

Older Persons' Consultation 2010

Executive Brief

After an exercise performed by representatives of five community associations within Winchester District, it was decided they did not have enough evidence to prove need within their areas. To tackle this, a questionnaire was drawn up and distributed by the community associations and collated by Winchester Area Community Action. After the results were collected a number of issues were identified, including that the provision of transport needs to be improved, the provision of adult learning should be expanded and that the publicity of some services within each of the five areas needs to be improved. Going forward, it has been suggested examining the issues raised more closely.

Introduction

This consultation was commissioned by Winchester Network of Community Associations (hereafter referred to as WNCA) and carried out in partnership with Hampshire County Council's (HCC) Community Support Service (CCS) and Winchester Area Community Action (hereafter referred to as WACA).

Who is WNCA?

WNCA is a network of the Community Associations operating within Winchester District. They meet on a bi-monthly basis at Community Centres throughout the district. To find out more information about WNCA, please go to <http://tinyurl.com/WNCA2011>.

Who is HCC's CCS?

The Community Support Service works in partnership with other statutory and voluntary agencies in Hampshire to provide support to the community through its Community Associations and Village Halls. These organisations provide recreational, educational and social activities for all. To find out more information, please go to <http://tinyurl.com/HCCccs2010>.

Who is WACA?

WACA is the Council for Voluntary Service for Winchester District. They provide services and training to community groups and charities operating throughout the district, including payroll, group support and advice on funding and fundraising. They also offer services to individuals including Advocacy, Dial-a-Ride and Bikeabout. For more information about WACA, please go to <http://tinyurl.com/WACA2010>.

Background

This consultation was required as at a meeting of the WNCA, a representative of HCC's CCS asked the community associations to identify needs of older people within their localities. They felt they did not have enough evidence to prove the needs.

Aim

The aim of this consultation was to:

- To identify what existing services and activities were already being used.
- To identify gaps in services within the areas served by the five participating community associations.
- To try and fill those gaps if they were things a community centre could reasonably provide.
- To draw attention to gaps in services to those with power to do something about it.

The Participating Community Associations (hereafter referred to as PCAs) were:

- Badger Farm and Olivers Battery
- Colden Common
- Denmead
- Wickham
- Winnall

Methodology

To meet the aim of the consultation a questionnaire was drawn up [See Appendix 1] and distributed by the PCAs with their newsletters. They included a Freepost envelope address to WACA's head office. WACA then collated the responses in a spreadsheet. Tables [see Appendix 2] for the responses to question 3 to bring together:

- Overall results.
- Overall results from those aged 69 and under.
- Overall results from those aged 70 and over.
- Results from surveys sent out by each of the five PCAs, and these were also subdivided into:
 - Results from those aged 69 and under.
 - Results from those aged 70 and over.

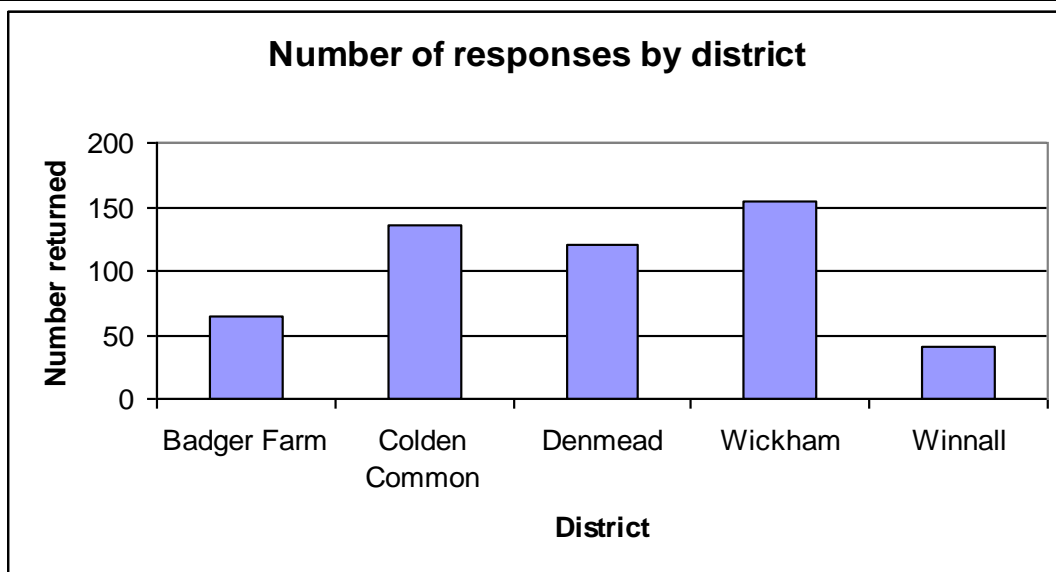
A chi-squared analysis was performed [see Appendix 3] on each of the tables to determine if there were any significant variances from the overall results.

The responses to question 4 were collected for each of the five PCAs [see Appendix 4], categorised and then recorded in spreadsheets [see appendix 5]. The comments in response to question 5 were also collected together [see appendix 6].

Results

Out of the 9027 surveys that were sent out with the PCAs' newsletters, 515 were returned, resulting in a 6% return rate. The breakdown from each of the PCAs is below:

Community Centre	Number returned	Total sent out	Percentage returned
Overall	515	9027	6%
Badger Farm	64	2000	3%
Colden Common	136	1900	7%
Denmead	121	2000	6%
Wickham	154	1700	9%
Winnall	40	1427	3%



As the surveys went out to the PCAs' entire newsletter readership, from all age groups, it is impossible to ascertain how many people over the age of 50 received this survey. Also, as there is no up to date data available on how many people aged 50 and above are living in each of the 5 areas it is impossible to determine what percentage of these people took part in the consultation process.

Responses to question 1

In question 1, the respondents were asked what their postcode was. Maps showing where most of the respondents to the survey live can be found in [Appendix 7](#).

Responses to question 2

In question 2, the respondents were asked what age group they fell into. The age breakdown of the respondents to the survey is as follows:

Community Centre	Under 50	50-59	60-69	70-79	80-89	90+	Unknown	Grand Total
Badger Farm Colden		10	16	23	11	1	3	64
Common Denmead	11	16	47	38	16	1	7	136
Wickham	15	21	30	28	20	2	5	121
Winnall	9	19	42	34	37	4	9	154
Grand Total	4	4	13	9	6	1	3	40
	39	70	148	132	90	9	27	515

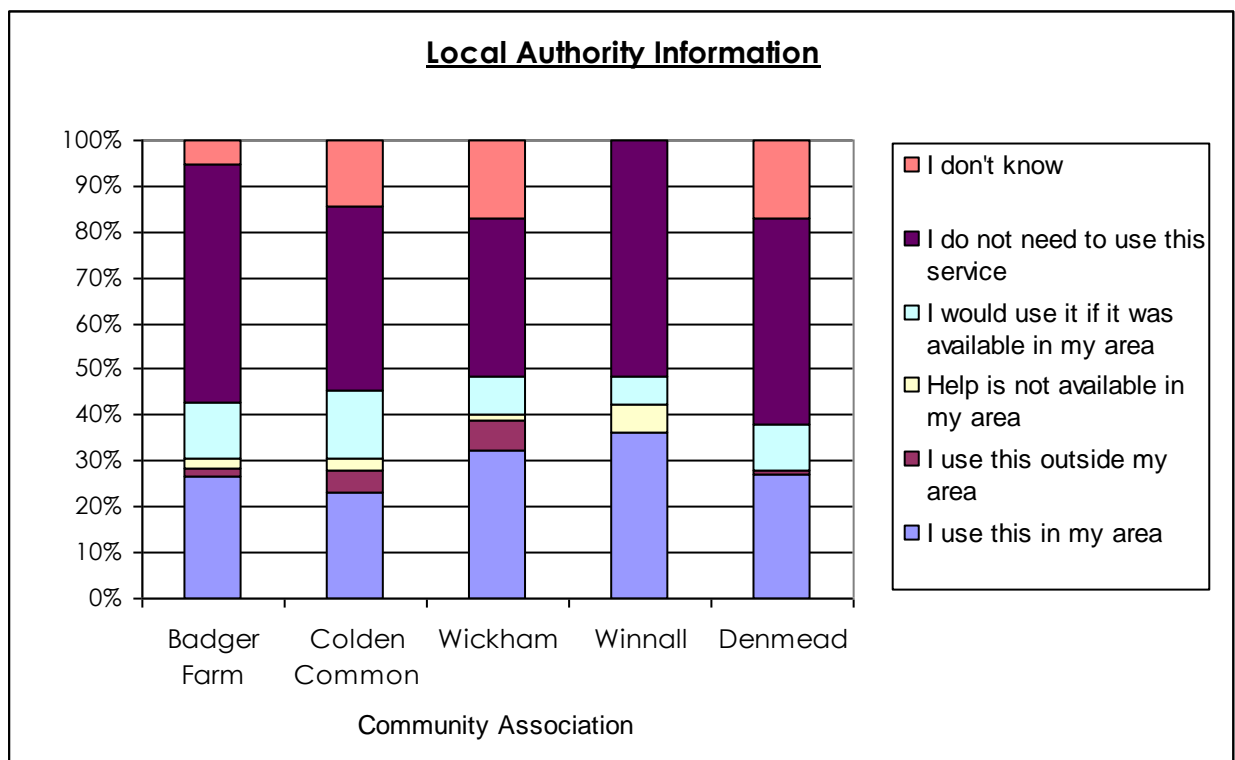
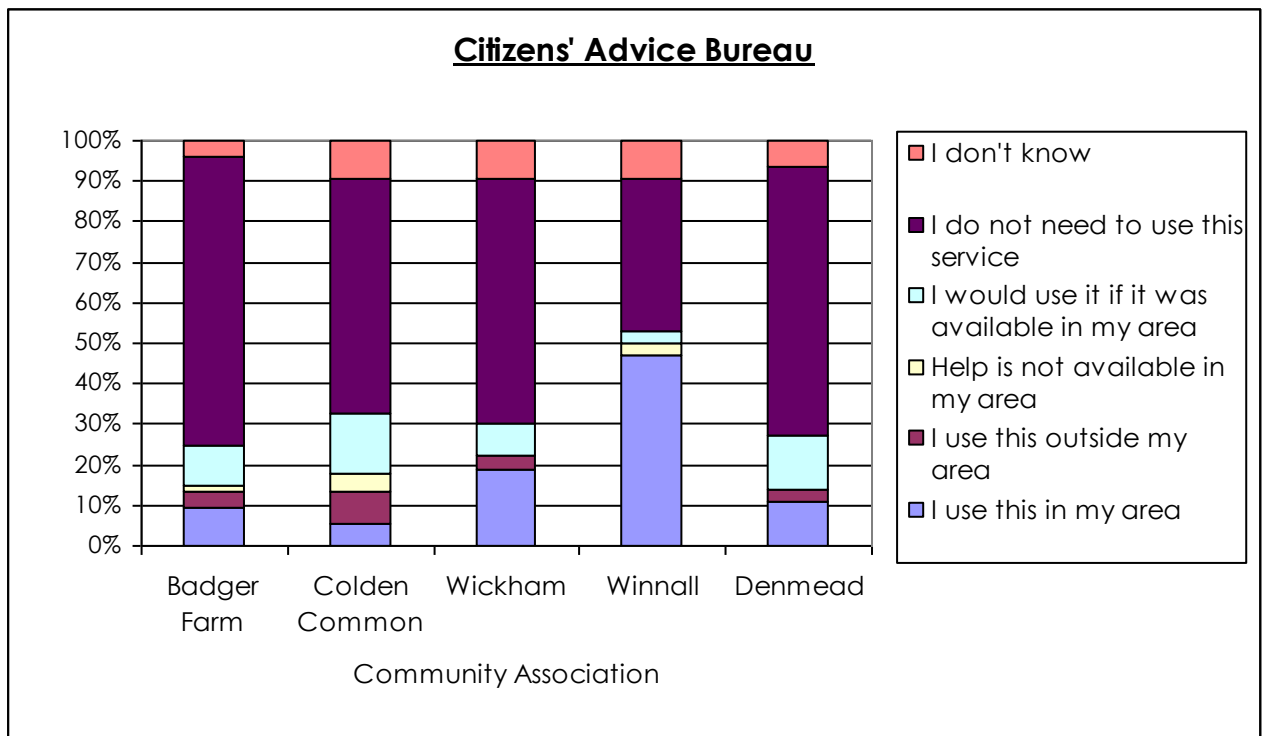
Responses to Question 3

In question 3, the respondents were asked to complete a table to indicate their use of the stated services. The overall results to question 3 were as follows:

	I use this in my area	I use this outside my area	Help is not available in my area	I would use it if it was available in my area	I do not need to use this service	I don't know
Benefits Advice	27	12	7	21	368	28
Housing Advice	20	7	6	14	388	23
Local Authority Information	126	16	8	49	189	61
Citizens Advice Bureau	63	20	8	50	275	36
Bereavement Support	15	3	9	16	354	46
Support if you are a carer	20	5	6	19	359	35
Good Neighbour scheme	56	3	10	70	226	82
Help with gardening	27	8	8	45	343	32
Help with shopping	20	2	4	18	389	22
Befriending service	12	1	5	23	360	43
Lunch club	37	2	5	15	366	32
Meals on Wheels	10	0	2	3	412	19
Community transport	52	2	2	28	346	31
Computers/Internet	38	10	3	49	314	39
Adult learning	41	21	3	64	277	43

The results from the different age groups and from the different community associations can be found in appendix 2.

The results for two of the services have been represented in graphical form:



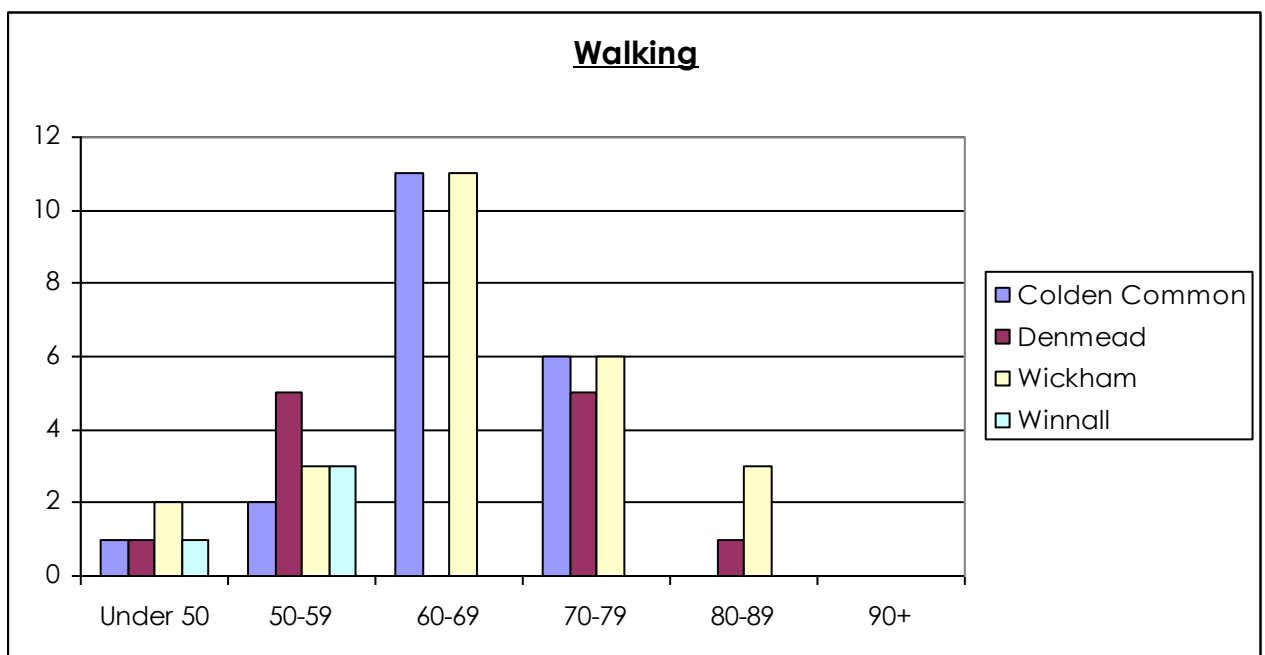
After the chi-square analysis was performed [working shown in Appendix 3], it was discovered that:

- The distribution of the results from all of respondents up to age of 69 was significantly different from the distribution of all of the overall results.
- The distribution of the results from all of respondents from the age of 70 was significantly different from the distribution of all of the overall results.
- The distribution of the results from Winnall was significantly different from the distribution of the overall results.
- The distribution of the results from respondents up to the age of 69 from Winnall was significantly different from the distribution of overall results from respondents up to the age of 69.
- The distribution of the results from respondents up to the age of 69 from Wickham was significantly different from the distribution of overall results from respondents up to age of 69.

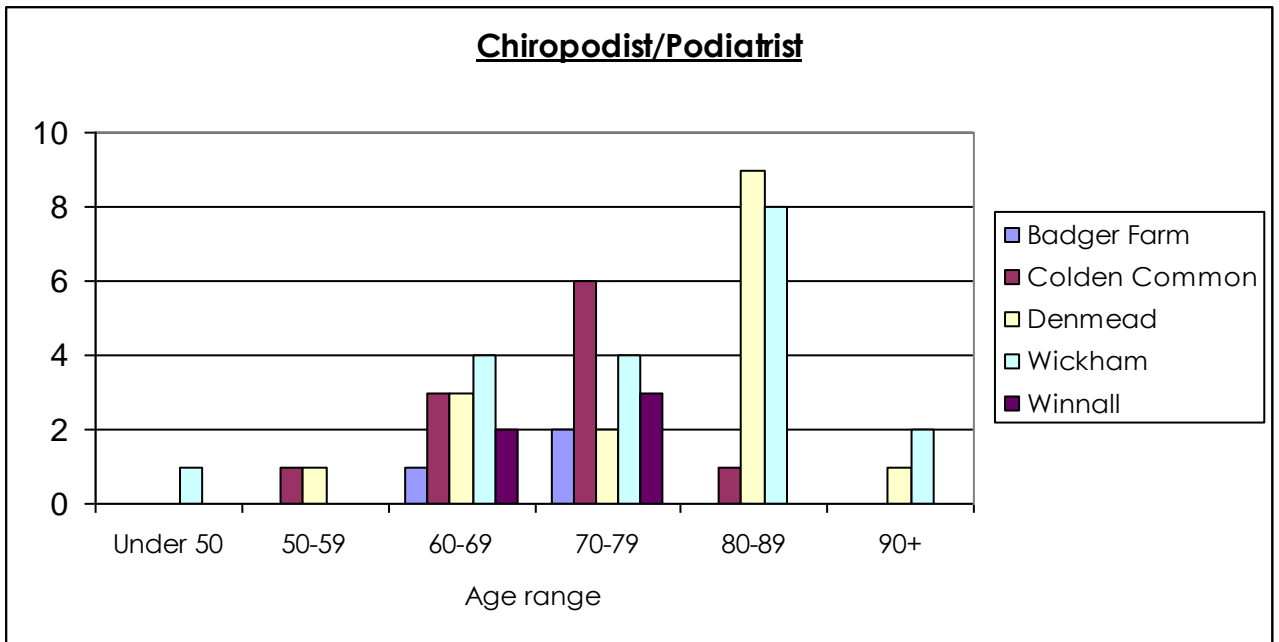
Possible explanations as to why these distributions are different are explored in the Analysis.

Responses to question 4

In question 4, respondents were asked if there were any services and/or activities which had not been asked about in question 3. The responses to this question can be found in Appendix 4, where the raw responses are recorded, and 5, where the categorised data has been recorded. An activity which was particularly popular amongst most of the areas was walking. A graphical representation of the results from four out of the five PCAs can be found below:



Services which were used by respondents from all the community associations were chiropodists and podiatrists. A graphical representation of the results can be found below:



Responses to question 5

In question 5, respondents were asked to state which activities and services they would like to see offered in their area. The responses were collected together and can be found in Appendix 5. However, one comment which came up regularly was about transport, particularly from respondents from Colden Common, Denmead and Wickham. Comments included:

“My main problem is there are no buses to Colden Common after 6-10 pm. This prevents me from attending evening classes and social groups in Winchester.”

“A bus service to Winchester where we pay our council tax etc.”

“Better bus service, e.g. later in the evenings and more buses on Sunday.”

Analysis

Responses to question 3

When analysing the results which arose from question 3, it was found that for some services, the number of people using that service in an area was outnumbered by those who didn't know the service was available in their area. The services this applies to are:

In Badger Farm & Olivers Battery:

- Citizens Advice Bureau
- Bereavement Support
- Support if you are a carer
- Good Neighbour scheme
- Help with gardening
- Help with shopping
- Befriending service
- Lunch club
- Computers/Internet
- Adult learning

In Colden Common:

- Benefits Advice
- Housing Advice
- Local Authority Information
- Citizens Advice Bureau
- Bereavement Support
- Support if you are a carer
- Good Neighbour scheme
- Help with gardening
- Help with shopping
- Befriending service
- Meals on Wheels
- Computers/Internet
- Adult learning

In Denmead:

- Benefits Advice
- Housing Advice
- Citizens Advice Bureau
- Support if you are a carer
- Good Neighbour scheme
- Help with gardening
- Help with shopping
- Befriending service
- Community transport
- Computers/Internet

- Adult learning

In Wickham:

- Benefits Advice
- Housing Advice
- Bereavement Support
- Support if you are a carer
- Good Neighbour scheme
- Help with gardening
- Help with shopping
- Befriending service
- Lunch club
- Meals on Wheels
- Community transport
- Computers/Internet
- Adult learning

In Winnall:

- Benefits Advice
- Help with gardening
- Help with shopping

None of these services returned a result where no one within the area used them. This suggests that the publicity for the above listed services is not getting to the right people; although the services are available, they are perceived not to be.

Matters arising from the chi-square analysis

After the completion of the chi-square analysis; those populations with a **frequency** distribution different to the overall results were looked at more closely to determine what reasons lay behind this difference.

Results from respondents up to the age of 69 and from the age of 70

- The number of respondents up to the age of 69 who accessed lunch club (4) and community transport (11) services was much lower than would have been expected (18.46 and 25.95 respectively).
- The number of respondents aged 70 and over who accessed lunch club (31) and community transport (36) was much higher than would have been expected (16.60 and 23.32 respectively).

These two points reflect the fact that people become less able as they get older therefore are more likely to need access to services such as lunch club and community transport.

Results from Winnall

- The number of respondents who access housing advice (7) and Citizens Advice Bureaux (15) is significantly higher than the expected results (1.55 and 4.89 respectively).

This may reflect a better provision of these services within Winnall when compared to the other areas or it may reflect better publicity. It also could indicate that people in Winnall have a particular need to access to housing advice and/or Citizens Advice Bureaux

Results from respondents aged up to the age of 69 in Winnall as compared with overall results of respondents aged up to 69

- The number of respondents who access Citizens Advice Bureaux (11) is much higher than the expected result (2.36)

Results from respondents aged up to the age of 69 in Wickham as compare with overall results of respondents aged up to 69

- The number of respondents up to the age of 69 in Wickham who would access adult learning if it was available (14) is significantly higher than the expected result (4.55).

Responses to question 4

There are some activities where the number of respondents are using activities outside of the area they live in is higher than the number of respondents who use the same activity within the same area. For instance, no one plays badminton within Colden Common but 8 have indicated although they live in Colden Common, they play badminton outside.

Responses to question 5

Need is identified for more activities and learning opportunities in Colden Common, Denmead, Wickham and Winnall.

Colden Common:

"More adult education classes locally. Language classes."

"Evening classes"

"Social activities, how to learn to play bridge, and adult learning not of an evening"

Denmead:

"Art class"

"More Social and Adult Learning please"

Wickham:

"More Social and Adult Learning please"

"Hampshire club (Arts & Crafts)"

Responses to question 5 when compared with responses to questions 3 and 4

There are some comments extracted from question 5 which indicate a need for services which according to results from questions 3 and 4 are already available. For instance, a respondent from Colden Common said they needed:

"[A] Caring for carers service."

However, in the results from question 3, 8 respondents have said they access support for carers in Colden Common.

Also, in Winnall a respondent has indicated a need for:

“Bingo and any other activities”

However, in the results from question 4, 3 respondents have indicated they are already playing bingo **within Colden Common**.

Conclusion and recommendations

There is a need for improved transport in all of the areas except for Badger Farm and Olivers Battery.

I would recommend that the community associations approach their local transport providers to encourage them to improve the provision.

From the chi-squared analysis it has been identified that Winnall has a greater number of people accessing Citizens Advice Bureaux and Housing Advice.

My recommendation to Winnall Community Association would be to do what they can to ensure the supply of both these services keeps up with demand.

There are a number of services within each of the five PCAs which appear to need better publicity in order to make sure those who want to use them know they are available.

I would recommend that all of the five community associations look at the list of services within the analysis to determine which of these services they themselves deliver. For those they do deliver they should examine their publicity for the services to see how they be improved. For those services they do not deliver, they could pass on the information to the appropriate service providers.

A need is expressed throughout the consultation for more adult learning.

I would recommend to all five community associations looking at the current provision of adult learning within their areas to identify how this provision could be improved and whether this could be delivered by them.

Next steps

My suggestion would be to examine some of the issues raised in this report and from the appendices in greater depth. Rather than relying on the cold approach, it may be appropriate to collect information whilst engaging with service users anyway. This could be supported with a questionnaire with targeted questions.

If a consultation of this kind is attempted again, I would suggest that anybody doing the data collection should be given a full remit of what is expected of them.