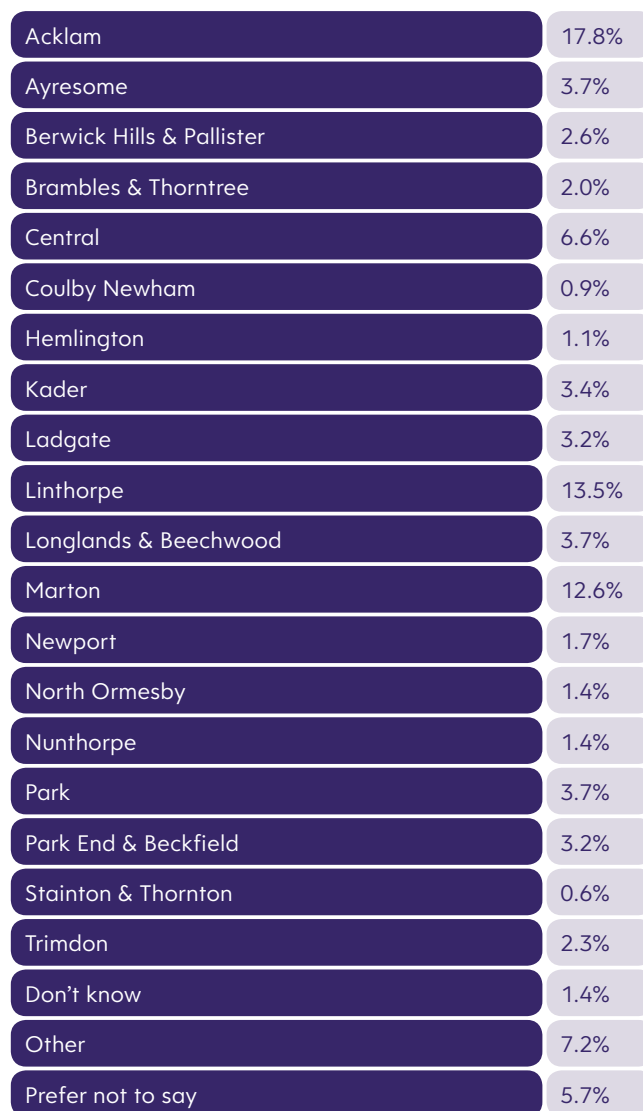


What is your annual household income?



## About your neighbourhood

Which ward do you live in?



How long have you lived in your current home?



How long have you lived in Middlesbrough?



Thinking about the next 10 years, how likely is it that you will move to a different home in Middlesbrough?



Thinking about the next 10 years, how likely is it that you will move to a different home outside of Middlesbrough?

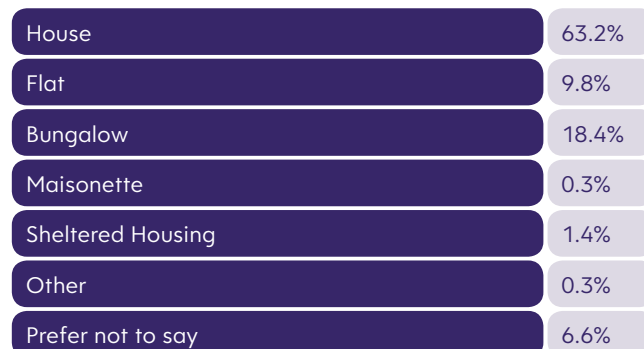


## About your home

Do you own or rent your home?



What type of home do you live in?



How important is it for you to stay in your current home for as long as possible?



Does your current home need any major repairs, modifications, or changes to enable you to stay there as you age?



Do you plan to make the following types of modifications or improvements to your home to enable you to stay there as you age?

Modification type	Yes	No
Access modifications i.e., ramp or stairlift	30.7%	69.3%
Bathroom modifications i.e., grab bars	40.3%	59.7%
Adding a ground floor bedroom	8.5%	91.5%
Better lighting	17.7%	82.3%
Structural changes or repairs	20.6%	79.4%
Adding a ground floor bathroom	12.5%	88.5%
Install medical emergency response system	35.1%	64.9%
Other modifications	7.8%	92.2%

Some people find that they need or want to move out of their home as they get older. If you were to consider moving out of your current home would the following be a major factor, minor factor, or not a factor at all in your decision to move?

Factor type	Major factor	Minor factor	Not a factor	Not sure
Wanting a smaller size home	17.5%	14.1%	37.4%	31.0%
Wanting a larger size home	4.3%	3.2%	58.6%	33.9%
Cost of maintaining current home	23.9%	13.2%	30.7%	32.2%
Wanting a home that helps you live independently	37.6%	11.2%	22.1%	29.0%

Some people find that they need or want to move out of their community as they get older. If you were to consider moving out of your current community would the following be a major factor, minor factor, or not a factor at all in your decision to move?

Factor type	Major factor	Minor factor	Not a factor	Not sure
Personal safety or security concerns	47.1%	12.4%	16.1%	24.4%
Wanting better health care facilities	26.1%	15.2%	28.4%	30.2%
Wanting to be closer to family	29.3%	13.8%	30.2%	26.7%
Needing more access to public transport	29.3%	14.7%	29.3%	26.7%
Wanting to live in a different climate	8.6%	10.9%	50.9%	29.6%
Wanting to live in an area with lower cost of living	17.5%	14.4%	39.1%	29.0%
Wanting to live in an area with better opportunities for social interaction	25.0%	21.0%	25.9%	28.2%



Thinking of the next 10 years, how important is the cost of living to your decision to move on or outside of Middlesbrough?



How would you rate your community as a place for people to live as they age?



How important is it for you to remain in your community as you age?



How important is it for you to remain in your own home as you age?



# Neighbourhood features

Thinking about your needs now and in the future, how important do you think it is to have the following features in your neighbourhood?

## Transportation

Transport type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
Easily accessible public transport	63.2%	16.7%	1.4%	1.4%	0.3%	17.0%
Clean public transport vehicles	55.7%	21.0%	4.0%	0.6%	0.9%	17.8%
Conveniently located bus stops	58.3%	21.6%	1.7%	0.6%	0.3%	17.5%
Affordable public transport	59.5%	19.3%	2.3%	0.6%	1.1%	17.2%
Reliable public transport	63.5%	15.5%	2.0%	0.9%	0.6%	17.5%
Driver education/refresher courses	33.0%	23.3%	15.5%	4.0%	5.5%	18.7%
Easily accessible taxi service	40.2%	23.0%	15.2%	2.6%	1.7%	17.2%
Special transportation services	53.7%	20.1%	5.7%	1.7%	0.6%	18.1%
Well-maintained streets & roads	65.2%	13.8%	2.6%	0.0%	0.9%	17.5%

## Outdoor spaces and buildings

Outdoor spaces & buildings type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
Enough pavements	52.0%	25.6%	4.9%	0.3%	1.4%	15.8%
Pavements that have dropped curbs to road level	51.7%	23.3%	7.5%	0.6%	1.1%	15.8%
Pavements that are in a good condition, safe for pedestrians and accessible for wheelchair and other assistive mobility devices	67.2%	13.5%	2.0%	0.3%	1.7%	15.2%
Audio/Visual pedestrian crossings	52.9%	22.7%	6.6%	0.3%	1.4%	16.1%
Public parks that are close by	39.9%	26.1%	12.9%	2.6%	2.3%	16.1%
Well-maintained public parks	43.4%	27.9%	10.1%	1.1%	1.4%	16.1%
Accessible clean toilets that are available for public use	60.6%	17.8%	4.0%	0.6%	0.9%	16.1%
Conveniently located recreational facilities for older people or people with disabilities	51.1%	24.1%	6.6%	0.3%	1.4%	16.4%
Public buildings with disabled access	58.0%	20.7%	3.2%	0.6%	1.7%	15.8%
Public buildings that are well-maintained/clean condition, safe for pedestrians and accessible for wheelchair and other assistive mobility devices	55.5%	22.1%	4.0%	0.9%	0.9%	16.7%
Easy to read traffic signs	52.6%	25.6%	4.0%	1.7%	1.1%	14.9%
Appropriate speed limited for safety	57.8%	20.4%	4.3%	0.6%	1.4%	15.5%
Separate pathways for cyclists and pedestrians	53.2%	21.0%	7.8%	1.1%	1.4%	15.5%
Well-lit accessible, safe, street and intersections for all users	64.4%	15.5%	3.2%	0.6%	0.9%	15.5%
Well-maintained streets	63.8%	17.5%	2.0%	0.0%	0.9%	15.8%
Enough benches for resting places in public areas	56.0%	20.4%	5.7%	0.6%	1.4%	15.8%

## Housing

Housing type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
Affordable home repair contractors	57.8%	19.5%	3.4%	1.4%	2.0%	15.8%
A choice of home repair contractors	49.1%	25.0%	6.3%	1.4%	2.0%	16.1%
Well-maintained low-income housing	48.0%	19.5%	9.5%	2.6%	3.4%	17.0%
Affordable Assisted Living Options	51.4%	19.5%	9.2%	1.4%	2.3%	16.1%
Affordable home prices for residents of varying income levels	50.6%	19.5%	10.3%	0.9%	2.6%	16.1%
A variety of housing options with access options	55.8%	18.8%	7.7%	0.6%	1.4%	15.7%
Seasonal services for low-income older adults i.e., lawn work	49.7%	20.1%	9.8%	2.0%	2.3%	16.1%

Does your neighbourhood where you live have the following?

## Transportation

Transport type	Yes	No	Not sure	Don't know
Easily accessible public transport	67.0%	12.4%	11.2%	9.5%
Clean public transport vehicles	56.9%	7.5%	25.3%	10.3
Conveniently located bus stops	62.9%	13.2%	13.5%	10.3%
Affordable public transport	52.0%	10.9%	26.1%	10.9%
Reliable public transport	50.3%	14.7%	23.9%	11.2%
Driver education/refresher courses	10.9%	7.2%	70.4%	11.5%
Easily accessible taxi service	56.0%	7.2%	25.6%	11.2%

## Outdoor spaces and buildings

Outdoor spaces and buildings type	Yes	No	Not sure	Don't know
Enough pavements	65.5%	10.9%	8.0%	15.5%
Pavements that have dropped curbs to road level	52.0%	19.5%	12.6%	15.8%
Pavements that are in a good condition, safe for pedestrians and accessible for wheelchair and other assistive mobility devices	20.7%	53.2%	10.6%	15.5%
Audio/Visual pedestrian crossings	47.1%	19.0%	17.5%	16.4%
Public parks that are close by	58.3%	20.4%	5.5%	15.8%
Well-maintained public parks	52.6%	16.4%	14.4%	16.7%
Accessible clean toilets that are available for public use	11.8%	53.2%	19.8%	15.2%
Conveniently located recreational facilities for older people or people with disabilities	12.6%	33.6%	38.2%	15.5%
Public buildings with disabled access	30.2%	16.1%	38.2%	15.5%
Public buildings that are well-maintained/clean	36.8%	13.8%	32.5%	17.0%
Easy to read traffic signs	61.5%	8.9%	14.1%	15.5%
Appropriate speed limited for safety	55.7%	17.0%	11.2%	16.1%
Separate pathways for cyclists and pedestrians	27.6%	42.2%	13.8%	16.4%
Well-lit accessible, safe, street and intersections for all users	42.8%	25.6%	15.8%	15.8%
Well-maintained streets	24.1%	46.3%	13.5%	16.1%
Enough benches for resting places in public areas	10.6%	60.9%	12.9%	15.5%

## Housing

Outdoor spaces and buildings type	Yes	No	Not sure	Don't know
Affordable home repair contractors	15.2%	18.1%	50.6%	16.1%
A choice of home repair contractors	16.7%	18.4%	48.9%	16.1%
Well-maintained low-income housing	14.7%	21.0%	48.0%	16.4%
Affordable Assisted Living Options	13.8%	15.2%	54.6%	16.4%
Affordable home prices for residents of varying income levels	14.7%	17.0%	51.7%	16.7%
A variety of housing options with access options	16.4%	18.4%	49.4%	15.8%
Seasonal services for low-income older adults i.e., lawn work	12.6%	22.7%	48.3%	16.4%

# Neighbourhood services

How important do you think it is to have the following services in your neighbourhood?

## Community and health services

Community support & health services type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
Easily accessible health and social services	57.8%	17.5%	1.1%	0.3%	0.3%	23.0%
Conveniently located emergency care centres	54.6%	19.5%	2.3%	0.0%	0.3%	23.3%
Well-trained certified home health care providers	52.0%	20.7%	3.4%	0.6%	0.3%	23.0%
Affordable home health care	55.7%	17.2%	4.0%	0.0%	0.3%	22.7%
Well-maintained hospitals and health care facilities	62.9%	12.9%	0.9%	0.0%	0.3%	23.0%
Respectful and helpful hospital and clinic staff	58.9%	16.7%	1.1%	0.0%	0.3%	23.0%
Reliable emergency ambulance service	68.1%	8.9%	0.3%	0.0%	0.3%	22.4%
Home care services including health, personal care and housekeeping	54.0%	17.2%	4.6%	0.3%	0.3%	23.6%
Affordable health services	58.6%	16.1%	2.3%	0.0%	0.3%	22.7%
A variety of health care professionals including specialists	56.0%	17.2%	2.6%	0.0%	0.6%	23.6%
Health care professionals who speak different languages	39.7%	17.0%	13.8%	4.0%	2.9%	22.7%
Easy to find community and local public health information	48.6%	21.6%	5.5%	0.9%	0.9%	22.7%
Neighbourhood watch programmes	37.4%	21.3%	15.8%	1.7%	0.9%	23.0%
Conveniently located public parking including disabled parking	46.8%	20.4%	6.6%	1.4%	1.4%	23.3%
Affordable public parking	47.7%	19.8%	5.7%	1.7%	2.0%	23.0%

## Social activities

Social participation type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
Activities for people 50 or over	45.4%	25.3%	10.1%	1.1%	0.9%	17.2%
Activities that allow older people to interact/meet new friends	47.1%	26.7%	6.9%	1.1%	0.6%	17.5%
Conveniently located venues for entertainment	46.3%	25.6%	8.6%	0.9%	0.6%	18.1%
Activities that are affordable to all residents	50.9%	25.9%	4.6%	0.6%	0.6%	17.5%
Widely publicised reliable information about activities	49.7%	27.9%	3.4%	0.0%	1.1%	17.8%
Activities that are easily accessible by public transport	52.0%	23.6%	5.2%	0.6%	1.1%	17.5%
Activities that are held in a variety of community locations	45.7%	26.4%	8.6%	0.6%	0.9%	17.8%

## Community resources

Community and information type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
Free access to computers & internet in public places	36.5%	24.7%	13.5%	2.6%	2.3%	20.4%
Access to information in one central location	35.3%	25.6%	13.2%	2.9%	2.3%	20.7%
Printed information that has large lettering and is clearly displayed	36.5%	24.4%	14.1%	2.6%	2.3%	20.1%
Information that is available in a number of different languages	27.6%	23.6%	18.1%	5.5%	4.9%	20.4%
Information delivered in person to people who have difficulty/unable to leave their home	44.0%	25.3%	9.5%	0.9%	0.6%	19.8%

Does your neighbourhood where you live have the following?

## Community and health services

Community support and health services type	Yes	No	Not sure	Don't know
Easily accessible health and social services	36.5%	18.7%	21.6%	23.3%
Conveniently located emergency care centres	33.0%	21.8%	21.6%	23.6%
Well-trained certified home health care providers	18.1%	9.8%	48.3%	23.9%
Affordable home health care	11.2%	13.2%	51.4%	24.1%
Well-maintained hospitals and health care facilities	56.3%	5.7%	14.1%	23.9%
Respectful and helpful hospital and clinic staff	58.0%	4.6%	13.2%	24.1%
Reliable emergency ambulance service	49.1%	8.6%	19.0%	23.3%
Home care services including health, personal care and housekeeping	18.1%	6.9%	50.9%	24.1%
Affordable health services	28.2%	8.6%	38.8%	24.4%
A variety of health care professionals including specialists	36.8%	7.8%	30.7%	24.7%
Health care professionals who speak different languages	13.5%	6.0%	55.7%	24.7%
Easy to find community and local public health information	19.3%	21.3%	35.3%	24.1%
Neighbourhood watch programmes	17.0%	23.0%	36.5%	23.6%
Conveniently located public parking including disabled parking	27.9%	21.0%	27.0%	24.1%
Affordable public parking	22.7%	22.7%	30.5%	24.1%

## Social activities

Social participation type	Yes	No	Not sure	Don't know
Activities for people 50 or over	23.6%	20.7%	38.2%	17.5%
Activities that allow older people to interact/meet new friends	23.0%	19.8%	39.4%	17.8%
Conveniently located venues for entertainment	23.0%	27.0%	32.2%	17.8%
Activities that are affordable to all residents	13.5%	21.3%	46.8%	18.4%
Widely publicised reliable information about activities	9.2%	35.1%	37.1%	18.7%
Activities that are easily accessible by public transport	19.3%	20.7%	42.0%	18.1%
Activities that are held in a variety of community locations	14.7%	20.1%	46.6%	18.7%

## Community resources

Community and information type	Yes	No	Not sure	Don't know
Free access to computers and internet in public places	40.2%	12.9%	26.4%	20.4%
Access to information in one central location	22.7%	14.7%	42.2%	20.4%
Printed information that has large lettering and is clearly displayed	12.4%	14.7%	52.0%	21.0%
Information that is available in a number of different languages	14.4%	10.9%	54.6%	20.1%
Information delivered in person to people who have difficulty/unable to leave their home	7.5%	15.2%	56.6%	20.7%

## Neighbourhood opportunities and information

How important do you think it is to have the following opportunities in your neighbourhood?

### Employment and volunteering

Civic participation and employment type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
A range of flexible job opportunities for people aged 50 or older	29.9%	29.9%	13.5%	2.6%	3.7%	20.4%
Training for people aged 50 or older	30.5%	27.6%	17.0%	2.0%	2.6%	20.4%
Policies against age discrimination	42.5%	26.7%	6.9%	0.9%	2.3%	20.7%
Job opportunities that provide retirement benefits	37.1%	25.3%	11.2%	1.7%	4.0%	20.7%
Opportunities for people aged 50 or older to participate in decision making bodies such as community councils or committees	37.4%	29.6%	9.8%	1.1%	2.3%	19.8%
Local volunteer opportunities for people aged 50 or older	33.0%	31.3%	11.5%	1.7%	1.7%	20.7%
A range of volunteer opportunities to choose from	33.9%	29.3%	12.9%	2.0%	1.7%	20.1%
Workplaces that are adapted to meet the needs of people with disabilities	48.6%	24.4%	4.3%	0.3%	1.7%	20.7%

## Community inclusion

Respect and social inclusion type	Extremely	Very	Somewhat	Not very	Not at all	Don't know
Activities for older people with language or mobility challenges	35.9%	23.0%	11.8%	0.6%	0.9%	27.9%
Local schools that involve older people in events/activities	22.4%	21.0%	20.4%	5.5%	2.3%	28.4%
Activities that are affordable to all residents	41.4%	22.1%	7.5%	0.3%	0.6%	28.2%
Activities that offer older person discounts	34.2%	19.8%	12.6%	2.3%	2.3%	28.7
Continuing education classes, like computer, cooking, art etc.	34.5%	19.5%	14.7%	2.0%	0.9%	28.4%
A variety of cultural activities for diverse populations	29.3%	20.1%	18.1%	2.3%	2.0%	28.2%

Does your neighbourhood where you live have the following?

## Employment and volunteering

Civic participation and employment type	Yes	No	Not sure	Don't know
A range of flexible job opportunities for people aged 50 or older	5.5%	23.3%	50.3%	21.0%
Training for people aged 50 or older	6.0%	21.8%	51.4%	20.7%
Policies against age discrimination	9.5%	9.2%	60.6%	20.7%
Job opportunities that provide retirement benefits	6.3%	11.2%	61.2%	21.3%
Opportunities for people aged 50 or older to participate in decision making bodies such as community councils or committees	14.7%	11.2%	53.4%	20.7%
Local volunteer opportunities for people aged 50 or older	21.3%	9.5%	48.3%	21.0%
A range of volunteer opportunities to choose from	16.7%	12.9%	49.7%	20.7%
Workplaces that are adapted to meet the needs of people with disabilities	8.3%	8.9%	61.8%	21.0%

## Community inclusion

Respect and social inclusion type	Yes	No	Not sure	Don't know
Activities for older people with language or mobility challenges	7.8%	17.5%	46.3%	28.4%
Local schools that involve older people in events/activities	7.2%	16.7%	47.1%	29.0%
Activities that are affordable to all residents	8.3%	18.4%	44.3%	29.0%
Activities that offer older person discounts	5.2%	18.4%	47.1%	29.3%
Continuing education classes, like computer, cooking, art etc.	17.2%	13.2%	40.5%	29.0%
A variety of cultural activities for diverse populations	6.6%	12.6%	52.0%	28.7%

End of Annotation.



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