

A Qualitative Assessment of the Housing Needs and Aspirations of Older People in Leicestershire

Report for Leicester and Leicestershire Housing Market Area Partnership (HMA)

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Introduction

The research on which this report is based was commissioned by the Leicester and Leicestershire Housing Market Area Partnership (HMA), comprised of the following local authorities:

- Blaby District;
- Charnwood Borough;
- Harborough District;
- Hinckley and Bosworth Borough;
- Leicester City;
- Leicester County;
- Melton Borough;
- North West Leicestershire District; and
- Oadby and Wigston Borough.

Funding for the study was provided through a grant from the East Midlands Regional Assembly. The main focus of the research was to provide a qualitative assessment of the future housing needs and aspirations of older people from across the County to inform the development of strategic services for this section of the population.

The report begins by providing a general overview of the background to the study, including the projected size of the older people population, a discussion of under-occupation and different models of supported housing provision. This is then followed by a description of the general approach and research methods used in the study, including the characteristics of the research participants. The research findings are then presented with the final part of the report identifying a number of recommendations arising from the study. Where possible, this latter section incorporates elements of good practice from other parts of the country.

Background

Demography

The population in the UK is aging and this is also evident in Leicester and Leicestershire. According to the National Statistics 2006 based population projections, the estimated increase in the number of people aged 65 and over in Leicester and Leicestershire is from 111,200 in 2009 (equivalent to 17.03% of the population) to 127,500 by 2013 (18.80% of the population), while the proportion aged 85 or over is expected to increase from 14,100 (2009 and equating to 2.16% of the total population) to 16,200 by 2013 (2.39% of the total population). Over the longer-term (2010-2025) the population of the 65 and over age group is expected to increase from 114,600 to 165,600, highlighted in the table below.

Table 1: Projected population trends 2008 - 2025

Age Group	2008	2010	2015	2020	2025
People aged 65-69	30,700	33,900	42,100	38,200	40,700
People aged 70-74	26,200	27,400	32,000	39,900	36,400
People aged 75-79	21,900	22,200	24,900	29,300	36,700
People aged 80-84	15,600	16,400	18,400	21,300	25,300
People aged 85 and over	13,600	14,700	17,500	21,200	26,500
Total population 65 and over	108,000	114,600	134,900	149,900	165,600

Source: Projecting Older People Population Information System (POPPI)- Accessed April 2010

It is also important to note that Leicestershire is ethnically and culturally diverse. According to the 2001 Census Leicester city and Loughborough have the main concentrations of ethnic minorities: British Indians in Leicester, and British Bangladeshis in Loughborough. Central Leicester has a variety of ethnic groups at over 5% of the population, including Bangladeshi, Chinese, African, Caribbean and 'Other White'. In Loughborough there is a concentration of Bangladeshis in the Great Central Road area. There is a relatively low proportion of people aged 65 and over from BME groups, with the BME population equating to 5.8% of the 65+ population in Leicester and Leicestershire, although this broad low figure does not reflect some concentrations within the County. Despite the relative size, the housing issues facing older people from these communities are likely to be significant. Recently there has been a progressive cultural shift from one which has been evident in the past whereby the majority of older BME people remained living within their family, being supported by their wider kinship networks, to one where an increasing number of older BME people are now living independently of their families. Over the last 15 years or so there has been an increasing recognition by housing and social care providers of the need to provide specialist supported accommodation for BME older people and Leicestershire has been no exception.

While a number of recent influential reports have highlighted the predicted demographic change in the resident population of Leicestershire, including the Leicester and Leicestershire Strategic Housing Market Assessment (2008) (www.blinehousing.info/LeicSHMA/Leicester_SHMA.htm), the Housing and Support for Older People (HSOP) project, conducted in 2007 by Leicestershire County Council to look specifically at the housing support needs of older people across the County; and the Older Peoples Housing Needs Study commissioned by the East Midlands Regional Assembly (2009) (www.emra.gov.uk/.../older_persons_study_main_report_revised_16.pdf) they have tended to focus on the housing needs of older people and only tentatively examined the issue of housing aspirations.

The former of the above reports does distinguish between the various age cohorts among the older people population, distinguishing between the 'young' old (60-75), the 'old' old (75-80) and the 'very' old (over 80) and recognizes that these groups may have different housing needs.

The Leicestershire Joint Strategic Needs Assessment 2009 (www.lsr-online.org/.../leicestershire_joint_strategic_needs_assessment_jsna) highlights the findings from the Leicestershire HSOP End of Life Project (Millington, 2007) which found that the highest level of unmet support needs for older people are in the private sector and that there is a substantial volume of informal care and support networks in

place for older people, meaning that many older people do not use statutory services. Housing needs surveys demonstrate a poor fit between the housing needs of older people and the available provision of housing designated for older people. Available sheltered housing as it currently exists no longer meets older people's demands or aspirations. Older people now expect more in terms of standards, space, and having the self-contained facilities. The report identified:

- The need to develop longer-term strategies to address the use of difficult to let sheltered housing stock, including the potential for schemes to be re-designated as extra care; and
- The need to develop joint strategic plans to increase the provision of extra care housing in the County, together with flexible housing support options that are needs led.

Housing needs and housing aspirations

It is important to distinguish between housing needs and housing aspirations. The former relates to requirements while the latter relates to an individual's preferences and the manner in which an individual's needs are met can be by a range of 'preferred' options. Having said that, much research has acknowledged that people's aspirations are largely influenced by their assessment of what is available to meet their particular needs. In light of this, an important element of the study being reported here was to encourage older people to think beyond the type of housing solutions that they were aware of and identify their ideal notions of supported housing. This was facilitated by the research team 'describing' a range of different housing solutions or models, such as Retirement Villages, and asking older people to comment upon whether or not they represented a housing aspiration. This approach has its weaknesses, not least the difficulty some people may have in visualizing something which is only verbally described. However, it does represent a useful means of encouraging older people to thinking about their future housing beyond that which currently exists.

Under-occupation

An important aspect of older people's housing is that of under-occupation, that is, having a home that is larger than 'needed', essentially due to small households living in large houses. This will have an impact on housing needs both directly by creating shortages of types of accommodation and indirectly by increasing prices. The 2001 Census provides data on occupation levels, although subjective judgments are required on what is regarded as a 'reasonable' level of occupation, and this suggests that across Leicestershire around 179,195 of all people aged 50 or over with 2 or more rooms (the equivalent of 64% of all people aged 50 or over in households - see table below).

Table 2: Proportion of over 50's with possible under-occupation

Local Authority	All people aged 50+ in households	All people aged 50+ with 2+ rooms	% of 50+ with 2+ rooms
Blaby	30,209	20,825	69%
Charnwood	48,945	32,021	65%
Harborough	26,344	19,009	72%
Hinckley & Bosworth	35,551	22,837	64%
Leicester	73,733	39,529	54%
Melton	16,714	12,114	72%
NW Leicestershire	29,786	20,185	68%
Oadby & Wigston	19,186	12,675	66%
Grand Total	280,468	179,195	64%

Source: Census commissioned table C0619 (accessed November 2007)

Table 3 below, again derived from the 2001 Census shows the estimated percentage of housing stock occupied by the 50 and over age group with two or more spare rooms for each local authority area. It reveals that the proportion is estimated to range from 17% (Leicester) to 29% (Charnwood, Harborough and Melton).

Table 3: Estimated percentage of stock with two or more rooms spare

Local Authority	Estimated % of stock with over 50's with 2 spare rooms
Blaby	28%
Charnwood	29%
Harborough	29%
Hinckley & Bosworth	26%
Leicester	17%
Melton	29%
NW Leicestershire	27%
Oadby & Wigston	28%

Source: Census commissioned table C0619 (accessed November 2007)

A primary influential factor in people's housing choices in later life is the desire to retain their independence. In the context of housing, independence is often seen as remaining or 'staying put' in their family home, although it has been suggested that this desire to remain in their own home is likely to reflect a lack of choice concerning their alternatives. Until recently, one of the main alternatives has been residential care, something that older people equate with a loss of privacy, dignity, autonomy and independence. The second alternative is sheltered housing with a range of support packages in place. Much of the sheltered housing stock in the UK, with roots in the 1960s is relatively outdated, with poor space and design standards and many older people are often forced to move as their care needs increase. With such limited choices 'staying put' despite attendant problems of loneliness and isolation, has been for many the only viable option.

Retirement Villages

Retirement Villages are a relatively new development in the UK and have their roots in the Continuing Care Retirement Communities (CCRCs) in the USA. They are generally designed as larger developments, with 100 or more properties. They aim to offer independent flats or bungalows together with a range of social, sport and leisure facilities and retail outlets, sometimes together with high levels of care and support that can be adapted to residents' needs. Some, although not all, have on-site care homes, increasing their capacity to be a 'home for life.' The larger scale retirement villages allows for the provision of facilities and care services that would not be viable in smaller developments. Schemes may offer properties to buy, to rent, on a shared ownership basis or a mixture of all three, and they can be offered by a range of provider organizations which influence the range of facilities and services available. In February 2009 there were estimated to be around 80 retirement villages in the UK with some of the more well-known ones being Hartrigg Oaks operated by the Joseph Rowntree Housing Trust (JRHT), and Berryhill and Ryefield Village, both operated by the Extra Care Charitable Trust (Croucher, 2006).

A recent review of Retirement Villages for the Joseph Rowntree Foundation entitled 'Making the case for retirement villages' (Croucher, 2006) found evidence of the great potential for these models to expand the choices of living arrangements for older people, offering the opportunity for appropriate age-related housing, but also for enhancing older people's quality of life, health status and sense of well-being and security. The model is seen as appealing to older people from different socio-economic backgrounds and has a number of distinct advantages over smaller 'housing with care' developments.

Study aims

The study was designed to inform housing and spatial policy and planning across the housing market area through the collection of robust qualitative data on older people's housing aspirations. The study had five explicit aims:

1. To understand the aspirations of older people in relation to the size, type, tenure and models of housing;
2. To seek older people's views on the potential development of one or more Retirement Villages with particular regard to the key requirements in terms of services and locations;
3. To improve understanding of migration issues of older people particularly across Local Authority boundaries or between the key housing sub-market areas and why such decisions are made;
4. To investigate what factors would prompt or encourage older people who under-occupy their housing to move to alternative accommodation, including the size, type tenure and models of housing available; and
5. To understand the services and support networks which are important to older people within the area.

While the focus of the research study was on older people generally, particular emphasis was required upon two groups of older people:

- i. Those currently living in supported accommodation, including sheltered housing, residential care homes and extra care housing; and
- ii. Those under-occupying general needs housing or standard unsupported housing (affordable and market housing).

Methodology

The approach adopted for the study was qualitative in nature. While focusing on gathering the views of current residents of support housing schemes and those under-occupying their current property, discussions at the study inception meeting with the Project Steering Group, led to the inclusion of other sections of the community namely older members of the Lesbian, Gay and Bisexual and Transgender (LGBT) community, Gypsies and Travellers and Economic Migrants from Central and Eastern Europe.

While the intention was to undertake 20 focus groups with a range of members of the above groups this did not prove feasible, especially in terms of the under-occupiers as access to a database of older people within this category proved difficult and where such information did exist, it was problematic to arrange a focus group discussion with them. In such cases, either personal interviews or a self-completion questionnaire was used. In the latter case, this was distributed by the relevant local authority who had access to information about this group. Furthermore, a focus group was also undertaken with a group of older people who attended a seminar around Care and Repair.

In order to ensure a sufficient geographical spread of a sample of older people from across the study area, particular focus groups were identified within specific local authority areas. In some cases for example in relation to the BME community, this was dictated by the relative concentration of this community within particular local authority areas as noted above. Furthermore, in relation to the LGBT community and Gypsies and Travellers, focus groups were arranged via local voluntary agencies/gatekeepers in Leicester City as this was where the main support services for these groups were located.

A total of 189 older people were consulted, participating in the following:

- Five focus groups with sheltered housing residents covering five local authority areas (North West Leicestershire District; Hinckley and Bosworth Borough; Charnwood Borough; Melton Borough);
- A focus group with residents of one BME sheltered housing scheme (Leicester City);
- Two focus groups with Asian elders (Leicester City and Charnwood Borough);
- A focus group with older people from a range of BME backgrounds (Leicester City);

- A focus group with residents from an Extra-care scheme (Melton Borough);
- Self-completion surveys for extra care residents;
- A focus group with older LGBT people (Leicester City);
- A focus group with Care and Repair seminar attendees (Leicester City);
- Personal interviews with older Gypsies and Travellers (Leicestershire County Council);
- Participation in the Gypsy and Traveller Forum (County-wide);
- Personal interviews with older home owners (North West Leicestershire);
- Self-completion surveys among under-occupiers (home owners and social housing rented); and
- A focus group with home owner under-occupiers (North West Leicestershire).

It should be noted that those who participated in the above consultation exercises were predominantly women and this may influence the study findings.

Copies of the focus group topic guides and self-completion questionnaires used in the study are provided in Appendix 1.

Study Findings

The findings from the engagement with older people are presented below. The first section considers the views of the current sheltered housing residents, differentiating between mainstream and specialist BME scheme residents. This second section examines the issues around extra-care housing provision. This is followed by an examination of the housing aspirations of the older members of the BME community. Section four, five and six examine the housing issues facing older people from the Gypsy and Traveller, LGBT and migrant worker communities respectively. Section seven documents the views of older people on the potential of Retirement Villages, while section eight discusses the findings in relation to the under-occupiers. The final section looks at the emerging themes and provides a range of recommendations on the housing aspirations of older people within Leicestershire.

Section 1: Views on Current Sheltered Housing Provision

This initial section describes the findings from the focus group with current sheltered housing residents, distinguishing between those in mainstream provision and those living in what is generally referred to as BME sheltered housing.

Mainstream sheltered housing residents

A total of 41 sheltered housing residents took part in focus groups across five schemes within the study area and largely from rural parts of the County. All but one of the participants were White British. Twelve of the group were men and this largely reflects the greater proportion of women in sheltered housing generally. The age range of the participants was from 65 to 93 and the length of time that they had been a resident ranged from less than 1 year to over 10 years.

The reasons given for moving to sheltered housing were very varied and included:

- The desire for a greater degree of security and peace of mind;
- The availability of a warden;
- Difficulty managing in the previous home due to ill-health or mobility problems;
- Companionship; and
- Having applied to the local authority for a bungalow, they were only offered sheltered housing provision.

While participants' views of the benefits and disadvantages of being a resident of sheltered housing reflected the nature of the scheme itself, some general issues are discernable. In terms of what residents particularly valued about their home this included:

- The degree of personal security;
- The opportunity to mix with a range of different people and associated comradeship;
- The range of activities and social events provided;
- The level of personal independence; and
- The support provided by the staff and especially the warden.

Only a minority referred to aspects which they disliked about their current housing situation, including:

- The lack of warden on-site (only applied to one of the schemes);
- The lack of overnight accommodation for family and friends visiting;
- The size of the kitchen area;
- Lack of adequate ventilation; and
- Poor lighting.

The vast majority of the participants suggested that they were settled in their respective schemes, although it was also suggested by a minority that they had no alternative:

'Can't move because there is no alternative. So I'll have to stay.'

A small number did suggest that in the future if they required additional or extra care then they would prefer this to be provided within their current housing, rather than having to move to secure these services.

In terms of their housing aspirations they had quite clear views on the type of scheme that they would prefer, with a number of essential features:

- **Resident characteristics** – the general tendency was for a mix of different ages and ethnic groups reflecting the wider community at large. The importance of including both the ‘young’ and ‘old’ old in schemes was related to the desire to avoid the segregation of particular groups of older people with specific problems. As one of the older focus group participants remarked:

‘If you’re all old you’re all just waiting to die.’

In relation to residents from different ethnic backgrounds, it was suggested that schemes should not be seen to cater exclusively for one group:

‘There are Polish people in this area who might like to come to such a scheme.’

However, some concern was expressed about the inclusion of older people with multiple health problems as it was suggested that such residents would require a great deal of time and resources to cater for their needs and other more able residents may not receive the required level of support.

- **Location** – a central location was advocated adjacent to local services and facilities and good access – by public and private transport. One of the concerns mentioned was the development of housing for older people on the outskirts of local communities which geographically separated them and created a sense of enforced isolation. This was seen to be a particular concern among those living in the more rural parts of the County as they felt that they had limited access already to public transport and services and facilities generally only found in the larger urban centres.
- **Size** – it was felt that a maximum of 40 residents would create a sense of community which would be difficult to establish within a larger scheme.
- **Facilities** – the notion of flats with separate bedrooms was preferred above bedsits as well as a requirement for residents to have their own bathing and cooking facilities, although it was suggested that the addition of a communal kitchen would enable residents to socialize more. Communal areas were seen as an important feature as they could be used for a variety of purposes and again encouraged the residents to socialize and take part in group activities. It was suggested that without communal areas residents could feel obliged to spend more time in their own flat which would lead to a greater sense of loneliness and isolation.

- **Support services** – a 24 hour warden service was preferred, although their role was envisaged to be quite wide ranging from providing for the social needs of residents (organizing social events etc.) and arranging access to specific services externally (helping with GP appointments) to acting as an advocate where necessary. The emphasis was very much upon the residents themselves pro-actively seeking the assistance of the warden based on their own individual needs rather than a generalist approach to all residents
- **New technology** – some of the group were acutely aware of recent technological advancements which they felt could support the residents, including an emergency alarm call system, automated systems (such as door and window opening, internal and external lighting) as well as voice recorded mechanisms (for home security purposes);

'A movement activated recording of a familiar voice close to the front door for those who suffer from memory loss. It would be used to advise the residents, like 'Don't answer your door before checking first who it is.'

'Phone and door devices that flash for those who are hard of hearing to draw their attention to it to say the phone is ringing or that someone is at the door.'

'Advanced technology is needed to ensure that people can remain independent for longer: use the technology to help people.'

While they welcomed the potential of these assisted technologies, they were also conscious of both the cost and potential unreliability of such technologies.

BME sheltered housing provision

Nine residents of a BME sheltered scheme took part in a focus group. They were all British Asian. Six of the group were women and they ranged in age from 58 to 85. Five of the group lived alone while the remainder lived with their partner. The length of time they had been residents at the scheme ranged from 1 month to 9 years.

For the majority of the group moving to sheltered housing was seen as their only option either due to limited alternatives as a consequence of a life-crisis (such as the death of a partner) or it had been organized by a member of their family:

'We didn't have any place to live. This was our only option.'

'My grandson arranged it for me. It was his first choice and they had space so I moved in.'

The aspects of sheltered housing that they particularly liked included: personal safety; the degree of personal contact with the Scheme staff; the opportunity to maintain their independence; the proximity of the Scheme to local amenities and facilities; the sense of community among fellow residents; and the social relationships they had developed. In contrast, concern was expressed about: the lack of organized activities for residents and entertainment provision; the lack of cultural specific facilities (such as inadequate ventilation in the kitchens to reflect their cooking requirements); the lack of consultation between staff and residents; the general repair and upkeep of the scheme; and the size of the bedsits/studios.

Many of the group would consider moving to alternative supported housing and had definite views on the type of scheme that they would prefer, such as the following features:

- **Resident profile** - A Scheme which includes residents from a range of ethnic and cultural backgrounds, although understanding of the cultural needs of individual residents was seen as paramount;
- **Size of scheme** – generally small as large schemes with more residents were seen as being more impersonal and did not encourage the development of social networks, a sense of community or peer group support;
- **Culturally specific facilities** – such as kitchens which reflect their cultural and religious needs, a prayer room, and Asian television channels;
- **Location** – close proximity to local shops (and shops which provide for their dietary needs) and place of worship, in addition to public transport which was seen as particularly important in enabling family members to visit;
- **Support services** – a warden who was available or contactable 24 hours and who understood their cultural needs. Access to a range of support services as and when required, negotiated via the warden.
- **Facilities** – the provision of both adequate private space (minimum 1 bedroom rather than bedsits which were not conducive to entertaining fellow residents) and common areas designed to encourage social interaction among residents;
- **Entertainment** – the provision of a range of social activities:

'Need to have better activities. Things that they can do that they can actually participate in.'

Section 2: Extra-Care Housing

Nineteen individuals were consulted about the provision of extra care with all of them currently living in an extra-care scheme. Eleven of the group of nineteen took part in a focus group with the remainder completing a postal survey. Only one of the nineteen was male. They ranged in age from 63 to 93 and had been a resident for between 6 weeks and five years. They were all White British.

None of the group reported having made a conscious decision to move to this type of accommodation, it occurred generally in response to a crisis situation:

'I lost my husband and couldn't cope.'

'I was desperately ill and couldn't live alone anymore.'

For many, the scheme offered an important alternative to living alone as well as catering for the physical needs:

'I was looking at four walls all the time, it was lonely.'

They were very complimentary about the range of services they received and especially having on-site care provision and an on-site warden. The features of the scheme that were found to be particularly appealing were:

- The varied diet and having food prepared for them;
- Access to the warden and care staff at various points during the day and night;
- Having their own independent accommodation (bedsit) which allowed them the choice of whether to participate in group events or not;
- An intercom system which gave them a greater sense of security concerning access to the scheme;
- Planned social activities;
- The range of services provided on-site (by appointment) such as a hairdresser, chiropodist and visits by the mobile library; and
- A facility for relative and friends to stay overnight in one of the spare bedrooms (at a nominal cost).

At the same time, a degree of concern was expressed about the following:

- The changing nature of the client group, with a greater proportion of residents moving in with a range of disabilities (such as mobility problems) and high health needs, which has implications for the level of care provided:

'The scheme used to be just for people who knew how to look after themselves – there are now people in wheelchairs and only one carer so we need extra care at times.'

- The lack of private bathing facilities; and
- Lack of shopping facilities in the immediate neighbourhood and the absence of a post office.

In terms of their priorities for extra-care schemes, based on their experiences, the following factors were identified:

- **Size of scheme** – small schemes were seen as generating a greater degree of social interaction among residents, while larger ones were perceived as being more impersonal;
- **Accommodation** – one bedroom flats which can cater for couples and the possibility of ‘additional’ bedrooms which can be used by guests. The importance of having ‘your own front door’ was noted;
- **Communal areas** – the provision of communal areas which are large enough to cater for a range of recreational and social activities. The inclusion of a small amount of ‘quiet space’ which residents can use when they don’t want to interact within larger groups or return to their own home;
- **Accessibility** – a scheme should be accessible to people with a range of mobility and sensory disabilities;
- **On-site support** – 24 hour support should be provided. There was felt to be a need to ensure that there is a balance in the care needs of the residents, from high to low to ensure that those with lower care needs are not overlooked. In particular, there should be the opportunity to ask for care from same-sex care staff;
- **On-site services and facilities** – while a range of services should be provided ‘in-situ’ at the scheme, it was also felt if this was taken to an extreme then it could inhibit residents from venturing out into the adjacent community and contribute to their sense of segregation; and
- **Location** – any scheme needs to be located adjacent to a range of community facilities (shops, GPs, post office etc) and public transport which would be beneficial for both residents and guests.

Interestingly, none of those consulted would now consider any other form of supported housing provision although this in part is acknowledged to reflect their resistance to change ‘*we don’t like change – we like things the way they are.*’

Section 3: Older BME Housing Aspirations

Two focus groups were undertaken with older members of the BME community. The first was with a selection of Asian Elders and the second, with an ethnically mixed group including members of the Asian, Black and Irish community. A total of 24 individuals took part in the two focus groups. All but one of the participants were women. They ranged in age from 62 to 95. Seven of the group were living with their immediate family twelve were home owners and the remainder were social housing tenants.

Views on current housing

The participants' views on their current housing in terms of meeting with housing and support needs varied largely according to their housing circumstances. Those from the Asian community who were living with family members were concerned that their situation was highly dependent upon the support of their children:

'Living with families means that our children are expected to take care of us but they have their own lives and they don't want to look after the older generation.'

Similarly there was reluctance to seek support and help from outside their immediately family:

'The problem is, in our culture we can't go out of our family circles and ask for help or help to change our circumstances. It just isn't what we do in our culture.'

Those who owned their own home expressed concern about the extent to which their home would meet their needs in the longer-term as they grew older. In particular the problems with the future maintenance of the property and the opportunity/potential to adapt their home were mentioned. Those renting in the social housing sector tended to be concerned about the limited size of their home and the opportunity for family members to come and care for them if they experienced health problems. This was a particular concern expressed by members of the Black community.

Housing Aspirations

Irrespective of the tenure of their current property there was widespread agreement that an over-riding aspiration was to remain as independent as possible and for many this equated to remaining in their own home or that of their immediate family. However there was recognition that as their own situation changed, especially in relation to their health status, then their current housing was likely to be inappropriate. However, most of the group had little awareness of their future housing options. Some did refer to moving to sheltered accommodation and this was the most likely case amongst those who were familiar with this form of supported housing while others suggested that they would not want to move into sheltered housing. This latter group tended to perceived sheltered housing in a very negative way and leading to a loss of independence. Awareness of extra-care housing among the group was even more limited and was generally associated with residential care homes which were seen as being expensive.

Collectively, it was suggested that their ideal housing solution (with the exception of 'staying put' would have the following features:

- **Accommodation type** – either bungalows or flats with a minimum of 1 bedroom centered around a common space. This arrangement was described in a similar manner to a sheltered accommodation scheme within one building or a 'cluster' of independent properties around some communal facilities space. This was the general preference among the majority of the participants, irrespective of their ethnic background;
- **Size of development** – there was a general preference for smaller schemes with a limited number of residents to engender the establishment of social networks and a sense of community;
- **Characteristics of residents** – opinion was divided upon whether such a scheme should cater exclusively for one ethnic group or for a range of groups. Those from the Asian community who were living with their immediate family tended to favour a single ethnic group and this is likely to reflect a general lack of interaction with people from other communities. Those Asians who lived independently were more likely to favour an ethnically mixed scheme. At the same time, all of those from the Black and Irish communities advocated that the schemes should cater for all ethnic groups. However, it was seen as important that there was sufficient recognition of the needs of older people from different ethnic and cultural backgrounds:

'It should be for mixed communities but there should be cultural choices. Habits and cultures differ so there needs to be options.'

- **Design features** – a number of specific design features were alluded to including: wide doors to allow access for wheelchair users; the internal pedestrian areas need minimize the potential for getting lost (important for dementia sufferers); bright and different colours in different parts of the scheme; sensors outside the front door to alert staff if a resident goes out; an intercom system linked to individual properties; large internal and external signage; high level toilets; movement activated lighting; and a rear exit to avoid ill/deceased residents to be taken out by the front door in full view of all residents;
- **Location** – this was seen as an important aspect, both in terms of avoiding the segregation of older people from the wider community and accessibility to local services and facilities, including shops, health services, public transport and a place of prayer. While all those consulted felt strongly that accessibility to local transport and services was important, the older Asian group were particularly concerned about having access to members of their family/community and stated a preference for living in close proximity to their traditional community area;
- **Facilities and amenities** – individual as opposed to shared bathrooms were proposed as well as adequately sized kitchen facilities, a fitness room, and an ICT facility. However, there was common agreement that communal space was important (both internal space such as a lounge and external such as a garden) but that this should encourage the active participation of residents. Provision of accommodation for use by family and friends was also alluded to.

Older members of the Asian community suggested that, in the absence of a mosque nearby, the provision of a prayer room within the scheme was important. This was generally not an issue among the Black and Irish older people; and

- **Support services** - the availability of 24 hour support in the form of a warden was seen as a necessity. Some of the group suggested that while on-site provision of this service was not required, access to someone who could respond quickly was important. It was also suggested that a range of support services should be available on an 'as and when' required basis, for example, assistance with laundry and bathing. They were concerned that the need of this provision should be largely determined by the residents or their family rather than the providers, as this could undermine the resident's sense of independence.

Section 4: Older Gypsies & Travellers

Interviews were undertaken with five residents of the Aston Firs site, with access being assisted by the site manager who had pre-arranged for interviews to be conducted with selected site residents. In addition, a pre-organised Gypsy and Traveller forum that meet regularly provided the opportunity to attend and discuss with the group their housing needs as travellers. Fifteen people attended the meeting from various sites across Leicestershire.

Aston Firs is a socially rented site established sometime during the late 1960s/early 1970s and managed by the County Council. The site has not been subject to refurbishment in recent years and requires some modernisation to bring the facilities and site quality in line with current Guidance. A large number of the residents of the site have been resident for lengthy periods of time, some since the creation of the site. The site mix is varied with a significant number of residents who are older. The pitches are provided by the County Council although the residents have to provide their own living unit (e.g. static/touring caravan(s), chalet etc.). The site is managed by a part-time site manager who has a site hut at the entrance to the site. The current site manager is relatively recent in post. The facilities on each pitch are a tin shed which accommodates the kitchen and there is a separate external shower/WC room. Each pitch has an electric and water supply. Gas is supplied via canisters.

Interviews were conducted in place of focus groups for this particular group due to the well established difficulties in getting members of the Gypsy and Traveller communities to participate in focus group discussions. Two couples were interviewed aged 65 and 68 and 60 and 50 respectively as well as a single woman aged 77.

While three of the five had lived on the site for over 35 years, one of the couples had only recently moved on to it. The former three had other family members living on the site and a range of family support networks. Three of the group lived in chalet-type accommodation while one of the couples had two small touring caravans. One interviewee had a carer for three hours a day for three days a week and a second was linked into various social and personal care services as a result of the care required for their daughter.

There was general recognition that age was a barrier to travelling and that this was now limited to a few weeks in the summer period mainly to visit family and friends. It was recognized that while traditionally, the Gypsy and Traveller community would look after the older members of their community this was changing, in part due to older people themselves not wanting to be a burden to their family and changes in the Gypsy and Traveller lifestyle generally. As one of the group commented:

'Family have their own lives so they don't want to be looking after their parents as they get old.'

In general terms, they were happy both with their current accommodation and the site:

'Being at home and having somewhere to call home is what comforts you when you get older.'

Although recognized that if their health deteriorated, they might need to re-consider their housing options and the type of support they would require.

All five of those interviewed were reluctant to consider moving to a 'bricks and mortar' property, i.e. sheltered housing or a house/bungalow for a number of reasons.

First, they were aware of other Gypsies and Travellers who had moved into houses and they had had a poor experience, including one of the interviewees:

'A large majority of travellers that move into a house can only cope for about 18 months or so and then they want to move again but then they have to go through applications to get back onto pitches.'

'I was in a house for a year and a half and it killed me, it absolutely killed me.'

Second, moving away from the site would mean that they would lose contact with their family, social networks and general support networks, resulting in them feeling more isolated and vulnerable. Third, housing including sheltered housing was seen as restricting their freedom (sense of being trapped) by the very physical nature of their buildings:

'You need to see 360 degrees around you – you can't if you're in a house with four walls.'

'You lose your culture and your freedom when you move into a house.'

Housing aspirations

Their housing aspirations were bounded by a strong desire to remain living within their own community at the current site. Their preference was for culturally-appropriate accommodation in the form of extra-care site provision with the following features:

- Located within or adjacent to the existing site;
- The provision of bungalows or a dayroom house with living space and kitchen facilities with room for up to two caravans for them to sleep in;
- Additional electricity 'hook-up' points for visiting family members;
- Access to an emergency alarm call system; and
- On-site support services or easy access to health and social care services.

'A mobile home or bungalow with a warden or lifeline button might be a good idea. Keeping everyone in the same community – that would be the ideal housing solution for older travellers.'

Older Gypsies and Travellers could only envisage having to move from the site if their health deteriorated to such an extent that they were no longer able to care for themselves and then they did recognize that they might need to move to some form of supported housing 'off-site' but this was seen as a last resort. Moving to 'bricks and mortar' accommodation they would still want sufficient space around them to accommodate a caravan so that friends and family could visit and to maintain a connection with their travelling roots.

Section 5: Lesbian, Gay, Bisexual & Transgender (LGBT)

Nine members of the LGBT community took part in a focus group, seven were Lesbian, one was a Gay man and the eighth, a transgender person. They ranged in age from 51 to 75. Six of the group were home owners, one rented from a housing association and one currently lived in sheltered housing. They were all White British.

Housing needs

There was recognition that the housing needs of LGBT people were not that dissimilar to the needs of straight people in terms of housing that is appropriate to their needs (for example, size and facilities) with the additional need for it to feel safe and be located within a community which was friendly and accepting of LGBT people.

'Need to have safety and feel accepted.'

It was also suggested that older LGBT may require additional social support as they can feel quite isolated if they don't have many like-minded or LGBT friends. One of the group commented:

'It's not easy to mix on the scene – it tends to be orientated towards younger people.'

Another suggested:

'Isolation is a big problem for the LGBT community, they're dying off.'

Generally, there was felt to be a lack of housing options available to LGBT people who recognized their sexuality:

'In the Mature Times paper there are always advertisements of older persons' housing but there is never anything for only LGBT, although there should be.'

The general preference was to remain living in their own home: they felt comfortable in familiar surroundings and around people they knew. However, it was recognized that this could be a very isolating experience and depending on their health status, 'staying put' might not be the most appropriate option.

Specialist verses mainstream housing provision

There was a debate about whether there was a need for specialist housing provision catering exclusively for older LGBT people. It was suggested by some of the respondents that there should be a sheltered housing scheme catering only for this client group.

However, it was also recognized that this could be problematic for a number of reasons. First, it was felt that catering only for LGBT people could still result in elements of segregation given the diversity of the LGBT community and conflicts could ensue:

'Even having a LGBT-only home there is still a risk of that being diverse and everyone might split into their own groups.'

It was also felt that such a scheme could further marginalize and segregate LGBT people and any such scheme and its residents could be the target of discrimination by the wider community;

'You run the risk of segregating LGBT groups from everyone else, like they are completely different.'

There was general consensus that mainstream sheltered housing provision was the preferred choice of most of the participants, although it was suggested that such schemes needed to actively support LGBT people and not simply rely on anti-discriminatory policies. The one sheltered housing resident among the group commented:

'Just moved into sheltered housing and I haven't felt comfortable enough to 'come out' to the other residents yet. In the rules it says 'no discrimination' but I still feel that I will be discriminated against by other residents.'

This it was felt was the worse scenario for those consulted in that they would feel forced to deny their sexuality and 'conform' to expectations of sheltered housing residents. This was deemed to be unacceptable. Similarly, individuals did not want to feel as the 'token' gay person in such a scheme. To overcome this, it was suggested that the role of the Scheme Manager was pivotal in ensuring that any sheltered housing scheme was seen as 'welcoming' of LGBT people. In particular, it was suggested that the Scheme Manager needed to be responsive to and sensitive of the needs of older LGBT people and encourage their sexuality to be seen positively by other residents. Educating other residents about diversity in general was seen as an important way forward.

The question was raised about same-sex couples moving to sheltered housing and whether or not this was both permissible and 'accepted' by the housing providers. It was felt that some housing providers wrongly assume that older LGBT people requiring sheltered accommodation are always single, but in reality this was not necessarily the case, just like older heterosexual couples.

Sheltered housing was generally seen as preferable to residential care in that the latter was seen as more impersonal:

'I like the idea of sheltered housing because the thought of going into care appalls me and being a lesbian in there would be even worse.'

Concerns were also expressed about the sensitivity of care workers towards LGBT older people:

'As a transgender person you have to have care that is suited to your needs and to make sure that the carer is aware of your situation because when someone else is doing your laundry, for example, it is a very personal and intimate matter and that needs to be taken into account. Not all carers would be comfortable with that and I need to be comfortable around them too. If eventually I need help with bathing too then this is going to be a problem also. I feel very vulnerable.'

This potential lack of sensitivity by some care workers and informal carers around the needs of LGBT was seen as one of the main worries of the group, emphasized by the following comment:

'You have to do a qualification to become a carer but what sort of training are they given in gay, lesbian or transgender awareness? It is most definitely needed.'

The main housing-related priorities were:

- For those who wish and are able to remain living in their own home, the provision of care and personal support which is sensitive to their needs as an older person and a LGBT person;
- The provision of mainstream sheltered accommodation but which is sensitive to the needs of LGBT people and which provides a supportive environment where people from the LGBT community can freely express their sexuality;
- The provision of housing for older people (sheltered and extra-care) which is located centrally within urban areas facilitating easy access to services generally and to support services which cater specifically for older people and older LGBT people;
- Housing for older people which provides a secure and safe environment without leading to a sense of isolation; and
- The provision of sensitive support by staff who are aware of the needs of LGBT older people and who equally make the older LGBT people feel comfortable with their own sexuality.

Section 6: Central & Eastern European Migrant Workers

While it was not possible to engage directly with a group of older migrant workers for this study, it is possible to review recent research from elsewhere in the country which has examined the housing experiences and aspirations of migrant workers. It is important to note that the age profile of migrant workers is relatively young and the proportion of those aged 50 or over arriving in the UK is relatively small. Secondly, it is difficult to predict the number of older migrant workers who are likely to settle in this country as this is not only influenced by their own circumstances but also by the wider economic climate in both this country and their home country. A review of available evidence on this section of the community does highlight the following:

- Levels of awareness of the range of housing options in this country is limited especially in terms of knowledge and access to the social housing sector;
- There is reliance on the private rented sector when they first arrive in this country due to its accessibility and affordability, although this is not necessarily the preferred choice of migrant workers in the longer-term. Those who desire to settle in this country often prefer to buy their own home;
- Command of the English language varies enormously among migrant workers and lack of the English language skill, especially among the older members, can act as a barrier to accessing services generally and limits their housing options;
- Generally, migrant workers have little awareness of the range of support services which are available to support older people in their own homes;
- Economic migrants have little familiarity with supported housing provision in the UK: such schemes are very rare in their home country;
- There is an expectation among many older migrants that they will be looked after by members of their extended family and many of those who choose to settle in this country arrange for their family to join them (secondary migration); and
- As economic migrants their priority is to provide an income for themselves and their family. This can mean working long and unsociable hours with little opportunity to engage with either people from their own community/national group or the wider community generally. Hence many in the older age range have only limited social networks which impacts on both their awareness of services and their general lack of a sense of community and attraction to a particular geographical area.

In essence, then, older migrant workers would prefer to buy their own home, expect their family to provide for their support and care needs and have limited knowledge of the range of support housing available. It has been suggested that this lack of perceived housing options in later life is likely to lead to many older migrant workers to return to their home country when they retire from work, while those who choose to remain are likely to have limited housing aspirations.

Section 7: Views on the Retirement Village Model

All the older people consulted irrespective of the method of consultation, were asked about their views on the Retirement Village model. The vast majority of the participants had no prior awareness of this type of supported housing provision and despite a brief overview of the principles of the Retirement Village model, it was apparent that a significant proportion could not easily differentiate this type of housing with that of sheltered accommodation. In contrast, a minority reported being familiar, although not personally, with a local Retirement Village and they were somewhat critical of this scheme primarily in terms of its geographical location (seen as being too far way from services and facilities); and community segregation:

'They don't work because they become cliques. If you spread older people out in the community then the community will support these people. If you segregate them, then people forget about them.'

Some of the respondents offered their views on the characteristics of potential Retirement Villages. The following points were suggested:

- **Location** – it should be developed adjacent/within existing community settings rather on the periphery of settlements, the latter only emphasizing the separation of older people from the rest of the community. No specific proposal was forthcoming about any preferred location within Leicestershire for such a scheme.
- **Accessibility** – it should be developed in areas where there are good transport links;
- **Tenure** – a range of tenures should be offered, reflecting the different socio-economic situation of older people and ensuring that it doesn't become 'a sort of ghetto setting' for the poorer older people;
- **Eligibility** – it was suggested that a range of age groups should be encouraged to move to such a scheme, from 50 years of age. The mixture of the more independent 'young' old and the more dependent older groups would help create a greater sense of community rather than catering only for the more dependent older people who would be seen as 'waiting for God'; and
- **Support service** – the availability of a range of social and personal care services delivered on site would mean that as individual residents' needs changed, the support would be available without them having to leave the scheme and move to more appropriate accommodation, such as extra-care housing.

Section 8: Under-Occupiers

While a small number of personal and telephone interviews were undertaken with a number of owner-occupiers who could be deemed to be under-occupying their property, the main method of consultation was by a self-completion questionnaire. In total 25 social housing tenants and 12 owner-occupiers were consulted for this part of the study. All but four of the group were White British and there was a mix of genders and age groups from 50 to 79. Among the social tenants 21 rented their home from a local Authority with the remainder living in a Housing Association property. The majority of respondents had been living in their current home for more than 20 years and for around one fifth it was more than 30 years. Opinion was generally divided about whether their current home still met their needs or not. Among the home owners those who felt their home met their needs tended to refer to the fact that they were still able to maintain their home or at the very least keep it clean and tidy. Others were concerned about outstanding repairs and either being able to afford to have the work undertaken and sourcing a reputable builder who could do the work for them. The social housing tenants tended to express some concern about maintaining their garden or having adaptations installed which they felt might be required as they became older. A common issue among those from both tenures was the current or future anticipated difficulty of using the stairs to access the first floor.

One third of the group overall did suggest that their home was too big for their current needs and little difference was discernable between the home owners and tenants in this regard.

Slightly more than half of those consulted would consider moving to a smaller property and this was not found to relate directly to tenure but to length of residency: those who were reluctant to move tended to refer to a sentimental attachment to their home: it was where they had lived for a considerable period of time and where they had brought up their family. Another group mentioned not wanting to move home due to a sense of familiarity with the area where they lived, having a range of social contacts and accessing local services. One or two also mentioned that they were keeping their home in case children or other family members needed to come and stay.

The offer of help or support to assist people to move to a smaller property was seen as attractive both to those who had indicated a willingness to move home and some of those who were reluctant to downsize. In all, two-thirds of those consulted would consider moving to a smaller property if a range of support was provided. This was slightly more likely to be the case among the current social housing tenants than those who owned their own home. The following types of help or support were acknowledged:

- **Financial support** – for the home owners, concern was expressed about whether the sale of their current property would enable them to purchase an alternative property, with the majority indicating a preference for a bungalow. In this way, some form of financial subsidy to enable them to move to their preferred type of accommodation was seen positively. Among the social renters, some form of financial assistance to help them meet the costs of moving home (such as furniture removal costs) was seen as an important incentive. In total 16 respondents were in favour of some form of financial assistance;

- **Help with finding a new home** – many of the home owners had lived in their current home for a considerable period of time and felt uneasy about having to independently look for another home. Knowing where to look for suitable properties, negotiating with professionals, such as estate agents and solicitors were seen as very off-putting. Hence, this group would particularly welcome some form of support to assist them to identify an alternative home and help them navigate through the house buying process. The social housing tenants referred to a different issue. One group suggested that they should be given priority in being rehoused over people on the housing waiting list and that this priority should be extended to both the type of property they wanted and its location. There was a reluctance to be a re-housing applicant and have to be assessed regarding their suitability for particular properties. Others suggested that they should be given preference in terms of any home exchange programme. In total 12 respondents would welcome this form of assistance;
- **Help with packing up belongings** – in many cases this form of support was less important as an incentive to downsize than the two noted above. In particular, those with family and friends nearby suggested that this form of assistance was not necessary. Others, without the availability of such family or friendship networks, did welcome it. A second related issue mentioned by a small number of respondents related to the disposal of unwanted furniture given that they would be moving to a smaller property. They were generally unaware of how to organize this. In total 6 respondents would welcome support with packing up belongings. The need for this support was not related to tenure;
- **Help with moving to a new home** – Again, while those with family and friends nearby felt that they would be able to move to their new home without formal assistance others felt that this type of support would be beneficial. The type of support envisaged related to; arranging the connection and disconnection of utility services; arranging the re-direction of post; and help with contacting service providers to inform them of their new address (e.g. GPs, dentists etc.). 6 respondents would welcome this type of support;
- **Help with settling into their new home** – only a small minority indicated a need for this type of support and this was primarily those who had no family/friends in the immediate vicinity. ‘Settling in’ was seen in terms of helping them become acquainted with their neighbours, informing them about local services and generally ‘introducing’ them to their immediate area. Just 3 respondents felt that this type of support would be useful; and
- **Other incentives** - No other suggestions were made regarding other incentives which would encourage current under-occupiers to downsize.

Housing aspirations

In terms of their housing aspirations, the following points were noted:

- **Tenure** - of their next property was less important than the type of property, although current home owners expressed concern about what would happen to the proceeds from the sale of their current home if they moved into the social rented sector;

- **Property type** - the overwhelming preference was for a bungalow or flat, primarily due to the bathroom being on the same level as the living accommodation;
- **A reluctance to move to sheltered accommodation** - while the vast majority had heard of sheltered housing, only one respondent was positive about moving to such a scheme. For some sheltered housing was seen as being synonymous with a loss of independence while for others it was seen as only being relevant to older people in poor health with high support needs;
- **Size of home** - there was a general preference for a 2 bedroom property. Most would want a spare room as this would enable family or friends to stay overnight. It was suggested that without a spare room they were more likely to feel isolated as they would not be able to accommodate visitors. This was seen as an important issue since this was not a problem in their current property and they believed that having people to stay contributed to their sense of well-being;
- **Support services** - while only a minority currently receive some form of housing-related support, it was felt that greater publicity was required regarding the range of support available; and
- **Location** - rather than being explicit about where they would and would not be prepared to move to, respondents tended to refer to needing to be: close to family members and social networks; in close proximity to public transport routes; easy access to community services; and being in a 'safe' area. Interestingly, those who had no immediate family living near them were more prepared to move away from their current location with the type of property being the most influential factor.

Section 9: Emerging Themes & Recommendations

This study has highlighted a number of pertinent issues which impact on the housing aspirations of older people. First, older people have little knowledge about their housing options and what they do know about supported sheltered housing tends to be negative. Second, older people's housing aspirations are intrinsically linked to their knowledge of current housing options. Third, older people tend not to plan or choose to move to more appropriate accommodation, they move in response to a life crisis. Fourth, older people generally want to remain where they are, irrespective of how suitable their housing is either now or in the future.

While a range of older people took part in the study in terms of their ethnic or cultural background and current living arrangements, a number of common issues are evident from the findings which provide some guidelines/basic principles for providing housing for older people in the future:

- Older people want to retain as much of their independence as possible but to have access to 24 hour support when required;
- Suitable housing needs to include the provision of catering for family or friends who may wish to stay overnight when visiting;
- Housing provision should be integrated into the local community with access to local services (i.e. not a retirement ghetto on the edge of towns);
- Housing provision should cater for older people from a range ethnic and cultural backgrounds and lifestyles, supporting community integration rather than segregation; and
- The role of family members and friends in the provision of informal support and input into decisions regarding suitable housing needs to be recognized.

In essence then, with the exception of Gypsies and Travellers who have very specific needs and aspirations, older people generally require:

- Housing in close proximity to existing communities and amenities, predominantly centrally well connected locations;
- Support that is sensitive to their lifestyle and cultural needs;
- Access to accommodation with modern standards and facilities; and
- Access to support at appropriate times.

More specifically, the research has highlighted a number of important themes:

Few older people have a detailed appreciation of models of supported housing provision leading to confusion about the types of housing available and the level of support provided. For many, supported housing was synonymous with either residential nursing homes or sheltered housing, both of which were perceived negatively. This influenced their willingness to consider their own future housing

needs in a positive way. They tended to adopt a fatalist approach to later life, seeing their eventual move to some form of supported housing as inevitable and associated with a loss of independence and poor quality of life.

There is a general desire to remain living in their own home, often due to sentimental attachment, familiarity with the area or the availability of a range of social networks, irrespective of the extent to which their home no-longer meets their housing or support needs. There was a lack of appreciation of the type of support that could be provided to enable them to remain independently within their property. Their desire for 'staying put' in their own home was also influenced by their lack of awareness of alternative provision, coupled with stereotypical negative views of supported housing and especially sheltered housing – in some cases this was seen as 'a last resort.'

With the right 'package' of support, those currently under-occupying their home would be prepared to downsize. The nature of the support package would need varying according to whether they were current home owners or social renters. The former group may need some form of financial subsidy to enable them to purchase their preferred type of property, while those in the social rented sector would need financial assistance to help them with the costs of moving home. The type of practical support required, such as help with the process of moving house was related to their individual circumstances rather than tenure. This latter point is particularly worth noting as the process of moving home and the associated activities such as securing alternative accommodation and packing up their belongings was seen as very daunting and stressful. Those without family networks would need the most support to enable them to downsize. This group of under-occupiers would generally require a minimum of a 2 bedroom property (with the spare room being used for visitors to stay overnight) and either a bungalow or flat. Tenure was less important than the issue of affordability, and tenure switching for the current home owners to rented accommodation was something that would be considered.

Perceptions of supported housing among older people were very variable. Those currently residing in such schemes were generally positive about their experience both in terms of their accommodation and the support available. The negative views among current residents related primarily to the older-style provision with minimal private space and a range of communal facilities. Those who had no direct experience of supported housing had more negative perceptions, equating such models of provision with a loss of independence and a reduced quality of life. In this way, supported housing was seen as a necessity for older people who experienced the onset of a range of health problems and as such did not constitute a 'choice.' There was a general lack of understanding of the range of models of supported housing available and reliance on generalist, stereotypical views.

Those currently receiving some form of support from personal care services were generally complimentary about it. The importance of the older person (or their advocate) deciding on the type and level of support provided was seen as essential. Importantly, those within supported housing schemes, while not receiving the full range of services, felt re-assured that these services could be provided 'in-situ' at a latter date if they were required. The role of the warden was seen as pivotal in this respect.

Where older people did express their aspirations for supported housing, they tended to have clear views on what form this should take. The commonly proposed features were:

- Catering for mixed resident groups (both in terms of age, ethnicity and sexuality but with the provision of appropriately sensitive support);
- Small sized scheme (maximum 40 units);
- Self-contained flats (either integral or dispersed) with separate sleeping and living quarters and cooking and bathing facilities;
- Communal areas which encourage resident participation;
- Universally accessible services which are culturally sensitive;
- The provision of a range of social activities;
- Located within existing community areas with close access to local services and amenities and local transport networks;
- Incorporating a range of design features appropriate to the range of assistive-technology where possible.

Only a minority were aware of the Retirement Village model and among those who were, this was often based on word of mouth rather than direct experience. Concern was expressed about the size of such schemes and their location. However, at the same time, there was some interest in such provision and the notion of the provision of a range of health and social care and leisure activities were seen as being attractive, as was the potential for such schemes to provide a range of tenure opportunities.

While one of the aims of the study was to investigate the potential migration of older people and the possible reasons for moving to different areas, this was difficult to examine in any great detail. The majority of those consulted expressed a degree of reluctance to move to 'unfamiliar' areas, away from family and social support networks and neighbourhoods where they felt settled. This suggests that these issues are generally perceived by older people as a higher priority than the type of housing provision available. This was particularly the case among the BME older people and the Gypsy and Traveller community as well as those who had lived in the same neighbourhood for a relatively long period of time. The exception was those older people who did not feel particularly attached to their immediate area or had little or no family in close proximity. For this group, the meeting of their housing and support need was seen as more influential than the location and they would generally be prepared to move to different areas.

Similarly, in terms of whether older people would prefer to live in the more urban or rural parts of the County, location tended not be seen by the older people in this way but rather on the basis of the closeness of services and facilities, familiarity with the length (and associated length of residency) and the availability of family and friendship networks. Hence, it is very unlikely that the majority of older people would be prepared to move any greater distance from where they currently live, irrespective of whether they live within a rural or urban environment.

The housing aspirations of the older members of the Gypsy and Traveller community need to be treated separately. A lack of experience of living in 'bricks and mortar' accommodation and strong family ties among this community, means that there is little likelihood of these older people moving into the more traditional supported

housing provision. The development of appropriate housing and support will need to be considered in terms of the current site provision rather than something separate.

Finally, it is possible to draw out from the research findings some of the salient issues which need to be considered in the planning of new provision within the County for older people. Such provision should:

- Be located in new sustainable urban extensions;
- Be centrally located in close proximity to the heart of the new development with 'physical' connections to the surrounding area (e.g. communal external space);
- Consist of clusters of a maximum of 20 self-contained units to create close communities and engender mutual support;
- Have level access to facilities such as shops and health services within suitable walking distance; and
- Be adjacent to public transport routes

On the basis of the findings of the research, it is possible to make a number of recommendations regarding the housing aspirations of older people in Leicestershire under the following headings: promotion of models of supported housing; mainstream versus specialist provision; location of supported housing; supported housing standards; responding to under-occupation; the role of Retirement Villages; and Staying Put. In addition, specific recommendations are highlighted in relation to older Gypsies and Travellers and economic migrant workers.

There is no current definitive guide to the development of supported housing for older people. Rather there are a range of useful sources detailing particular aspects relevant to this study. These sources have been referenced at the conclusion of this section. Where specific examples of good practice have been identified these have been included with the relevant recommendations.

Promotion of models of supported housing

It is recommended that:

- Local authorities should actively promote the different models of supported housing to older people within their area;
- The promotional material should describe the various models of supported housing by reference to their characteristics and avoid the use of generalist descriptions, such as sheltered housing, which evoke negative stereotypes;
- As part of the promotional strategy, older people should be encouraged to visit existing supported housing schemes to gain first hand experience of them and to talk to existing residents; and
- While older people themselves will be the main focus for promotional work around supported housing, 'influential others' also need to be made aware of the various supported housing models in recognition of their role in the decision making process about suitable housing for older family members.

Mainstream verses specialist provision

It is recommended that:

- Mainstream provision is accessible to all sections of older people;
- Sensitive and tailored support will need to be provided within the supported housing schemes, reflecting the diversity of the residents;
- Training on equality and awareness of all groups, including LGBT, should be provided to all care workers and support staff; and
- Schemes will need to have anti-discriminatory policies which all residents are made aware of.

Location of supported housing

It is recommended that:

- Supported housing should be located within existing community settings as opposed to being located on the periphery of settlements;
- Schemes should be located in close proximity to a range of services (post office, shops, public services, such as library, GP and dentist) and with good public transport links; and
- New provision should not be considered within the context of an urban verses rural location but rather, on the basis of the level of demand among older people from the immediate area and the accessibility to services, facilities and public transport.

Supported housing standards

It is recommended that to ensure that supported housing meets the future needs of older people it should confirm to a number of design standards as follows:

- A maximum of 40 units per scheme on either a dispersed or integral basis;
- One bedroom, self-contained units with separate designated living and cooking areas and a bathroom;
- The provision of facilities to cater for family or friends who may wish to stay overnight and/or participate in activities in the communal areas;
- Minimal shared facilities, such as communal kitchens and bathing facilities;
- Communal areas both inside (residents lounge and reception area) and outside (e.g. gardens) which actively promote interaction among residents;
- The provision of communal IT facilities;

- Design features which cater for the needs of residents with a range of health problems/disabilities, such as large signage, wide corridors and access points for wheelchair users, and the use of colour;
- The incorporation of a range of assisted technology initiatives; and
- Existing supported housing schemes should be reviewed to ensure that they meet the current and future expectations of older people in terms of the design standards and features and location. The potential for refurbishment, remodeling or decommissioning of those currently experiencing low demand or declining satisfaction with residents should be reviewed first.

Responding to under-occupation

It is recommended that:

- A package of support is developed for current home owners and social housing tenants who might consider downsizing, which incorporates a 'user guide' which provides a step by step guide on moving home and the range of assistance that can be provided by the local authority and their partners to facilitate this;
- The support package is promoted among older people, their advocacy and support services (e.g. Age Concern, CAB etc.).

Extract from: Discussion Paper: Tackling Under –occupation. Tenant Services Authority

- Making better use of the allocations framework to give greater priority to under-occupiers. This will include placing under-occupiers in a higher band or giving them more points. However, it may also include being flexible in their eligibility for property sizes if they will free up a large home, and allowing those with a certain level of arrears to move.
- Making use of mutual exchange schemes to help people to find their own suitable moves. This approach will tend to be more successful where someone has the role of identifying under-occupiers and tries to match them up with suitable homes through the mutual exchange scheme.
- Targeted support for under-occupiers to make them aware of their options. A good database of those under-occupying is important to sufficiently target this work. The provision of practical support during the move process can be vital. This can include arranging and paying for the removals but also dealing with utilities, carpet layers, etc.
- Cash incentives to encourage under-occupiers to move. This is normally calculated on an amount per bedroom given up. Experience from some pilot areas suggests that this cash incentive alone is not sufficient to encourage people to move but can be important as part of a package, especially if there is some flexibility in how it can be used (e.g. to clear rent arrears).
- Developing a package of incentives and services that are common to all the social landlords operating in an area. Such a common approach tends to make the scheme easier to publicise and people gain a better understanding of how the scheme operates.

Role of Retirement Villages

It is recommended that:

- Further investigations should be undertaken around the Retirement Village model to identify those features that older people would find appealing and investigate the level of future demand.

Staying Put

It is recommended that:

- Greater support needs to be given to those who wish to remain in their own home in terms of their awareness of the range of support services available to them.

Older Gypsies and Travellers

It is recommended that:

- Existing Gypsy and Traveller site provision is reviewed to examine the extent to which the preferred housing and related facilities for older Gypsies and Travellers can be accommodated.
- New site provision should include within the design a proportion of pitches which are developed specifically for older Gypsies and Travellers.

Older migrant workers

It is recommended that:

- Research is undertaken specifically with older migrant workers within Leicestershire to identify any specific future housing and related needs and aspirations among this group.

Appendix 1: Good Practice Guides, Associated Material & References

Good practice guides and associated material

General:

Housing and support for older people: A good practice guide. Shelter 2006

Guidelines for the planning of houses for senior citizens. www.welhops.net 2007

Planning for Retirement Housing: A good practice guide by the planning officers society and the retirement housing group. 2003

Building our Futures: Meeting the housing needs of an ageing population. ICL UK 2006

ExtraCare Housing:

ExtraCare Housing: Development planning, control and management. RTPI Good Practice Note 8

ExtraCare Sheltered Housing Design Specification – Ashford Local Authority
http://www.ashford.gov.uk/ashford_borough_council/document_library/policies/housing_design_specifications.aspx

Under-occupation:

Managing under-occupation: A guide to good practice in social housing. Housing Corporation 2000

Retirement Villages

Tetlow, R. (2005) Planning for continuing care retirement communities: issues and good practice. Joseph Rowntree Foundation

References

Croucher, K (2006) Making the Case for Retirement Villages' Joseph Rowntree Foundation

Millington, M. (2007) Housing and Support for Older People End of Life Project Report.

Appendix 2: Focus Group Topic Briefs

Leicestershire Older Persons Study Focus Group Discussion Topic Guide

(A) Existing Sheltered Housing Residents – BME

Introduction

Welcome

Explain purpose of the focus group and the study generally

Explain confidentiality of responses & that no individual will be identified

Explain purpose of note-taking/recording

Record the following for each participant:

Gender

Age

Living with partner

Length of time in sheltered housing

Ethnic origin

-
- Q1. What made you consider sheltered housing [Probe for views on alternative housing options & experience of these]
- Q2. What was your perception of sheltered housing prior to moving to the scheme? [Probe for positive and negative views, views of other family members]
- Q3. Does the scheme have a warden and what role/support does the warden provide? [Probe for availability, frequency of contact support provided in terms of health and social support and how would rate the warden service]
- Q4. What aspects of living in sheltered housing do you particularly like? [Probe for communal living/friends, independence, facilities, activities provided]
- Q5. What aspects of living in sheltered housing do you particularly dislike? [Probe for communal living/friends, independence, facilities, activities provided]
- Q6. Views on existing facilities in the scheme? [Probe for what facilities available, positive and negative views and use of facilities]
- Q7. Are there any facilities you would like which are not available in the scheme? [Probe for which facilities and why?]
- Q8. Do you feel that the scheme caters for your cultural or religious needs? [Probe type and needs and why?]
- Q9. Do you feel settled here and want to remain here as long as possible? [Probe for meaning of settled and potential housing alternatives would consider focus on support needs]

- Q10. Would you prefer to be living in a scheme with people from different ethnic groups or just from your own ethnic group? [Probe for reasons why?]
- Q11. Do you feel that the location of the scheme is good for you in terms of services and facilities being close by? [Probe for access to shops, GP/health care transport, place of prayer]
- Q12. How much contact do you have with family members and other members of your community outside the scheme? [Probe for who they are in contact with, frequency of contact and views on type and level of contact]
- Q13. If a local housing provider was going to build a new sheltered housing scheme in the area, what advice would you give them from your experience of living here? [Probe for: design, layout, location, facilities, type of residents, size of scheme].
- Q14. Is there anything you would like to add about your experience of living in sheltered housing?
- Q15. Would you recommend sheltered housing to other older people from your community? [Probe for reasons]
- Q16. ***Explain Retirement Villages*** – Ask: Would you consider moving to a Retirement Villager, type of facilities required, location, tenure and property preference.

Thank participants and finish.

Leicestershire Older Persons Study

Focus Group Discussion Topic Guide

(B) Existing Sheltered Housing Residents – Non-BME

Introduction

Welcome

Explain purpose of the focus group and the study generally

Explain confidentiality of responses & that no individual will be identified

Explain purpose of note-taking/recording

Record the following for each participant:

Gender

Age

Living with partner

Length of time in sheltered housing

Ethnic origin

-
- Q1. What made them consider sheltered housing [Probe for views on alternative housing options & experience of these]
- Q2. What was their perception of sheltered housing prior to moving to the scheme? [Probe for positive and negative views, views of other family members]
- Q3. Does the scheme have a warden and what role/support does the warden provide? [Probe for availability, frequency of contact support provided in terms of health and social support and how would rate the warden service]
- Q4. What aspects of living in sheltered housing you particularly like? [Probe for communal living/friends, independence, facilities, activities provided]
- Q5. What aspects of living in sheltered housing do you particularly dislike? [Probe for communal living/friends, independence, facilities, activities provided]
- Q6. Views on existing facilities in the scheme? [Probe for what facilities available, positive and negative views and use of facilities]
- Q7. Are there any facilities you would like which are not available in the scheme? [Probe for which facilities and why?]
- Q8. Do you feel settled here and want to remain here as long as possible? [Probe for meaning of settled and potential housing alternatives would consider focus on support needs]
- Q9. Would you prefer to be living in a scheme with people from different ethnic groups or just from your own ethnic group? [Probe for reasons why?]

- Q10. Do you feel that the location of the scheme is good for you in terms of services and facilities being close by? [Probe for access to shops, GP/health care transport, place of prayer]
- Q11. How much contact do you have with family members and other members of your community outside the scheme? [Probe for who they are in contact with, frequency of contact and views on type and level of contact]
- Q12. If a local housing provider was going to build a new sheltered housing scheme in the area, what advice would you give them from your experience of living here? [Probe for: design, layout, location, facilities, type of residents, size of scheme].
- Q13. Is there anything you would like to add about your experience of living in sheltered housing?
- Q14. Would you recommend sheltered housing to other older people from your community? [Probe for reasons]
- Q15. ***Explain Retirement Villages*** – Ask: Would you consider moving to a Retirement Villager, type of facilities required, location, tenure and property preference.

Thank participants and finish.

Leicestershire Older Persons Study

Focus Group Discussion Topic Guide

(C) BME Older People (non-specific tenure)

Introduction

Welcome

Explain purpose of the focus group and the study generally

Explain confidentiality of responses & that no individual will be identified

Explain purpose of note-taking/recording

Record the following for each participant:

Gender

Age

Current housing circumstances & tenure

Ethnic origin

- Q1. What are your views on your current housing situation? [Probe for who they live with, who owns property, degree of privacy/independence and positive & negative aspects]
- Q2. Do you currently have support needs and if so, how caters for these [Probe for provision by immediate family members, extended family members, other community members or agencies (which?)]
- Q2. What other housing options do you think you have now and in the future? [Probe for awareness of sheltered and support housing, social rented residential care]
- Q3. What would your housing preference be in the future? [Probe for reasons for different preferences and reasons for wanting to remain in current situation]
- Q4. What are your views on sheltered housing for older people? [Probe for positive and negative views and where information on sheltered housing comes from]
- Q5. What would be your views on sheltered housing in terms of:
- It's location – proximity to family/services/amenities
 - The mix of residents – gender and ethnicity
 - The type of support available
 - Size (no. of bed spaces)
 - Communal facilities (residents lounge kitchen facilities)
 - Catering for cultural and religious needs
 - Opportunity for family members to stay overnight (space room)
 - Availability of warden
 - Provision of health and social care
 - Recreational activities
- Q6. Do you think you currently/in the future will need housing which also provides for support needs (e.g. help with bathing, cooking, laundry etc). What type of support? Would you consider a housing scheme that also provided this type of support [Probe for reasons – positive and negative]

- Q7. **Explain housing with extra care** – Ask: Would this type of housing be suitable for you [Probe for reasons positive and negative]
- Q8. **Explain Retirement Villages** – Ask: Would you consider moving to a Retirement Villager, type of facilities required, location, tenure and property preference.
- Q9. What would be your ideal housing solution and why?
- Q10. is there anything that worries you about as you get older about your current or future housing situation?
- Q11. Is there anything else that you would like to mention?

Thank participants and finish

Leicestershire Older Persons Study

Focus Group Discussion Topic Guide

(D) Under-occupiers (social housing)

Introduction

Welcome

Explain purpose of the focus group and the study generally

Explain confidentiality of responses & that no individual will be identified

Explain purpose of note-taking/recording

Record the following for each participant:

Gender

Age

Landlord

Length of time in current home

Ethnic origin

Q1. Do you feel that your home still caters for you needs?

Q2. Do you feel that your home is now too big for your current needs?

Q3. Would you consider moving to a smaller property [Probe for reasons] If No, what support do you need now or possibly in the future to help you maintain your home and your independence?

Q4. If there was some form of incentive would you consider moving to a smaller property? [Probe for different types of incentives, financial, help with moving home, preference for rehousing]

Q5. What type of housing would be your preference either now or in the future? [Probe for tenure type, property type, size and location]

Q6. Do you think you currently/in the future will need housing which also provides for support needs (e.g. help with bathing, cooking, laundry etc). What type of support? Would you consider a housing scheme that also provided this type of support [Probe for reasons – positive and negative]

Q7. Would you consider moving to sheltered housing or other forms of supported housing [Probe for views on sheltered and support housing generally]

Q8. **Explain Retirement Villages** – Ask: Would you consider moving to a Retirement Villager, type of facilities required, location, tenure and property preference.

Q9. What would be your ideal housing solution and why?

Q10. Is there anything that worries you about as you get older about your current or future housing situation?

Q11. Is there anything else that you would like to mention?

Thank participants and finish

Leicestershire Older Persons Study

Focus Group Discussion Topic Guide

(E) Under-occupiers (owner-occupiers)

Introduction

Welcome

Explain purpose of the focus group and the study generally

Explain confidentiality of responses & that no individual will be identified

Explain purpose of note-taking/recording

Record the following for each participant:

Gender

Age

No. of bedrooms in property

No. of people living in property

Length of time in current home

Ethnic origin

-
- Q1. Do you feel that your home caters for your current needs?
- Q2. Do you feel that your home is now too big for your current needs?
- Q3. Would you consider selling your current home and moving to a smaller property [Probe for reasons]. If No, what support do you need now or possibly in the future to help you maintain your home and your independence?
- Q4. Do you think you currently/in the future will need housing which also provides for support needs (e.g. help with bathing, cooking, laundry etc). What type of support? Would you consider a housing scheme that also provided this type of support [Probe for reasons – positive and negative]
- Q5. Would you be interested in buying another home if you sold this one? What type of property would you be looking for? [Probe for property type, number of bedrooms, location/neighbourhood etc.]
- Q6. If there was some form of incentive would you consider moving to a smaller property? [Probe for different types of incentives, financial, help with moving home, helping with buying new home.]
- Q7. What type of housing would be your preference either now or in the future? [Probe for tenure type, property type, size and location]
- Q8. Would you consider moving to sheltered housing or other forms of supported housing [Probe for views on sheltered and support housing generally]
- Q9. **Explain Retirement Villages** – Ask: Would you consider moving to a Retirement Villager, type of facilities required, location, tenure and property preference.

Q10. What would be your ideal housing solution and why?

Q11. Is there anything that worries you about as you get older about your current or future housing situation?

Thank participants and finish

Leicestershire Older Persons Study

Focus Group Discussion Topic Guide

(F) Other Supported housing (Extra Care Housing)

Introduction

Welcome

Explain purpose of the focus group and the study generally

Explain confidentiality of responses & that no individual will be identified

Explain purpose of note-taking/recording

Record the following for each participant:

Gender

Age

Length of residency

Ethnic origin

- Q1. What made you consider this type of housing scheme [Probe for views on alternative housing options & experience of these]
- Q2. Does your current housing meet your housing needs? [Probe for why and reasons]
- Q3. What type of support do you receive that helps you live more independently [Probe for who provides support, nature of support]
- Q4. Do you have any care or support needs which are not currently being met? [Probe for type and nature and reasons why not met?]
- Q5. Is there anything that could be done/provided to help you live more dependently here?
- Q6. What do you particularly like about the scheme where you live? [Probe for specific reasons]
- Q7. What do you particularly dislike about the scheme where you live? [Probe for specific reasons]
- Q8. Does the scheme have a warden and what role/support does the warden provide? [Probe for availability, frequency of contact support provided in terms of health and social support and how would rate the warden service]
- Q9. Do you feel that the location of the scheme is good for you in terms of services and facilities being close by? [Probe for access to shops, GP/health care transport, place of prayer]
- Q10. How much contact do you have with family members and friends outside the scheme? [Probe for who they are in contact with, frequency of contact and views on type and level of contact]

Q11. Prior to moving here did you look at alternative forms of housing/feel you had any choice?

Q12. **Explain Retirement Villages** – Ask: Would you consider moving to a Retirement Villager, type of facilities required, location, tenure and property preference.

Q13. If a local housing provider was going to build a new sheltered housing scheme in the area, what advice would you give them from your experience of living here? [Probe for: design, layout, location, facilities, type of residents, size of scheme].

Q14. What would be your ideal housing and why?

Q15. Is there anything that worries you about as you get older about your current or future housing situation?

Thank participants and finish

Leicestershire Older Persons Study

Focus Group Discussion Topic Guide

(G) Lesbian, Gay, Bisexual & Transgender people

Introduction

Welcome

Explain purpose of the focus group and the study generally

Explain confidentiality of responses & that no individual will be identified

Explain purpose of note-taking/recording

Record the following for each participant:

Gender

Age

Current tenure

Sexuality

Ethnic origin

- Q1. To what extent does your current property meet your needs? [Probe for needs based on culture/lifestyle]
- Q2. What do you feel are the housing needs/requirements of older LGBT people? [Probe- differentiated based on different sexual orientations and as opposed to heterosexual older people; issues of safety; sense of community]
- Q3. Do you feel that older persons housing caters for LGBT people? [Probe for feelings of inequality & discrimination, lack of sensitivity and examples of good practice]
- Q4. What would your housing aspirations be as you become older? [Probe for preference for LGBT specific schemes and suggested benefits and characteristics of mainstream provision]
- Q5. What are your main priorities when considering the type of housing you might need as you become older? [*Probe for issues around tenure/property type, location facilities, group or individual living*]
- Q6. Do you think you currently/in the future will need housing which also provides for support needs (e.g. help with bathing, cooking, laundry etc). What type of support? Would you consider a housing scheme that also provided this type of support [Probe for reasons – positive and negative]
- Q7. Would you consider moving to sheltered housing or other forms of supported housing [Probe for views on sheltered and support housing generally]
- Q8. **Explain Retirement Villages** – Ask: Would you consider moving to a Retirement Villager, type of facilities required, location, tenure and property preference.

Q9. Is there anything else that you would like to mention?

Thank participants and finish

Appendix 3: Questionnaires

Questionnaire: Under Occupiers

Q1. What type of property do you live in? Tick ✓ one box only

- | | |
|-------------------------------|--------------------------|
| Detached | <input type="checkbox"/> |
| Semi-detached | <input type="checkbox"/> |
| Terraced | <input type="checkbox"/> |
| Bungalow | <input type="checkbox"/> |
| Other (please describe below) | <input type="checkbox"/> |
-

Q2. Are you: Tick ✓ one box only

- | | |
|-------------------------------|--------------------------|
| Home owner (with a mortgage) | <input type="checkbox"/> |
| Home owner (no mortgage) | <input type="checkbox"/> |
| Council tenant | <input type="checkbox"/> |
| Housing Association tenant | <input type="checkbox"/> |
| Other (please describe below) | <input type="checkbox"/> |
-

Q3. How long have you lived in this property? Tick ✓ one box only

- | | |
|---------------------------|--------------------------|
| Less than 5 years | <input type="checkbox"/> |
| 5-10 years | <input type="checkbox"/> |
| 11-15 years | <input type="checkbox"/> |
| 16-20 years | <input type="checkbox"/> |
| 21-30 years | <input type="checkbox"/> |
| 30 years or more | <input type="checkbox"/> |
| Don't know/can't remember | <input type="checkbox"/> |

Q4. Do you feel that your home still caters for your needs?
Tick ✓ one box only

- Yes No

Q5. Do you feel that your home is now too big for your current needs?
Tick ✓ one box only

- Yes No

Q6a. Would you consider moving to a smaller property?

Tick ✓ **one box only**

Yes (Go to Q7a)

No (Go to Q6b)

Q6b. If no, why not? **Please explain below**

Q7a. If there was help/support offered would you consider moving to a smaller property? **Tick ✓ one box only**

Yes

No

Possibly

Q7b. What type of help/support would encourage you to move to a smaller property? **Tick ✓ all that apply**

- Financial
- Help with finding a new home
- Help with packing up belongings
- Help with moving to a new home
- Help with settling into a new home
- Other (**Please explain below**)

Q8. What type of housing would be your preference either now or in the future? **Tick ✓ one that applies for each column**

Now		Future	
Detached	<input type="checkbox"/>	Detached	<input type="checkbox"/>
Semi-detached	<input type="checkbox"/>	Semi-detached	<input type="checkbox"/>
Terraced	<input type="checkbox"/>	Terraced	<input type="checkbox"/>
Bungalow	<input type="checkbox"/>	Bungalow	<input type="checkbox"/>
Other (Please describe below)	<input type="checkbox"/>	Other (Please describe below)	<input type="checkbox"/>

Q9. Would you prefer: Tick ✓ one box only

- Owner-occupation
 - Rent from the Council
 - Rent from a housing association
 - Rent from a private landlord
 - Other (**Please explain below**)
-

Q10. How many bedrooms would you need? Tick ✓ one box only

- 1 2 3 4+

Q11a. Do you prefer to live in a particular area? Tick ✓ one box only

- Yes (Go to Q11b)
- No (Go to Q12a)
- Don't know (Go to Q12a)

Q11b. If yes, where? Please explain below

Q12a. Is there anything else that you feel you would need in your home to help you maintain independence?

- Yes (Go to Q12b)
- No (Go to Q13)
- Don't know (Go to Q13)

Q12b. If yes, what? Please explain below

Q13. Do you feel you now/in the future will need housing that provides help or support with the following: **Tick ✓ one that applies for each question**

Type of help/support	Need now	Need in the future
Help with cleaning your home	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with shopping	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with bathing	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with cooking	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with managing your bills	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with medication	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

Q14. Would you consider a housing scheme that provides the type of support identified in Question 13? **Tick ✓ one box only**

Yes No Possibly

Q15. Have you heard of sheltered housing? **Tick ✓ one box only**

Yes (Go to Q16) No (Go to Q17)

Q16. Would you consider moving to sheltered housing? **Tick ✓ one box only**

Yes
 No
 Possibly
 Would need more information

Q17. A Retirement Village is a small community with different types of housing for people usually over the age of 55. As part of the Village, there would be health care facilities, entertainment, leisure facilities and shops. Would you consider moving to a Retirement Village?
Tick ✓ one box only

- Yes
- No
- Possibly
- Would need more information

Q18. Is there anything that worries you, as you get older, about your current or future housing situation? **Please explain below**

Q19. Is there anything else you would like to mention about your current or future housing needs or aspirations? **Please explain below**

SECTION 2: About Yourself

Q20. Are you? **Tick ✓ one box only**

- Male Female

Q21. Which age group are you in? **Tick ✓ one box only**

- 50-59
- 60-64
- 65-69
- 70-74
- 75-79
- 80 +

Q22. What do you consider to be your ethnic background?
Tick ✓ one box only

White

- British
 - Irish
 - Any other White background
- (Please tick and write in)
-

Mixed

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed background
- (Please tick and write in)
-

Asian or Asian British

- Indian
 - Pakistani
 - Kashmiri
 - Bangladeshi
 - Any other Asian background
- (Please tick and write in)
-

Black or Black British

- Caribbean
 - African
 - Any other Black background
- (Please tick and write in)
-

Chinese & Other ethnic groups

- Chinese
 - Other
- (Please tick and write in)
-

Q23. How would you describe the composition of your household?
Tick ✓ one box only

- One adult aged 50 or over
- Two adults both over 50
- Two adults, at least one 50 or over
- Three or more adults (16 or over)
- 1-parent family with child/ren (at least one under 16)
- 2-parent family with child/ren (at least one under 16)
- Other household type (**Please explain below**)

Prize Draw

If you would like to be entered in to a prize draw to win **£30** worth of **shopping vouchers** please provide your name and address below:

Name: _____

Address: _____

Thank you very much for your time

Questionnaire: Extra Care

SECTION 1: Housing Information

Q1. How long have you lived in this property? Tick ✓ one box only

- Less than 5 years
- 5-10 years
- 11-15 years
- 16-20 years
- 21-30 years
- 30 years or more
- Don't know/can't remember

Q2. Do you feel that your home still caters for your needs?
Tick ✓ one box only

- Yes No

Q3. Do you want to remain in this Extra Care scheme as long as possible? Tick ✓ one box only

- Yes (Go to Q4) No (Go to Q3b)

Q3b. If no, why not? Please explain below

Q4. Is there a scheme manager/warden facility on the scheme? Tick ✓ one box only

- Yes- On site
- Yes-Mobile
- Other
- No

Q4b. Is there anything additional you would like a scheme manager/warden to do? (Leave blank if no)

Q5. What made you consider Extra Care housing? Tick ✓ all that apply

Planning for the future, in case your situation changes	
Health reasons	
Social reasons	
Scheme Manager/ Warden facility	
Someone else to manage and maintain the property	
Staff available for day to day care	
Community alarm available	
Safety/security of the scheme	
To be closer to family and friends	
Other reasons (please state):	

Q6. What is good about where you live now? Tick ✓ all that apply

Scheme Manager/ Warden facility	
Good relationship with neighbours	
Being part of a community	
Having my own front door	
Size of property	
Accessible / easy to get around	
Communal facilities (lounge, kitchen, gardens, laundry)	
Cost	
Feeling independent	
Location/ Transport Links	
Community alarm	
Support and care available	
Other reasons, (please state):	

Q7. Is there anything you dislike about where you live now?

Yes (Go to Q7b) No (Go to Q8)

Q7b. If yes, what do you dislike?

Q8. What facilities are available in the scheme? Tick ✓ all that apply

Communal Room/Lounge Area	
Communal Gardens	
Planned activities (games, days out, guest visitors)	
Mobility Scooter Shed/Storage	
Laundry Facilities	
Shared Bathroom/Toilet	
Individual Bathroom/Toilet	
Community Alarm/ Life-line alarm	
Place of Prayer	
Other (Please state)	

Q9. Are there any facilities that you would like that aren't available in the scheme?

Yes (Go to Q9b)

No (Go to Q10)

Q9b. If yes, what facilities are not available? **Please explain below**

Q10. Does the scheme cater for your cultural/religious needs?

Yes (Go to Q11)

No (Go to Q10b)

Q10b. If no, why not? **Please explain below**

Q11. Do you feel you now/in the future will need housing that provides help or support with the following: **Tick ✓ one that applies for each question**

Type of help/support	Need now	Need in the future
Help with cleaning your home	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with shopping	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with bathing	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with cooking	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with managing your bills	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with medication	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

Q12. Would you consider a housing scheme that provides the type of support identified in Question 11? **Tick ✓ one box only**

Yes No Possibly

Q13. A Retirement Village is a small community with different types of housing for people usually over the age of 55. As part of the Village, there would be health care facilities, entertainment, leisure facilities and shops. Would you consider moving to a Retirement Village? **Tick ✓ one box only**

Yes
 No
 Possibly
 Might have done in previous years
 Would need more information

Q14. Is there anything that worries you, as you get older, about your current or future housing situation? **Please explain below**

Q15. Is there anything else you would like to mention about your current or future housing needs or aspirations? **Please explain below**

SECTION 2: About Yourself

Q16. Are you? **Tick ✓ one box only**

Male Female

Q17. Which age group are you in? **Tick ✓ one box only**

50-59	<input type="checkbox"/>
60-64	<input type="checkbox"/>
65-69	<input type="checkbox"/>
70-74	<input type="checkbox"/>
75-79	<input type="checkbox"/>
80 +	<input type="checkbox"/>

Q28. What do you consider to be your ethnic background?
Tick ✓ one box only

White

- British
 - Irish
 - Any other White background
- (Please tick and write in)
-

Mixed

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed background
- (Please tick and write in)
-

Asian or Asian British

- Indian
 - Pakistani
 - Kashmiri
 - Bangladeshi
 - Any other Asian background
- (Please tick and write in)
-

Black or Black British

- Caribbean
 - African
 - Any other Black background
- (Please tick and write in)
-

Chinese & Other ethnic groups

- Chinese
 - Other
- (Please tick and write in)
-

Q19. How would you describe the composition of your household?
Tick ✓ one box only

- One adult aged 50 or over
 - Two adults both over 50
 - Two adults, at least one 50 or over
 - Three or more adults (16 or over)
 - 1-parent family with child/ren (at least one under 16)
 - 2-parent family with child/ren (at least one under 16)
 - Other household type (**Please explain below**)
-

Prize Draw

If you would like to be entered in to a prize draw to win **£30** worth of **shopping vouchers** please provide your name and address below:

Name: _____

Address: _____

Thank you very much for your time

Questionnaire: Sheltered Housing

Q1. How long have you lived in this property? Tick ✓ one box only

- | | |
|---------------------------|--------------------------|
| Less than 5 years | <input type="checkbox"/> |
| 5-10 years | <input type="checkbox"/> |
| 11-15 years | <input type="checkbox"/> |
| 16-20 years | <input type="checkbox"/> |
| 21-30 years | <input type="checkbox"/> |
| 30 years or more | <input type="checkbox"/> |
| Don't know/can't remember | <input type="checkbox"/> |

Q2. Do you feel that your home still caters for your needs? Tick ✓ one box only

- Yes No

Q3. Do you want to remain in this Sheltered Housing scheme as long as possible? Tick ✓ one box only

- Yes (Go to Q4) No (Go to Q3b)

Q3b. If no, why not? Please explain below

Q4. Is there a scheme manager/warden facility on the scheme? Tick ✓ one box only

- | | |
|--------------|--------------------------|
| Yes- On site | <input type="checkbox"/> |
| Yes-Mobile | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

Q4b. Is there anything additional you would like a scheme manager/warden to do? (Leave blank if no)

Q5. What made you consider Sheltered Housing? Tick ✓ all that apply

Planning for the future, in case your situation changes	
Health reasons	
Social reasons	
Scheme Manager/ Warden facility	
Someone else to manage and maintain the property	
Staff available for day to day care	
Community alarm available	
Safety/security of the scheme	
To be closer to family and friends	
Other reasons (please state):	

Q6. What is good about where you live now? Tick ✓ all that apply

Scheme Manager/ Warden facility	
Good relationship with neighbours	
Being part of a community	
Having my own front door	
Size of property	
Accessible / easy to get around	
Communal facilities (lounge, kitchen, gardens, laundry)	
Cost	
Feeling independent	
Location/ Transport Links	
Community alarm	
Support and care available	
Other reasons, please state :	

Q7. Is there anything you dislike about where you live now?

Yes (Go to Q7b) No (Go to Q8)

Q7b. If yes, what do you dislike? Please explain below

Q8. What facilities are available in the scheme? Tick ✓ all that apply

Communal Room/Lounge Area	
Communal Gardens	
Planned activities (games, days out, guest visitors)	
Mobility Scooter Shed/Storage	
Laundry Facilities	
Shared Bathroom/Toilet	
Individual Bathroom/Toilet	
Community Alarm/ Life-line alarm	
Place of Prayer	
Other (Please state)	

Q9. Are there any facilities that you would like that aren't available in the scheme?

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Help with shopping	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
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Help with cooking	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with managing your bills	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Help with medication	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

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80 +	<input type="checkbox"/>

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 - Any other Asian background
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-

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- Caribbean
 - African
 - Any other Black background
- (Please tick and write in)
-

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- Chinese
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