



Bleak Housing

Needs and aspirations
in retirement



Eastleigh Southern Parishes Older People's Forum



**EASTLEIGH
SOUTHERN
PARISHES
OLDER
PEOPLE'S
FORUM**

www.espopf.org.uk

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EXECUTIVE SUMMARY

EASTLEIGH SOUTHERN PARISHES OLDER PEOPLE'S FORUM (ESPOPF) and Eastleigh Borough Council's Head of Housing Services agreed, in 2006, to work together to research the housing needs and aspirations of older people in the Borough of Eastleigh. A Questionnaire was distributed to all ESPOPF members and 722 were returned. 41 interviews were requested and 27 members were interviewed in their homes.

The research revealed the following:

- 85% of the respondents are owner-occupiers and, across the social divides, it is apparent that most older people need and should be offered independent advice and help on a one-to-one basis to consider their housing options in good time.
- Most older people do not wish to face moving from family homes until compelled by circumstance. They also appear to be unaware of the range of private and housing association options and the supporting services and advice available to them from the Council.
- If they do think of moving house, the most popular option appears to be two-bedroom bungalows or chalet bungalows with small gardens, followed by flats with balconies or patios, near familiar community facilities and services.
- Whether older people move or stay put, they need a wide range of services, such as appropriate medical care, aids and adaptations and income maximisation to enable them to retain their independence and to continue to play an active part in their communities.
- Housing Associations create stress in the lives of their tenants by failing to communicate with them effectively. They should offer more involvement to their tenants and be pro-active in meeting their needs, ensuring that their lives are not over-shadowed by worry about the present and uncertainty about the future.
- Population forecasts¹ show an increase of over 30% of older people by 2021 and a significant rise in older, single women over 85 years living alone. The overall percentage increase in over-60's in Eastleigh's southern parishes over the next six years is 13% (Appendix 4). A matching increase in availability of appropriate housing and accessible supporting services to meet a wide variety of needs is necessary.

Recommendations demand

- That resources be allocated to harness, advertise and focus community and council services to provide appropriate housing and supporting services for older people and to ensure that their needs are not neglected by default;
- That each locality be enabled to respond to the aspirations of their residents to remain independent in familiar surroundings in retirement;
- That all agencies with wellbeing responsibilities work together and with older people, themselves, to meet the challenge. Families have a role, too.

"Housing can be the springboard that enables older people to remain involved and live their life to the full."

'Quality and Choice for Older People's Housing: A Strategic Framework'

Office of the Deputy Prime Minister and Department of Housing 2001

¹ *Delivering Housing for an Ageing Population* (Bibliography 7)

INTRODUCTION

EASTLEIGH SOUTHERN PARISHES OLDER PEOPLE'S FORUM (ESPOPF) was established on 18 July 2000. Its objectives are:

- To consult with older people (55+) in the southern parishes of Eastleigh and to promote their benefit
- To consult with statutory authorities on issues of concern to older people and to bring unmet needs to their attention
- To bring issues of concern to older people to the attention of the wider public

Currently, a committee of thirteen representatives are drawn from the six southern parishes of Eastleigh Borough: Botley, Bursledon, Hamble-le-Rice, Hound, Hedge End and West End. The Committee meets monthly and is responsible for the organisation of the Forum. A bi-monthly Newsletter is posted to 2,000 households and distributed to councillors and officers of statutory authorities and voluntary organisations. Bi-monthly Open Meetings with a range of speakers and workshops are held in Hedge End.

In December 2003, ESPOPF was invited by Help the Aged to undertake outreach training by the University of Teesside in research method and the self-selected group known as ESPOPF Researchers was formed. "Sic transit..."² a study of the difficulties of hospital travel faced by older people, was published in October 2004. "Missing the Bus"³, a study of travel concessions offered by Eastleigh Borough Council in the light of the new, mandatory, free bus pass, was published in January 2006. Both studies have been circulated widely and have received critical acclaim. They have been acknowledged as "the authentic voice of older people", influencing policy and acting as a catalyst for improvements. The studies are available on ESPOPF's website.

In January 2006, ESPOPF was consulted about the Borough's "Retirement Options for Your Later Years"⁴ by the EBC Housing Department at an Open Meeting workshop. It was noted that the Borough's "Older Persons' Accommodation Strategy 2004-7"⁵, a comprehensive document raising many important and challenging issues, revealed that "the views of older people are not well documented". The Strategy document also announced, in a chapter headed "Engagement and Partnership with Older People", an intention "to work with existing networks and groups that represent older people" as part of the Strategy implementation.

ESPOPF had become increasingly concerned about the precarious situation of older people living in housing association sheltered housing, which was threatened by demolition as part of re-development schemes. The Committee decided to approach the Head of Housing with a proposal to offer research by older people into the housing needs of older people to inform the new Housing Strategy.

A partnership was proposed, in which ESPOPF offered a local, evidence-based study of older people's housing experience, needs and aspirations, in return for payment of expenses and a nominal grant representing the considerable work by the Researchers to

2 and 3 www.espopf.org.uk

4 *Retirement Options for Your Later Years* (Bibliography 2)

5 *Older Persons' Accommodation Strategy* (Bibliography 3)

offset the costs of publication of a Report of the research. The Borough Council required a survey, which would provide evidence of the housing needed by older people in Eastleigh for the next 30 years. Research was necessary to discover needs and preferences, which could be fed into the Borough's Housing Strategy, so that the Borough Council could work with all housing providers to meet demand. In the event, and after considerable negotiation on the financial aspects, an arrangement acceptable to both parties was agreed.

From the beginning, ESPOPF was keen to ensure that its independence would be safeguarded and that its authorship of the research would be acknowledged. It was agreed that ESPOPF should own the copyright and be free to publish and circulate a Report, while making it available to Eastleigh Borough Council and housing providers in the Borough. The first meeting of the Researchers with Tony Hall, EBC Head of Housing, and Lesley Shenton, EBC Community Care and Housing Adviser, was on July 4 2006.

AIM OF THE STUDY

To gather evidence to inform policy about future provision of housing and supporting services to meet the needs and aspirations of the over-60's in Eastleigh.

ETHICAL CONSIDERATIONS

- Questionnaires issued and analysed anonymously
- Strict adherence to ethical standards, as recommended by Teesside University
- Purpose of the Study explained fully to all participants
- All quotations reproduced verbatim
- Executive Summary issued to all respondents
- Research report issued to all interviewees
- Report available on website and on request.

METHODOLOGY

1st Meeting July 4 2006

7 Researchers met with Tony Hall, EBC Head of Housing and Lesley Shenton, EBC Community Care and Housing Adviser, to discuss the need for the research, the aim, specific information required by EBC, the methods to be used in the survey and a timetable. It was agreed that a Questionnaire, a Focus Group and Interviews would constitute the research method for the survey. The Questionnaires would be sent to every address on the updated ESPOPF data base.

2nd Meeting July 17 2006

19 interested ESPOPF members were invited to a brainstorming session to identify the issues, which would form the basis for the Questionnaire. 11 members attended. Questions were agreed and the need for a Retirement Housing Fact Sheet identified.

3rd Meeting August 29th 2006

9 ESPOPF Researchers piloted the draft Questionnaire and amendments were agreed. A draft Retirement Housing Fact Sheet was tabled and discussed. Arrangements for the Focus Group on Sheltered Housing to be held at the September Open Meeting were agreed.

Focus Group September 19 2006

14 ESPOPF members attended. Two Researchers facilitated.

4th Meeting September 29 2006

7 Researchers met Tony Hall and Lesley Shenton. The Retirement Housing Fact Sheet was discussed and amendments agreed. The Questionnaire was examined in detail and amendments agreed. The Focus Group findings were received and discussed (page 33). Arrangements for the payment, production and circulation of the Questionnaire and Freepost Replies and Report were agreed. Tony Hall agreed to supply a version of the Electoral Roll for comparison with the ESPOPF Data Base.

5th Meeting November 24 2006

8 Researchers met to receive an update, which reported a number of unforeseen problems, which had caused the timetable to slip. However, a team of sheltered housing residents had despatched the Questionnaires with Fact Sheets, Interview Request Sheets (Appendices 1-3) and Freepost envelopes by November 1st. 6 Researchers agreed to assist with Analysis of the Questionnaires. 6 Researchers agreed to undertake the Interviews.

6th Meeting December 5 2006

4 Researchers met to re-visit the Interviewing method and to apportion the 41 interviews amongst six interviewers.

27 INTERVIEWS took place between December 2006 and March 2007 They were recorded on the spot and computerised later. All ethical procedures were observed. Lesley Shenton was to be asked to follow up certain individual cases; others were referred appropriately.

7th Meeting January 19 2007

8 Researchers met with Tony Hall and Lesley Shenton to discuss a presentation of the Analysed Findings arising from the return of 722 completed Questionnaires. The data had been transferred to a desk-top computer, using a Microsoft Access program and then to an Excel spreadsheet for analysis. It was agreed that production in colour of the Research findings would enhance the survey and that estimates should be sought to determine costs, both for black and white and colour. It was noted that some Housing Associations and EBC Local Area Committees would contribute funds.

8th Meeting February 16 2007

6 Researchers met with Tony Hall and Lesley Shenton to discuss the amended Findings. The design aspects of the Report were receiving attention, though all estimates for the printing were not yet available. Further amendments and Discussion points were noted. Lesley Shenton agreed to accept referrals arising from Interviews. Copies of Interviews were distributed and read.

9th Meeting March 23 2007

6 Researchers met with Tony Hall. The Research Contract was signed and the invoice for Expenses tabled. The completed draft sections of the Report were discussed and amended, the cover photographs were approved and a title discussed. The Interviews were circulated and discussed

10th Meeting May 4 2007

6 Researchers met with Tony Hall and Lesley Shenton. Final chapters of the Report were discussed, amended and approved. A timetable of work leading to a final meeting and prospective launch of the Report in June was agreed.

11th Meeting June 1 2007

4 Researchers met with Tony Hall to approve the latest additions and corrections to the Draft Report and to agree the title: Bleak Housing: Needs and Aspirations in Retirement. Arrangements were discussed for the launch on July 17 and distribution of the Report

LIMITATIONS OF THE STUDY

The Sample consists of ESPOPF members only.

- ESPOPF members are self-selected and may not be representative of the population at large.
- ESPOPF membership varies from parish to parish, so that, for instance, 29% of older people in Hound are members, but only 16% in Hedge End (Appendix 4).
- The age distribution of ESPOPF members is different from that of the 2001 Census. ESPOPF has fewer members between 60 and 69 years.
- It is not clear to what extent the 27 interviewees represent the situation of older people in the southern parishes.
- Few people, including the Researchers in the early stages of the survey, seemed to know about the housing options that are available to older people in the Borough, hence the need for the Housing Retirement Fact Sheet (Appendix 1).
- The attempt to discover views of sheltered housing was hampered by the fact that few people in the sample seemed to know what the term meant or to have any experience of it. However this is hardly surprising, given that, nationally, only 5% of older people over 65 live in sheltered housing⁶.

FINDINGS: QUESTIONNAIRES

1. RESPONSE RATE

ESPOPF sent out 3,324 Questionnaires to its members with the November 2006 Issue of ESPOPF's Newsletter. It sent one Questionnaire to every known single-member household and two Questionnaires to every known two-member household. One Questionnaire was sent to households about whom there was no information. Multiple copies of the Questionnaire were sent to centres where multiple copies of the newsletter were sent e.g. sheltered housing schemes.

Table 1 shows a response rate of 29% (643/2,194) from households where details of occupancy were known and a response rate of 7% (79/1,130) from the remainder. The overall response rate was 22% (722/3,324).

Questionnaires	Sent		Returned		% Response
Double households	1,372	2,194	357	643	29%
Single households	822		286		
Unknown occupancy	333	1,130	49	79	7%
Multiple distribution	797		30		
Total all households	3,324		722		22%

TABLE 1

2. GENDER OF RESPONDENTS

Chart 1 shows that the numbers of males and females in "double" households are almost equal, 51% males (182/357) and 49% females (175/357). There are higher proportions of females in all the other categories: "Singles" 81% (233/286); "Not known" 67% (33/49); "Multiples" 93% (28/30). There were 35% males and 65% females overall.

Males and females by household type (N=722)

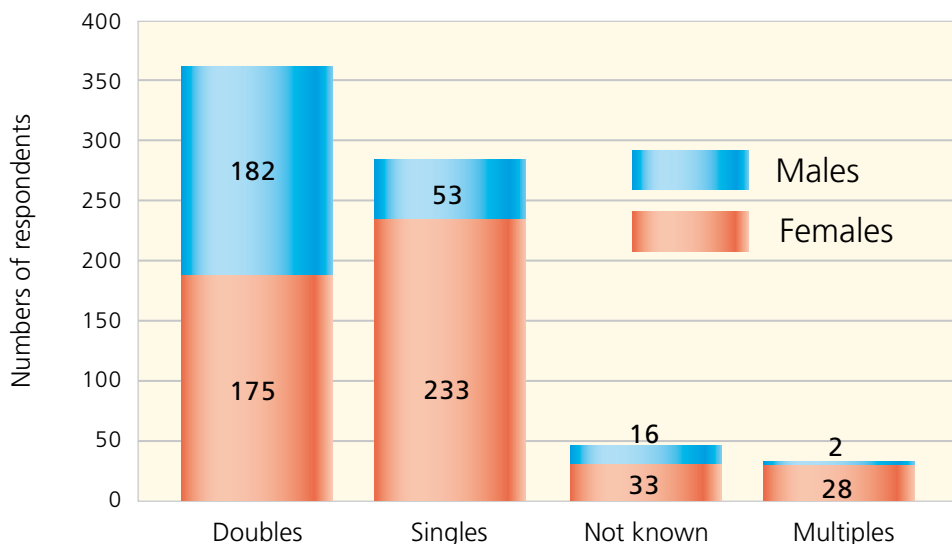


CHART 1

3. AGE DISTRIBUTION

The age distribution of the sample, Chart 2, follows that of the ESPOPF membership. The oldest person is 94 years and the youngest 60 years. The average age of the respondents is 75 years. This distribution is different from that of the Census because the 60 to 69 year-olds are under-represented in the responses.

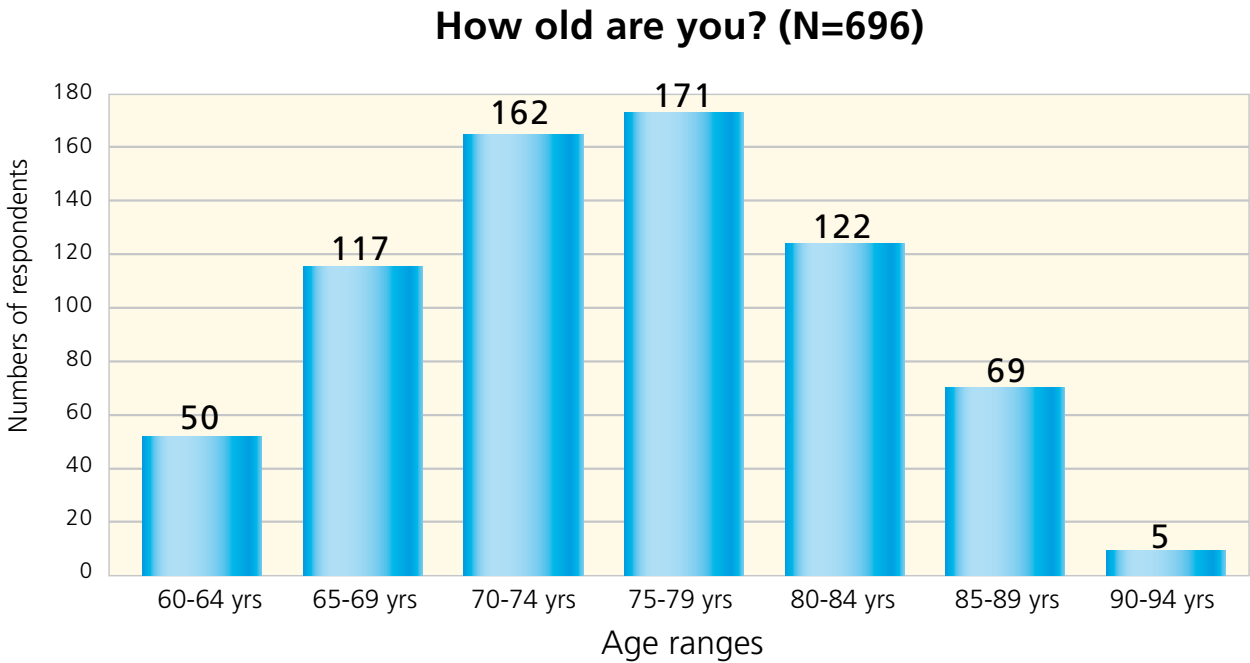


CHART 2

4. DISABILITY

Disability increases with age from 14% (7/50) for 60-64 year-olds rising to 60% (3/5) for 90-94 year-olds (Chart 4).

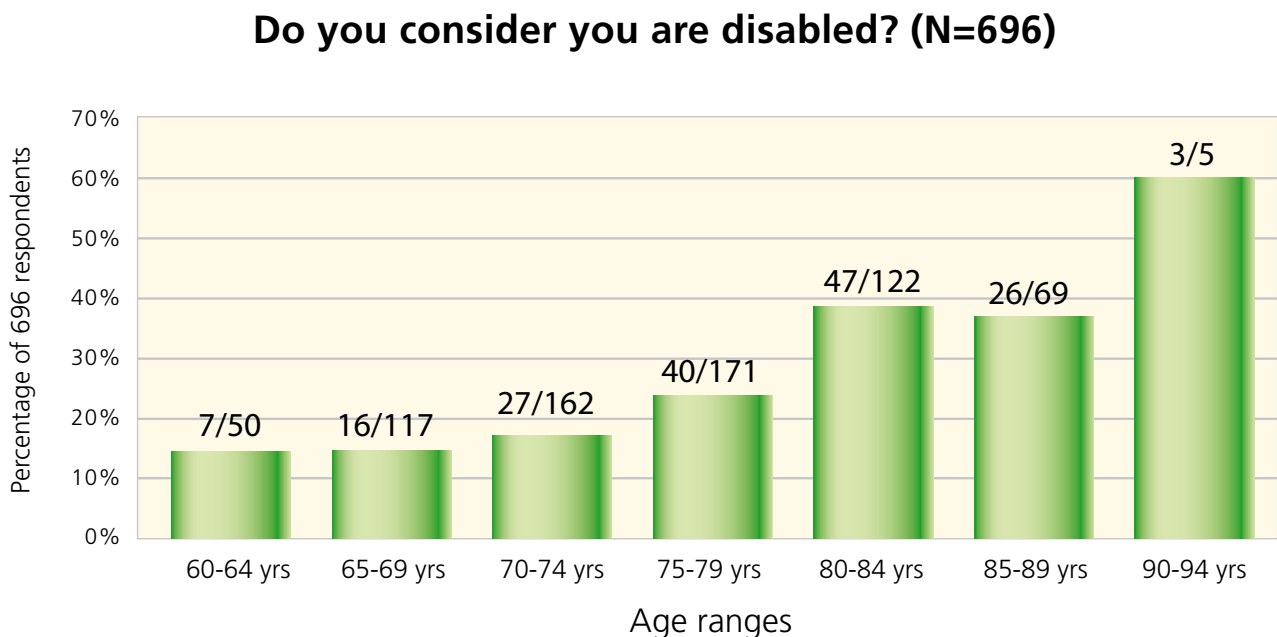


CHART 3

Respondents volunteered the following special needs:

- General** No stairs 43, stair lift 16, bungalow 12, ground floor 2.
Lift, wheelchair access, adequate-sized rooms, emergency exit, central heating, reclining chair 1.
- Bathroom** Walk-in showers 15, shower seat 3, raised toilet seat 3, grab-rails 5, hand rails 4, adaptations 4, bath chair 3.
Accessories, shower handle, large adapted toilet seat, downstairs toilet, bath hoist, bath stool, 1.
- Garden** Undercover, secure accommodation for power chairs 4, gardener 3.
Adaptations to steps, small ramp access 1.
- Sound** Loop system, loud doorbell, loud telephone 1.
- People** Home help 2, full-time carer 2.
Warden, handy person, wife 1.
- Transport** Help with shopping 2, transport 2.
Visitor parking, blue badge parking 1.
- Kitchen** Easy access to cupboards for short person, ramp 1.
- Bedroom** Mattress elevator, large bedroom for bed aid .

5. TENURE AND PROPERTY TYPE

Chart 4 shows that 85% of respondents (608/719) are owner-occupiers, and 13% (94/719) are tenants of a housing association. Nursing-home residents, those resident with their families and private tenants account for the remaining 2%.

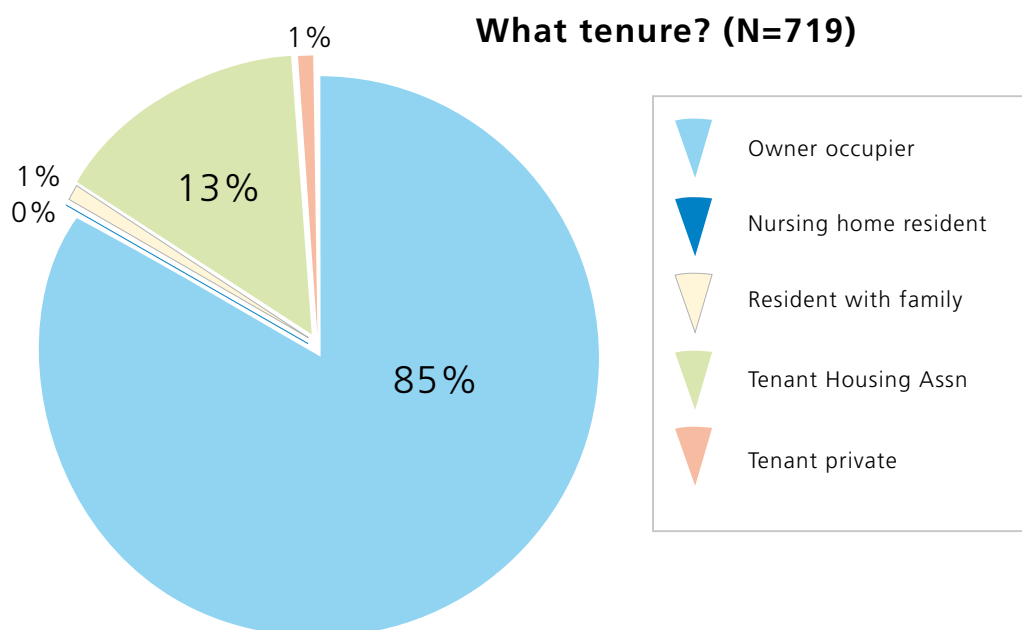


Chart 5 shows that 50% (360/716) of respondents live in houses, 28% (197/716) live in bungalows, 9% (63/716) live in chalet-bungalows and 8% (60/716) in flats. The other 4 categories account for the remaining 5% (36/716).

What type of property do you occupy? (N=716)

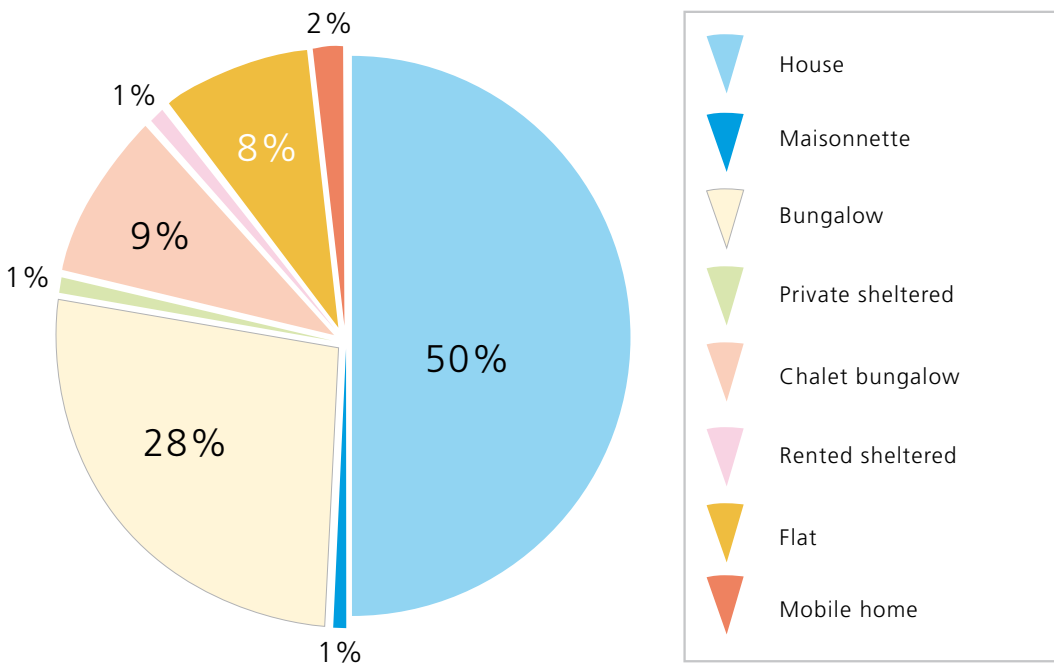


CHART 5

6. LOCATION

Chart 6 shows the numbers of respondents living in each of the six parishes. It shows, for instance, that there are 181 respondents from Hedge End, the largest parish. There are 77 respondents from Botley, the smallest. The population of over-60s in each parish are given in Appendix 4. It also shows the ESPOPF membership and the percentage response rates by parish.

Where do you live? (N=718)

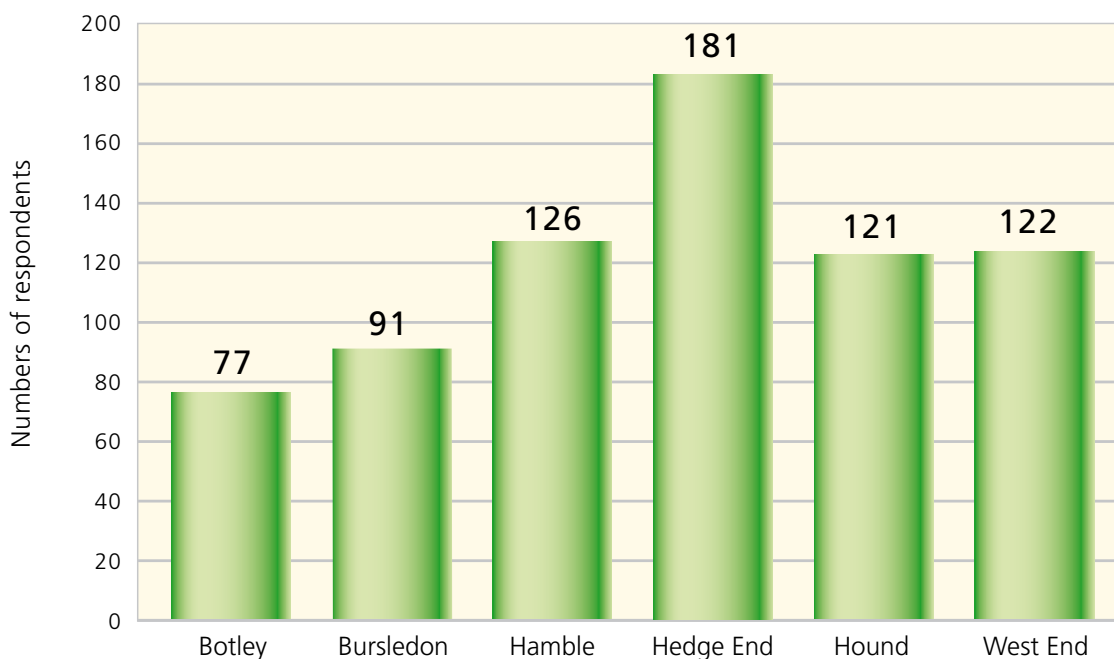


CHART 6

7. CAR OWNERSHIP

Car ownership reduces with age from 90% (45/50) of 60-64 year-olds to 40% (2/5) of 90-94 year-olds. The average is 76% (526/689) for all age groups. [The number of cars is estimated by allocating one car for every "single" and one car for every "double" household with transport.]

Is there a car in your household? (N=689)

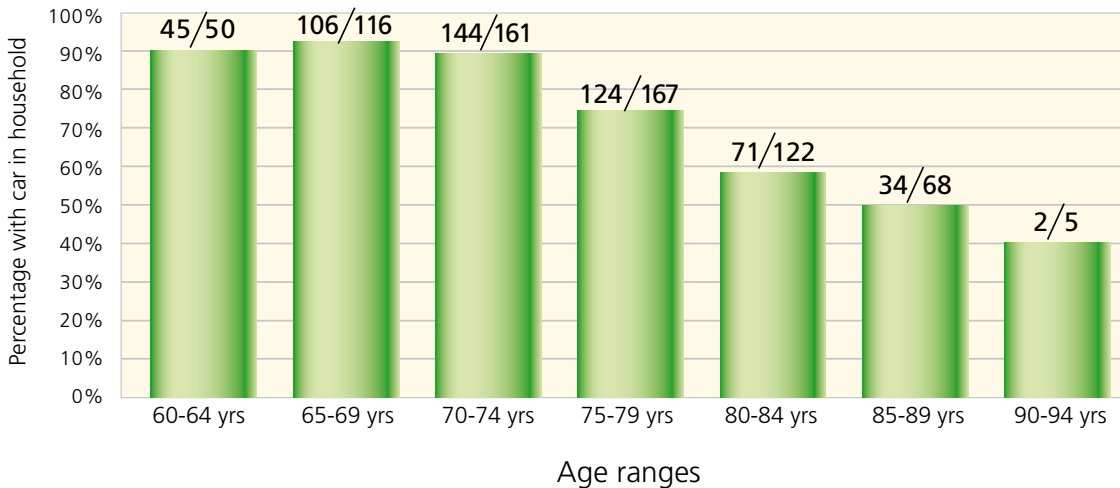


CHART 7

8. HELP NEEDED TO STAY PUT

Most older people want to stay in their own homes if they can but 21 forms of help are needed to enable them to achieve this, Chart 8. The main requirements are: gardener 49% (353/722), handy person 38% (274/722), window cleaning 34% (242/722), home help 31% (226/722), emergency call system 26% (188/722), help with shopping 23% (166/722) and transport 22% (160/722).

What assistance will help you to stay put? (N=2,220 answers)

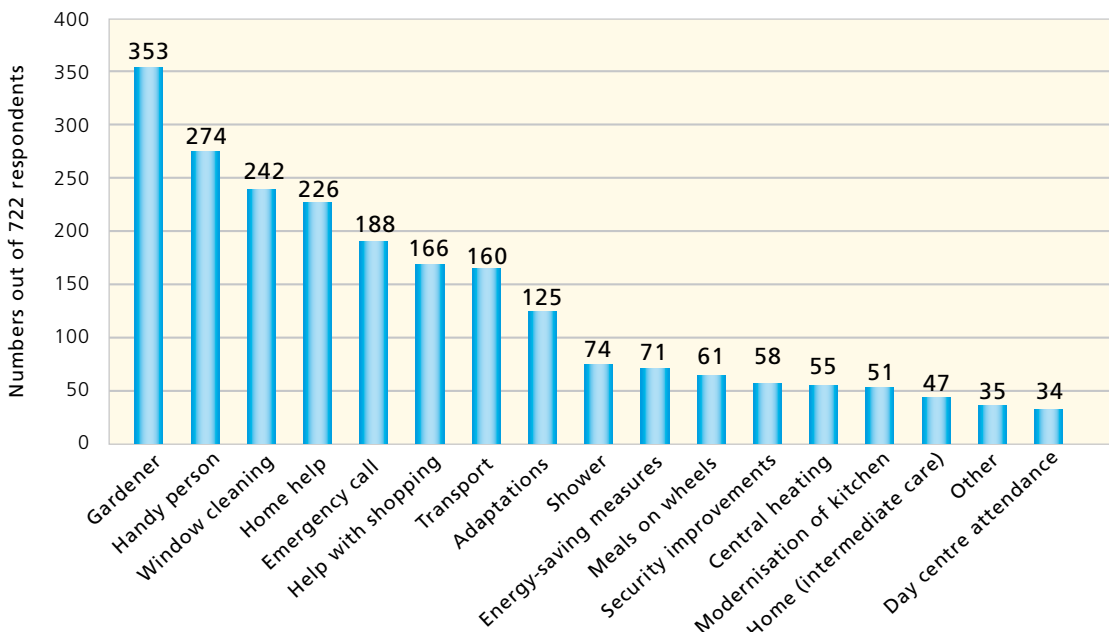


CHART 8

Other forms of assistance volunteered are:

Stair lift 3, wife 2.

Daily visit by nurse, less council tax, home help, upstairs toilet 1.

Comments from the Questionnaire:

"I hope to stay here until I'm too ill to live alone." 86 year old

"I do all my own housework and gardening and use Dial-a-ride for shopping." 85 year old

"I have all I want as long as I can get up the stairs!" 70 year old

" I'll probably want everything eventually." 78 year old

"At the moment, I can look after myself." 63 year old

"We need a shower. Neither my husband nor myself can get in and out of the bath. Him not at all and me with great difficulty." 85 year old

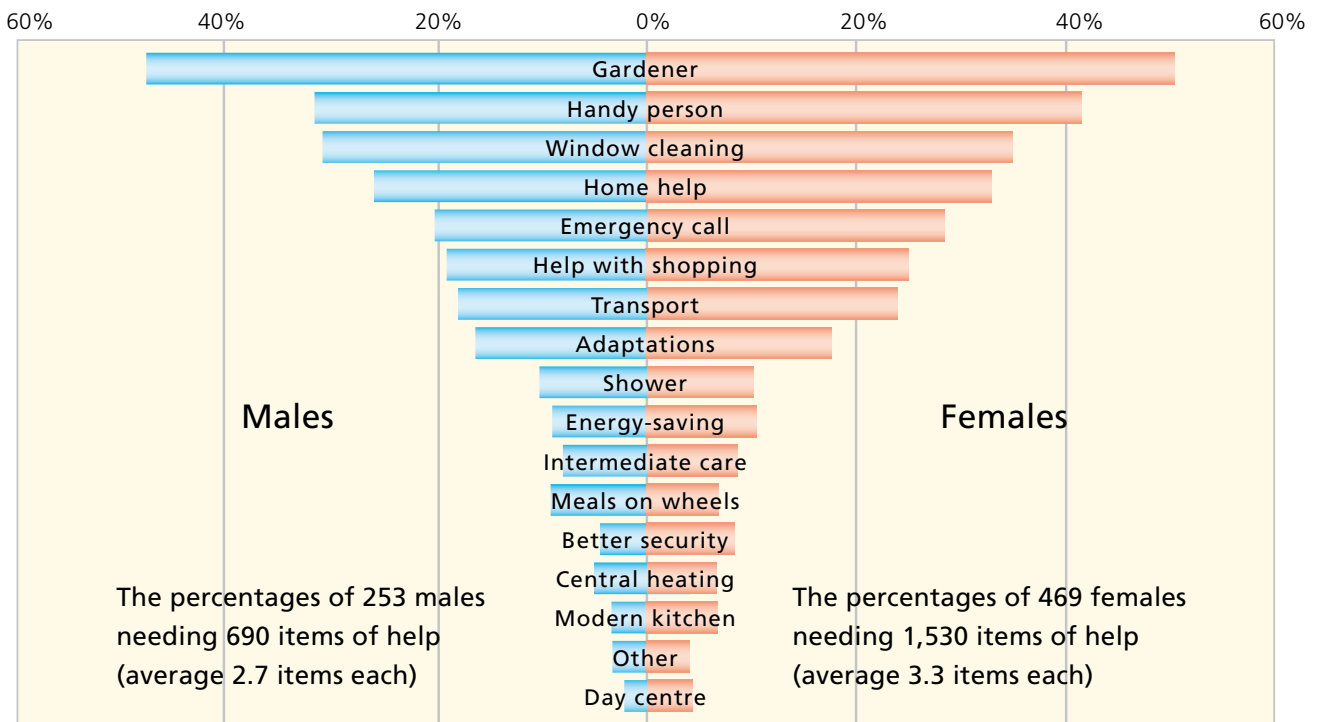
"We have everything we need in our bungalow: shower and adjustable beds. Modern everything." 82 and 86 year olds

"I did downsize to a 2-bedroom house 14 years ago, so would like to think I can stay here." 84 year old

"I am fully satisfied with my home. I do all my cooking, cleaning and gardening." 87 year old

"A more reliable bus service than Solent Blue Line, which recently changed time, routes, numbers, but no timetables." 79 year old from Hedge End

Percentages of 722 respondents needing assistance (N=2,220 items)



Women are more likely than men to want assistance, in a ratio of 5 to 4. Despite this, the proportions of types of assistance required are almost identical as Chart 9 shows.

9. FINANCIAL CONSIDERATIONS

Older people are often faced with bewildering financial problems e.g. residential care costs, inheritance tax, being asset-rich but cash-poor, cost of maintaining property. Chart 10 shows that the preferred solution to these problems is moving to a smaller property, 58% (235/399). Financial incentive, 20% (78/399), and equity release, 14% (54/399), would also be considered.

Would you consider any of the following ? (N=399)

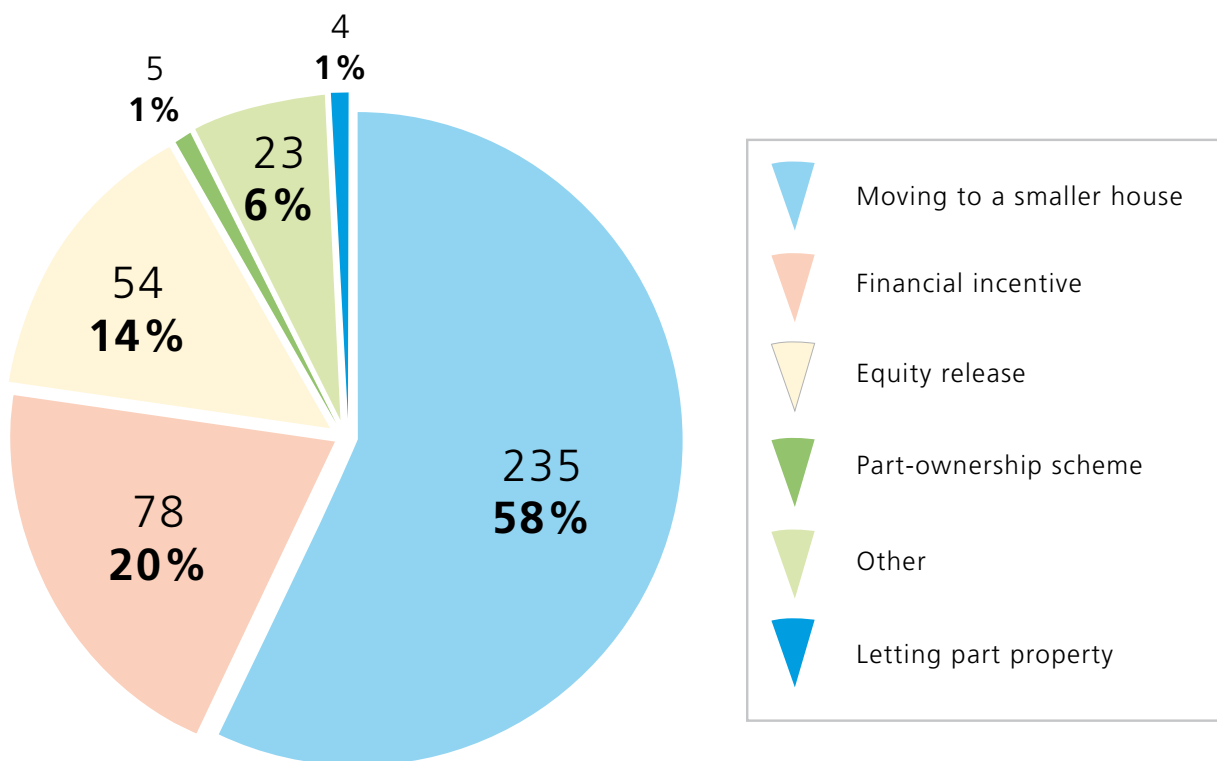


CHART 10

Other options that were volunteered were:

Retirement flat, newer property, smaller garden, semi-rural, car parking for visitors and helpers, moving to a larger house, away from southern Hampshire, along the coast

Comments from the Questionnaire:

“Hope always to stay in my own home.” 78 year old

“Probably need Equity Release to pay the Housing Tax!” 70 year old

10. REASONS TO MOVE

Chart 11 shows that of 20 possible reasons for moving, the most compelling are: health reasons 52% (379/722), lack of mobility 45% (326/722) and inability to maintain property 40% (288/722).

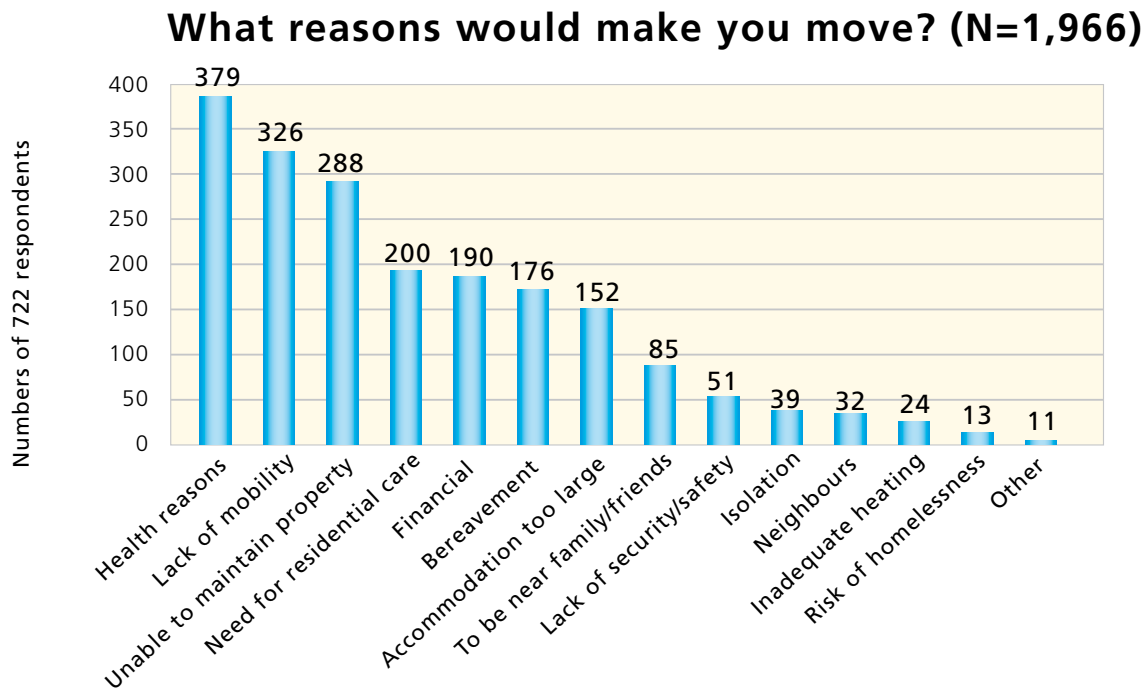


CHART 11

Other reasons volunteered were:

Hooligans, redundancy, death, destruction of the environment by overdevelopment, need for more space, need for larger kitchen with eating area.

The reasons for moving given by owner-occupiers and those living in rented accommodation are compared in Chart 12 and Table 2. Owner-occupiers are three times as likely to have difficulty maintaining their properties (44% as opposed to 15%), more likely to have financial worries (29% compared with 11%), more likely to have accommodation which is too large (23% and 5%), and more likely to move because of bereavement (28% and 4%). Tenants are more likely to move to be near family and friends (18% and 11%). Lack of security, inadequate heating, neighbour problems and risk of homelessness affect tenants more than home-owners.

RELEVANT WEB-SITES FOR DATA ANALYSIS

Microsoft Works -tables -	www.internet4classrooms.com/database_win.htm
Microsoft Excel – tables -	www.audiencedialogue.org/excel4
Overview -	www.edu/courses/alustraining/Excel tips/Survey
Pivot tables -	http://peltiertech.com/Excel/Charts/index/Pub0009
Tornado chart -	http://peltiertech.com/Excel/tornadochart.htm
Graphs and charts -	www.statcom.ca/english/edu/power/ch9/create/create http://peltiertech.com/Excel/ChartsHowTo/index.htm
Microsoft Access –	http://www.functionx.com/access/applications/survey.htm

Reasons 94 tenants and 608 owner-occupiers might move

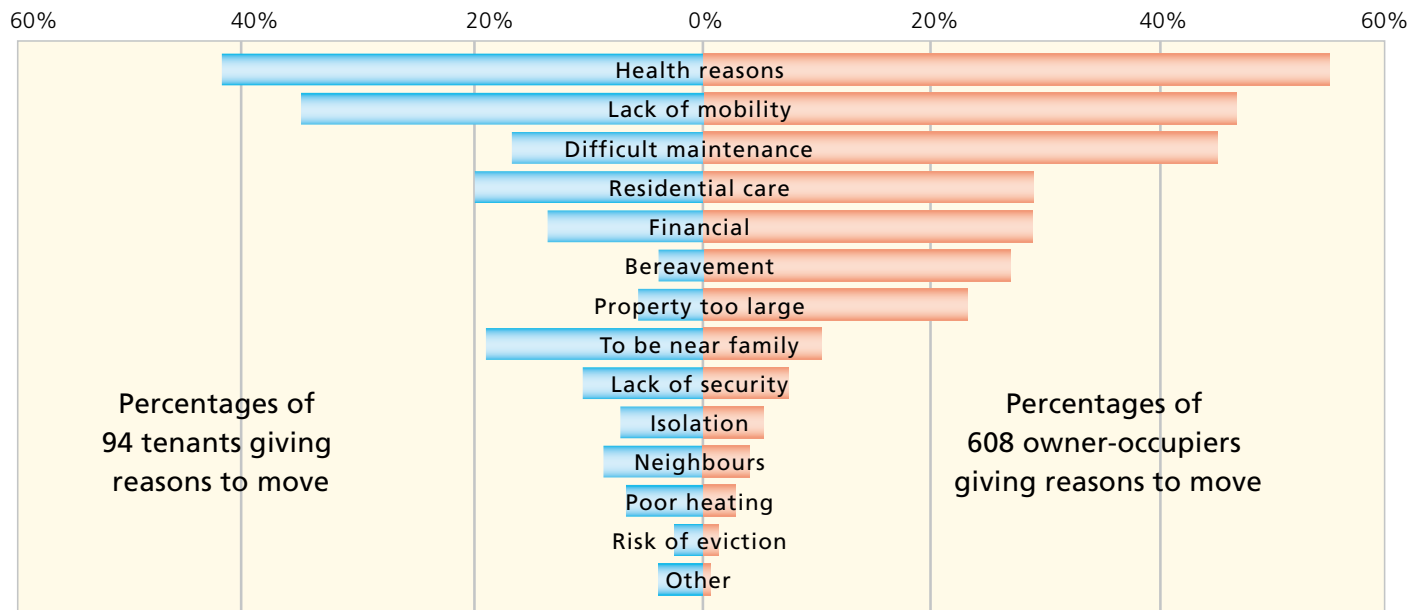


CHART 12

	94 Tenants	608 Owners
Health reasons	40 (43%)	330 (54%)
Lack of mobility	31 (33%)	284 (47%)
Difficult maintainance	14 (15%)	268 (44%)
Residential care	19 (20%)	175 (29%)
Financial	10 (11%)	176 (29%)
Bereavement	4 (4%)	168 (28%)
Property too large	5 (5%)	141 (23%)
To be near family	17 (18%)	64 (11%)
Lack of security	8 (9%)	41 (7%)
Isolation	5 (5%)	30 (5%)
Neighbours	6 (6%)	26 (4%)
Inadequate heating	5 (5%)	19 (3%)
Risk of homelessness	3 (3%)	7 (1%)
Other	4 (4%)	6 (1%)
Total numbers (1,906)	171	1,735

TABLE 2

Comments from the Questionnaire:

"Would move with reluctance since I am financially secure." 89 year old

"I have no intention of moving." 78 year old

11. DESIRABLE FEATURES OF A NEW HOME

It seems evident that the requirements of older people shown in Chart 13 should influence retirement policy and planning. High on the list of desirable features come own front door 73% (526/722). Ease of access to amenities 72% (523/722), small garden 53% (381/722), car parking 51% (366/722) and proximity to family 38% (276/722). Difficulties with gardening 53% (381/722), climbing stairs 50% (364/722) and having a bath 49% (353/722) are sources of worry.

What features would you look for in a new home? (N=5,083)

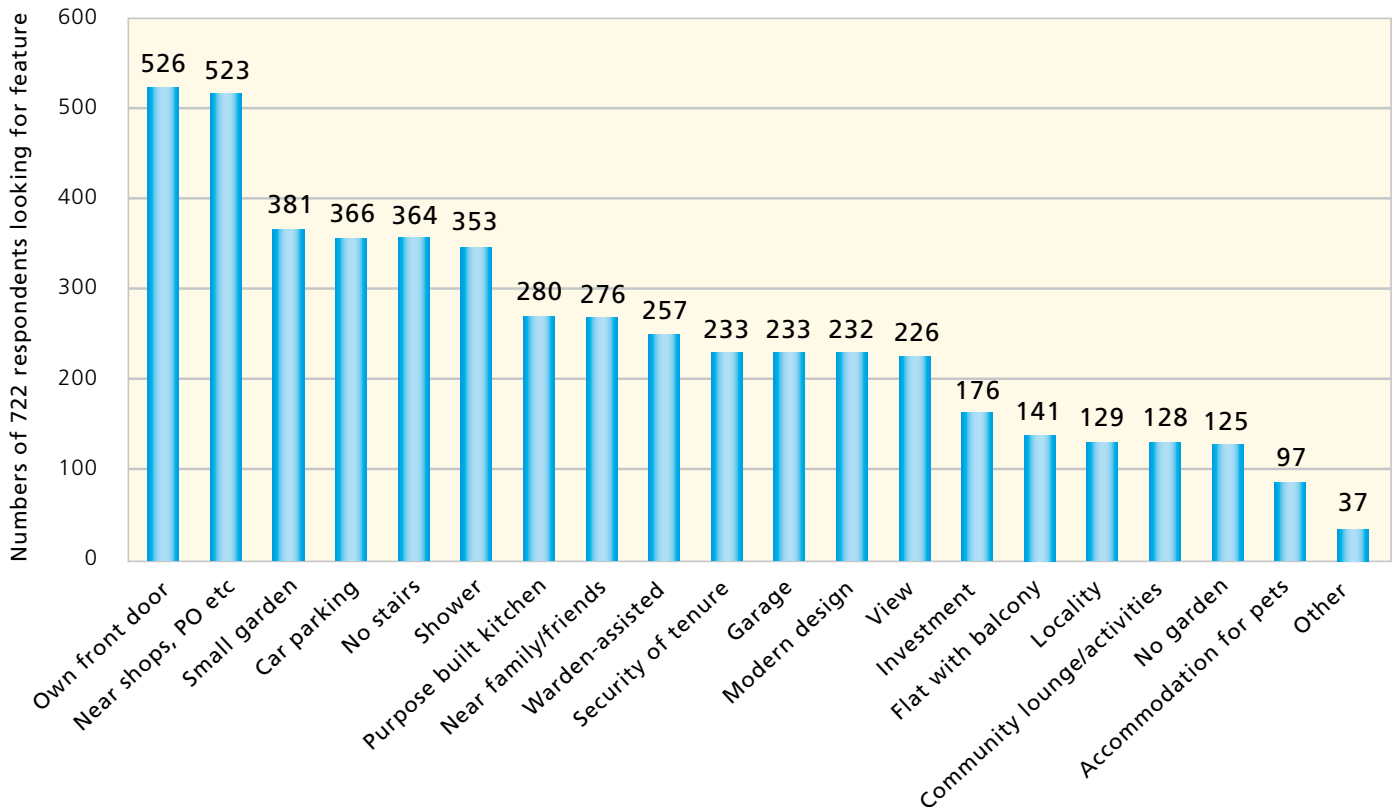


CHART 13

Other desirable features volunteered:

GP's catchment area 7, near public transport 6, lift 5, near the water 2.

Quiet, away from traffic, away from troublesome children, Sky television, own garden shed, no traffic noise, near church, near hospital, patio, reasonably priced, windows in kitchen, energy-saving measures, more room, not in town centre, good outlook, in countryside, greenery.

12. PREFERRED LOCATION

Tables 3 and 4, show those wishing to remain in their own parishes in green. Those in beige indicate that they prefer other localities.

Only 18% of respondents (128/722) replied to the question on the preferred area for down-sizing, if reasonably independent. By contrast, 60% (436/722) replied if needing to go into Extra Care, Rest Home or Nursing-home. In all cases, older people wanted to stay in their own localities. The most desirable locations, Charts 14 and 15, are Hedge End and Hamble. Botley and Bursledon seem to be the least popular.

Other areas volunteered were:

Coastal area 3, somewhere pleasant, Bursledon or West End, country not town, not far from Netley Abbey, Dorset coast.

PREFERRED AREA WHEN DOWN-SIZING

The areas where 128 respondents would like their new home when down-sizing	The six parishes where 128 respondents live							Total
	Botley	Bursledon	Hamble	Hedge End	Hound	West End		
Botley	18						18	
Bursledon		10					10	
Eastleigh		1		1			2	
Hamble		2	19				21	
Hants	2					2	4	
Hedge End	1	1		29		2	33	
Hound					18		18	
Other		3	2	2			7	
West End		1				14	15	
Total	21	18	21	32	20	16	128	

TABLE 3

PREFERRED AREA FOR RESIDENTIAL CARE

The areas which 436 respondents would prefer for Extra Care	The six parishes where 436 respondents live							Total
	Botley	Bursledon	Hamble	Hedge End	Hound	West End		
Botley	22			4			26	
Bursledon		35		1	1		37	
Eastleigh	1	3	3	3	3	2	15	
Hamble		2	67	1	2		72	
Hants	6	5	6	2	8	6	33	
Hedge End	5	2	1	99		2	109	
Hound	1	1		1	59	1	63	
Other	1	5		7	4	4	21	
West End	1	4		1		54	60	
Total	37	57	77	119	77	69	436	

TABLE 4

If you needed to down-size, in which area would you prefer to live? (N=128)

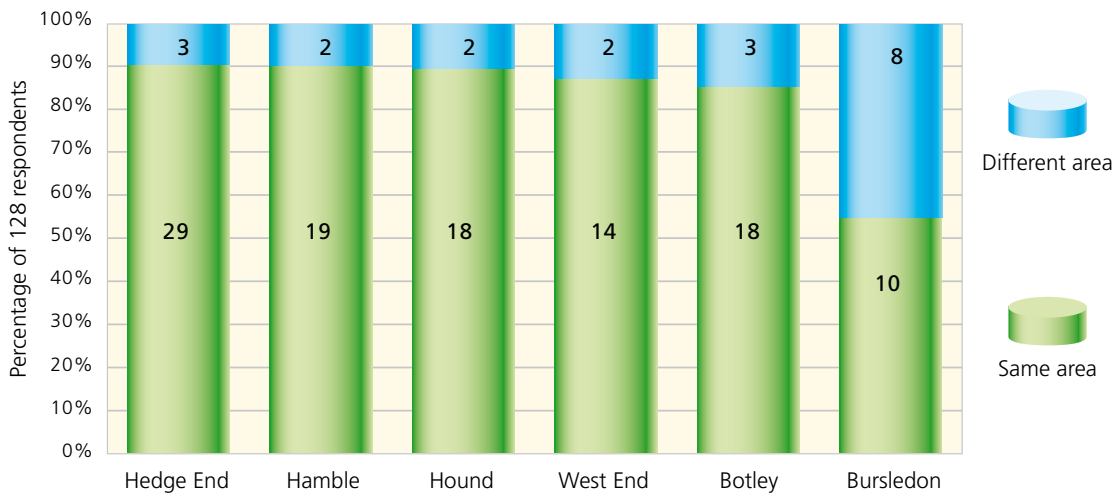


CHART 14

If you need to go into Extra Care, Rest Home or Nursing Home, in which area would you prefer to live? (N=436)

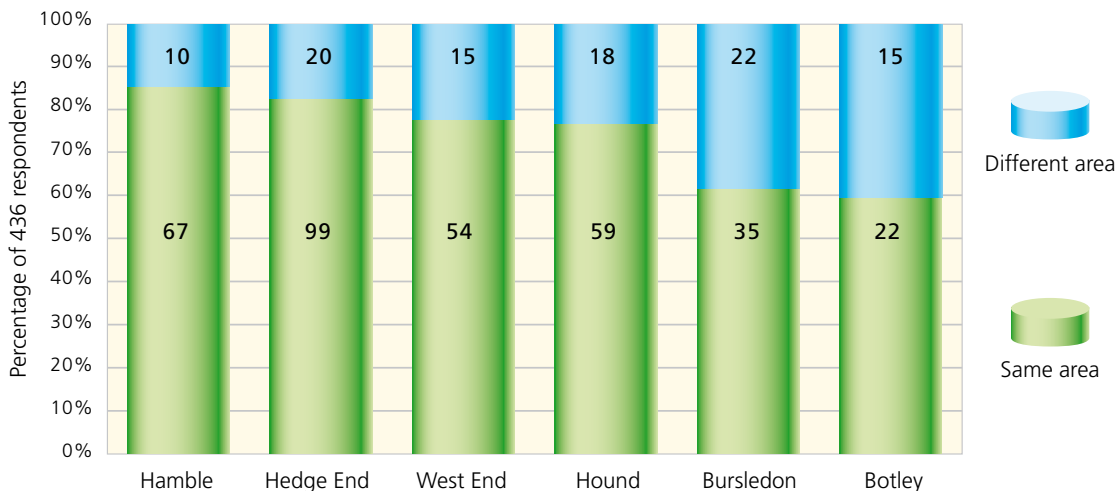


CHART 15

Comments from the Questionnaire:

"I'd be too infirm to care." 62 year old

"If I became in need of any of these, I would lose hope so the area would not matter." 68 year old

"I could not bear to think of that until it becomes inevitable." 75 year old

"I don't know." 75 year old

Comments on Localities:

"Thornhill – the forgotten land. No-one does anything for this area." 68 and 70 year olds

"Over-development in Hamble must stop. It will become a slum if it goes on. It may be too late already." 89 year old

"I am very fortunate and happy in a 2- bedroom bungalow near the shops and bus stop. Am able to get to the surgery – particularly now with a free bus pass. How fortunate we are in this area." 83 year old Hamble resident

13. PREFERRED ACCOMMODATION

The types of housing most likely to be chosen by would-be owner-occupiers and by would-be tenants, are shown in Charts 16 and 17. Nearly half of the owner-occupiers, 44% (196/446), and nearly two-thirds of the tenants, 61% (119/194), prefer bungalows or chalet bungalows to other accommodation. Flats or maisonnettes rank second. In other words, older people do not want stairs.

What accommodation are you most likely to choose, if you are able to be reasonably independent? (N=446 wanting to buy)

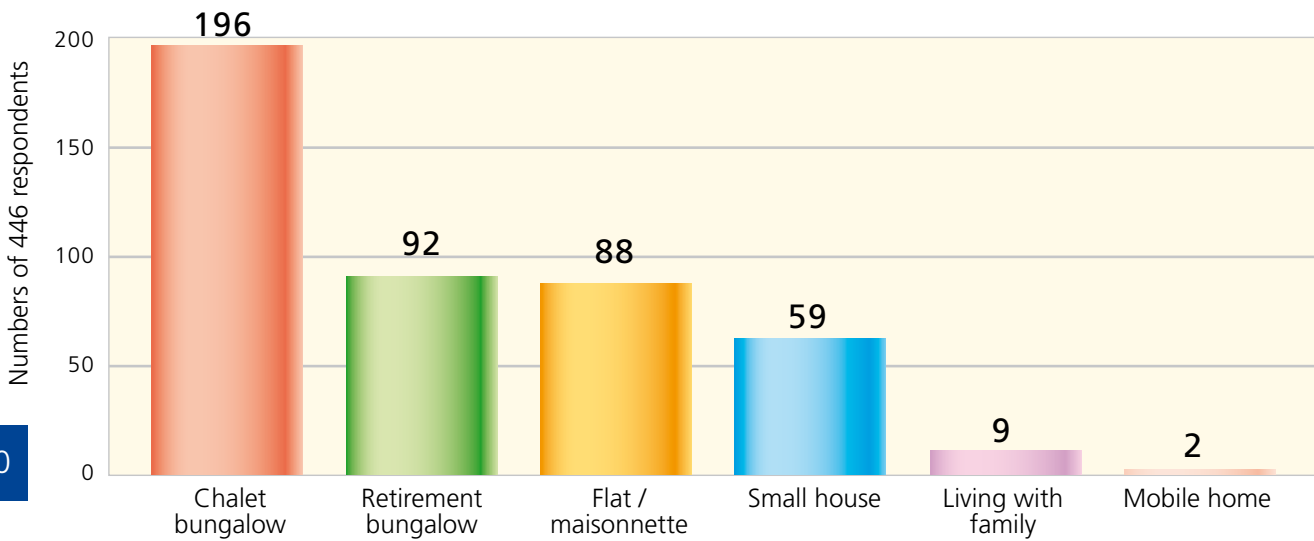


CHART 16

What accommodation are you most likely to choose, if you are able to be reasonably independent? (N=194 wanting to rent)

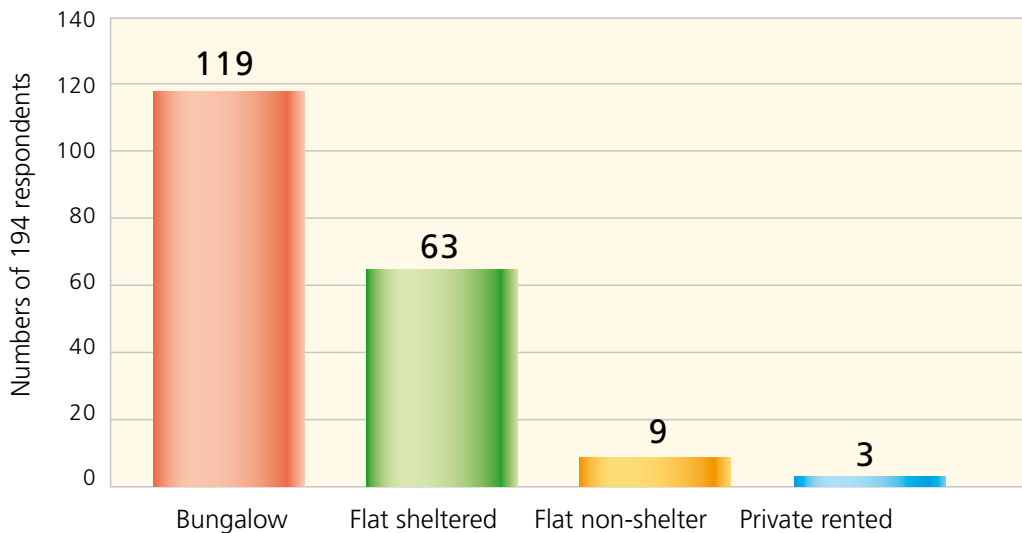


CHART 17

How many bedrooms would you prefer?

Chart 18 shows that older people want to reduce the number of bedrooms when moving. The left side of Chart 18 and Table 5 show that 43% (238/559) of respondents now occupy 3-bedroom properties; 31% (173/559) occupy 2-bedroom properties and 7% (38/559) occupy 1-bedroom properties. 19% (110/559) have 4 or more bedrooms. The right side of the Chart 18 shows the number of bedrooms respondents were most likely to choose if reasonably independent. The great majority, 79% (412/524), choose 2-bedroom properties; next, 13% (67/524) choose 3-bedroom properties and 8% (43/524) choose 1-bedroom properties. The change from dark blue to light blue highlights the trend on down-sizing.

Present and preferred bedroom accommodation

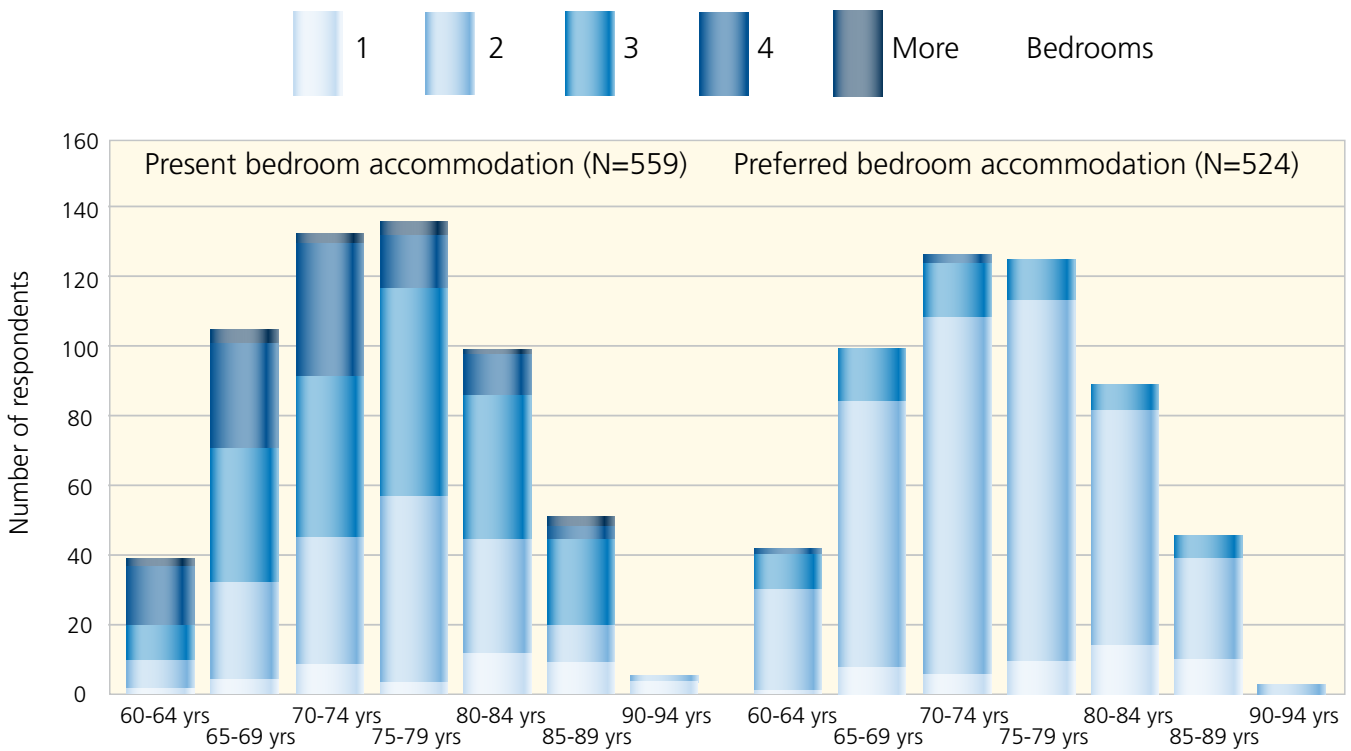


CHART 18

Ages	Present number of bedrooms of 559 respondents					Estimated future number of bedrooms of 524 respondents				
	1	2	3	4	More	1	2	3	4	More
60-65 yrs	1	9	10	17	2	1	29	11	1	
65-69 yrs	5	27	39	30	3	8	77	14		
70-74 yrs	9	37	61	21	2	7	101	16	1	
75-79 yrs	2	55	61	14	3	9	101	14		
80-84 yrs	12	33	41	12	1	11	70	7		
85-89 yrs	7	12	25	3	2	7	32	5		
90-94 yrs	2		1				2			
Totals	38	173	238	97	13	43	412	67	2	

TABLE 5

14. PERCEPTIONS OF SHELTERED HOUSING

Chart 19 shows having one's own front door 60% (432/722), no responsibility for maintenance 56% (407/722) and independence 54% (387/722) were valued above other aspects. Security and companionship make up most of the other advantages.

Other advantages volunteered were:

Ownership of property, lift, live-in warden.

Which advantages of sheltered housing do you or would you find attractive? (N=3,703)

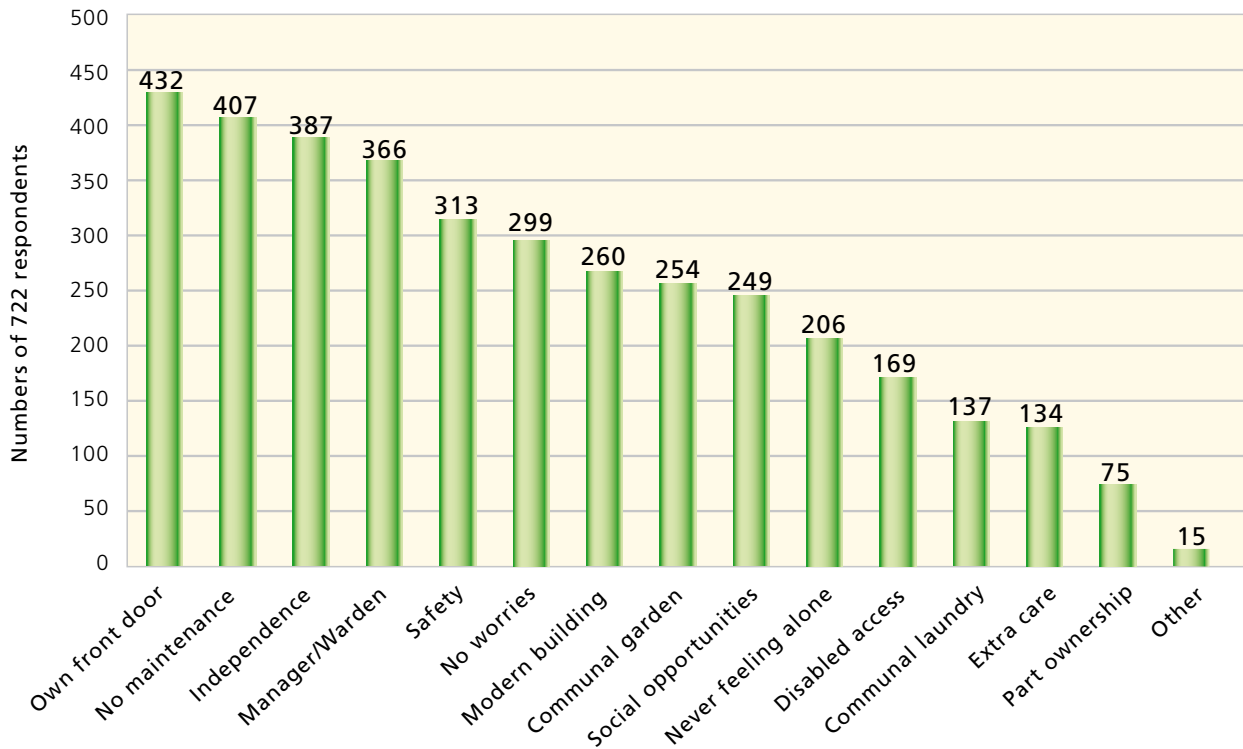


CHART 19

If you are in, or considering sheltered housing what do you dislike or think might put you off (N=1,843)

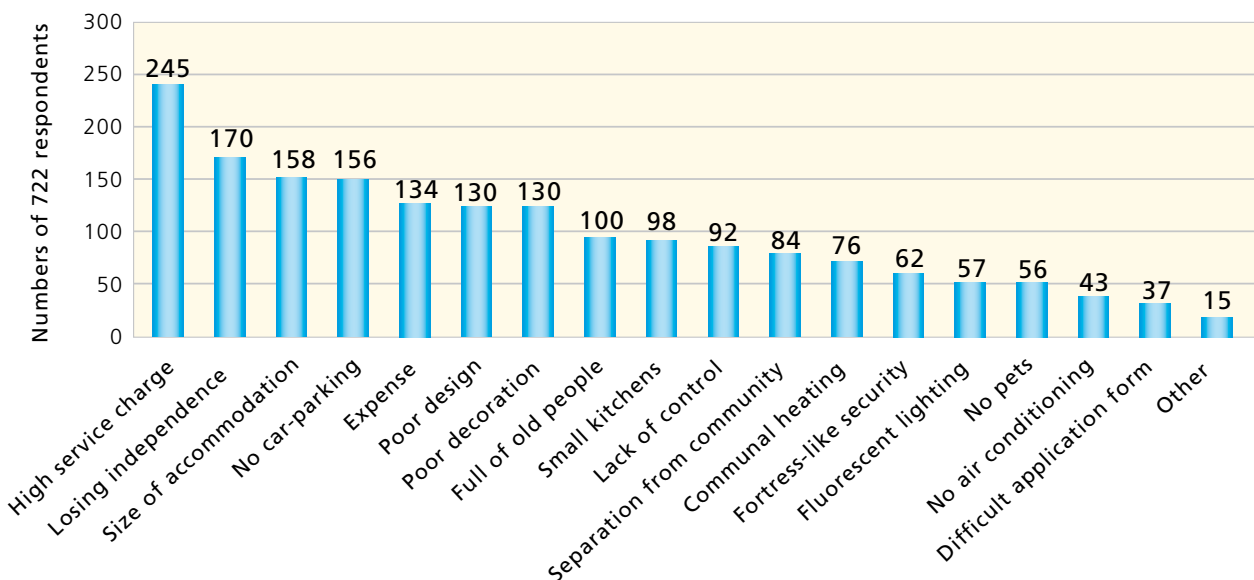


CHART 20

High service charges 34% (245/722), loss of independence 24% (170/722), size of accommodation 22% (158/722) and lack of car parking facilities 22% (156/722) are seen as the main disadvantages. There is a variety of other anxieties.

Other disadvantages volunteered were:

No sound-proofing, situated on main road, bossy warden, attitude and demeanour of housing association, communal washing room, laundry, pets.

Comments:

“At present, I do not see sheltered housing as an attractive option.” 62 year old

“Would only consider sheltered housing as a last option.” 80 year old

15. ADVICE AND ASSISTANCE IN DECISION-MAKING

Help with removal is needed by nearly half the respondents, 47% (338/722) and information about housing options needed by 38% (271/722). Physical help with furniture disposal and viewing properties are important as are other forms of advice, legal matters, benefits, tenure rights and filling in forms, Chart 21.

What would you need advice for and/or assistance with? (N=1,901)

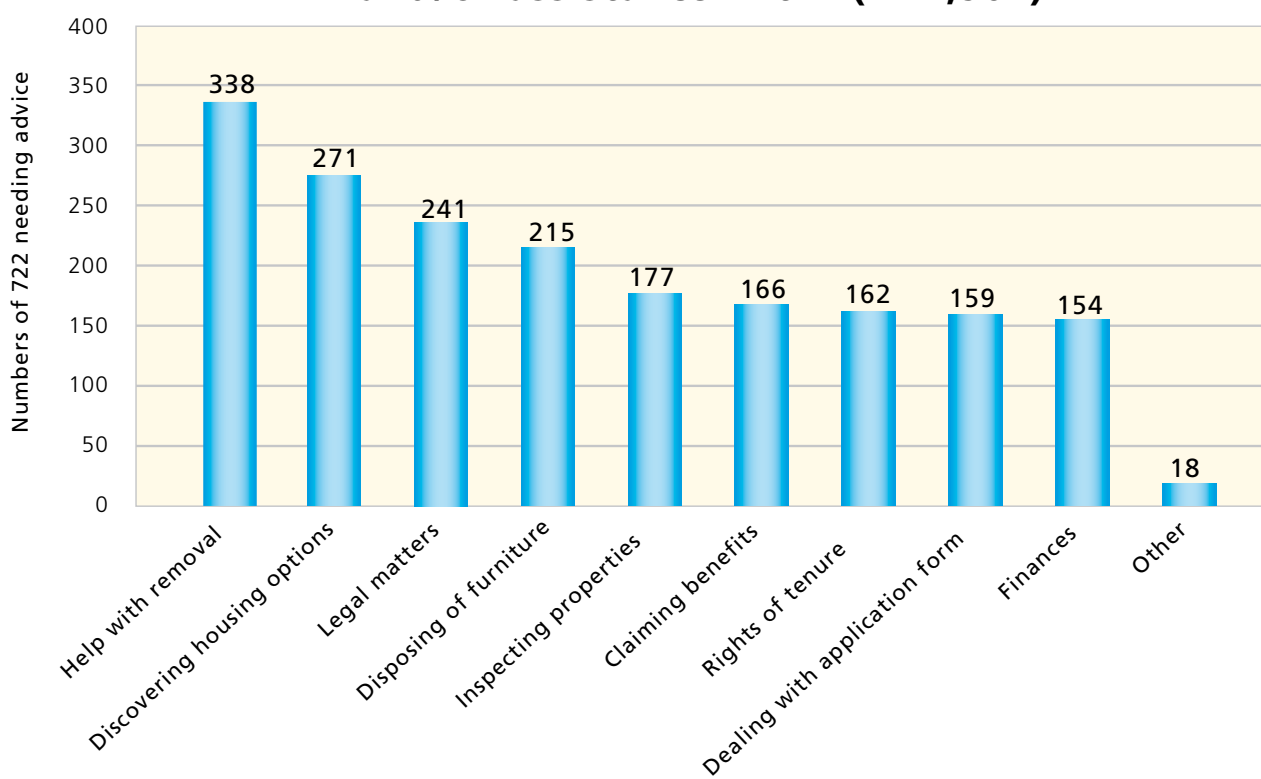


CHART 21

Other suggestions :

Most things, unbiased information.

Chart 22 shows that owner-occupiers need more help and advice with housing options and legal matters. Tenants on the other hand need more help and advice with removal, claiming benefits and rights of tenure.

Advice and assistance needed by 608 owner-occupiers and 94 tenants as percentages

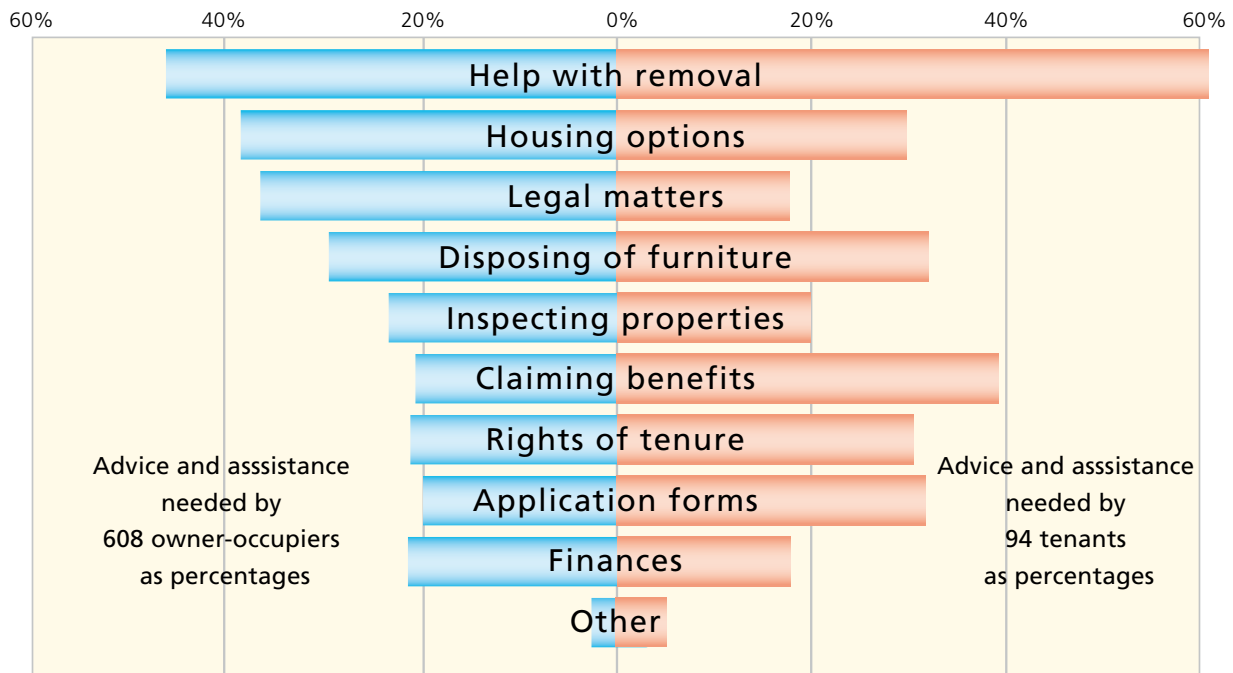


CHART 22

Comments:

"If I lose the ability to investigate these aspects for myself, then life will be worth nothing, so I would probably cease to care what might happen." 66 year old

"When one of us dies, my daughter wishes the remaining one to sell our property and hers and buy another property to live together. No-one knows if we may need care home or such later." 82 year old

"If I become ill, would it be cheaper having someone to live in or residential care?" 77 year old

"I hope family would help...any of the above would be required." 71 year old

"Feel trapped as the value of my home does not allow me to move – too old to start a new mortgage." 70 year old

"Would ask ESPOPF's advice , should the time come..." 73 year old

"Quite capable of making my own mind up." 70 year old

"My sister would help me." 81 year old

FINDINGS: INTERVIEWS

A INTERVIEWEES

1 Sample

27 ESPOPF members were interviewed: 11 men and 16 women; 8 couples and 11 individuals. Their age range is 64 – 85: 7 in their 60's; 11 in their 70's; 9 in their 80's. They live in the six parishes and occupy a wide range of housing: 10 in detached and semi-detached houses in urban and semi-rural locations; 4 in mobile homes in caravan parks; 9 in bungalows in housing-association, sheltered-housing schemes; 2 in chalet bungalows; 1 in a flat and 1 in terraced property.

Botley	Bursledon	Hamble	Hedge End	Hound	West End
3	6	2	2	7	7

2 Given Reasons for Interview Requests

"I thought, well, if I do get some information, then you can make an informed choice, because I am not one to make my mind up easily." 70 year old

"Everyone was asked if they wanted an interview." 65 year old

"We hope you would help us out. We don't know the first steps to help us move. What I was concerned about was do we move in somewhere and sell this, or do we sell this and find a new place?...It's just deciding what is the first step. The Which? Magazine says we have to realise the value of this place and then buy somewhere smaller, a bungalow. The idea of going about it I find absolutely appalling. We raised two kids here and they have both raised their own kids and this place is full of family." 81 year old

"When the phone came through, well you can't write it all down on paper." 68 year old

"I just thought, you know, perhaps I'd like to see what the questions were." 75 year old

"I've always wanted help with filling forms in. There's always a certain number of forms and I'm never exactly sure how to fill them in. There's so many questions I always feel I am contradicting myself." 85 year old

"I can't imagine myself starting. That's the problem. Then there's getting rid of all the things. The worst thing is getting packed up after all these years. All that junk. Should have done it ten years ago." 84 year old

"What I want is some sort of bath aid to enable me to get in and out of the bath, but if I go to sit down, I plonk down and getting up – you can imagine - I just can't manage to get out." 85 year old

"Because of my confusion about whether to come, go, stay, warden-assisted, one-bedroomed, I was in a state of indecision. And my age." 79 year old

"I felt I was not aware of the options and that it might be useful to know what is available to me if I can't manage to stay where I am." 70 year old

"I can't remember what I had in mind...One of the complaints was about I would like to move away from here. I would like to get away from here - this place." 80 year old

B DETAILS



1 Health

"I had a stroke. My walking is poor, my left hand I can move a bit, but the fingers are tightening up. Sometimes, they slacken up, but not always. If I hang out the washing, I've got to do it one-handed and when I've got a walk-in bath, I've got to have something to hold onto to get in there. It is difficult at times. Opening tins is a problem. Pushing through the thing (bubble pack) of tablets – they don't always come out. Luckily, my speech is good. I've got a lady who does my hair and someone who do my feet." 75 year old

"I've got macular de-generation. I am not blind. I just can't read. They can't do nothing about it." 80 year old

"I am partially disabled because I had a stroke in 1994 and it has left me – my right leg – you know... I can get about OK, but I've got a limp and it seems to be getting worse and I certainly don't look forward to the winter. Anyhow, I still manage. When I've done the shopping, I am really struggling to get back to the car. My general health is fairly good, except for the limp." 77 year old

26

"I had pneumonia last year. I was in intensive care for three days and high intensity ward for three weeks. Then in an ordinary ward for two weeks. Then I came home and developed a kidney infection, because my kidney collapsed when I was in hospital and I had a dialysis machine. I am diabetic and had heart failure. I am just getting back to being able to go upstairs, but I still have to go one by one on all fours." 72 year old

"I suffer from rheumatoid arthritis. I have had two knee replacements, one hip replacement, a very serious neck operation in 1993, which, if I hadn't had it done, I would have been paralysed. Also had numerous operations on my hands, which have not always been successful... As far as anything else is concerned, they can't do much more for me and I shall just have to live with it." 73 year old

"I had a fractured femur, hairline fracture and a replacement hip, so I am a bit immobile. I wouldn't go without a stick outdoors. I can't walk as I used to. That is not possible." 84 year old

"I had polio, when I was twenty, which damaged my right leg...I can't balance on my right leg for more than half a second, so I have to be awfully careful...so I couldn't look after myself." 81 year old

"I keep telling myself I mustn't get a stair lift because as soon as I get one I am getting lazy and while my heart is pumping and my muscles are working that's good." 84 year old

"It's general deterioration at the back of the eyes, which they can do nothing about." 85 year old

“At this moment in time, I would say that I am reasonably well, reasonably healthy, reasonably mobile, but I did have a very bad fall in the kitchen on those hard tiles which frightened me and it was 6-8 weeks before I got over it for my hip, but it left me with a neck problem.” 79 year old

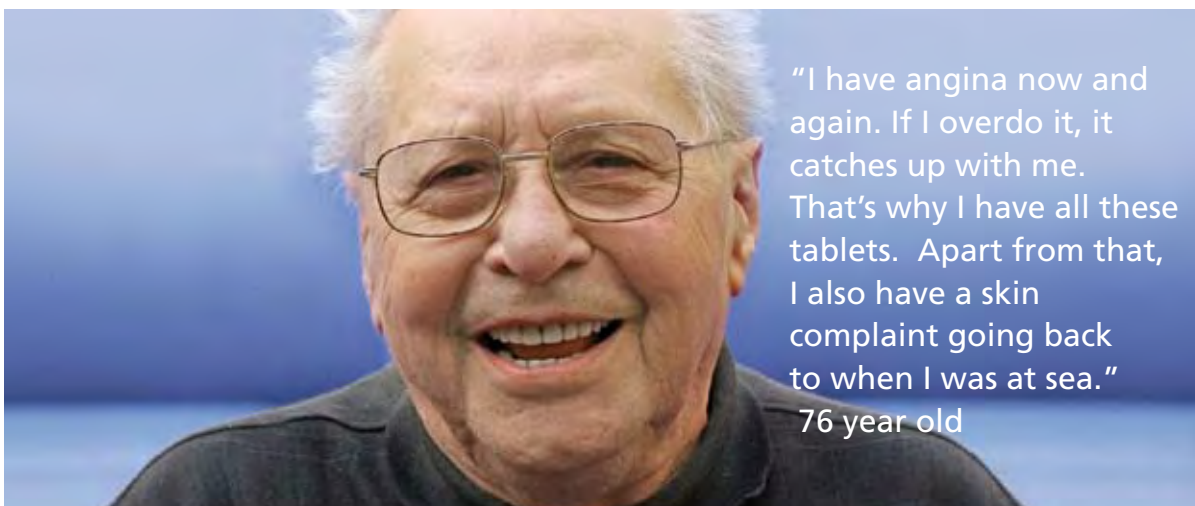
“One of the problems is that I cannot bend my ankle up, so I have to use the stair rails to make up for the lack of mobility with my ankle. As the result, particularly after my exercise session at the Fitness Club, where I go twice a week, having done my exercises, my foot is very floppy and we have a steep staircase.” 81 year old

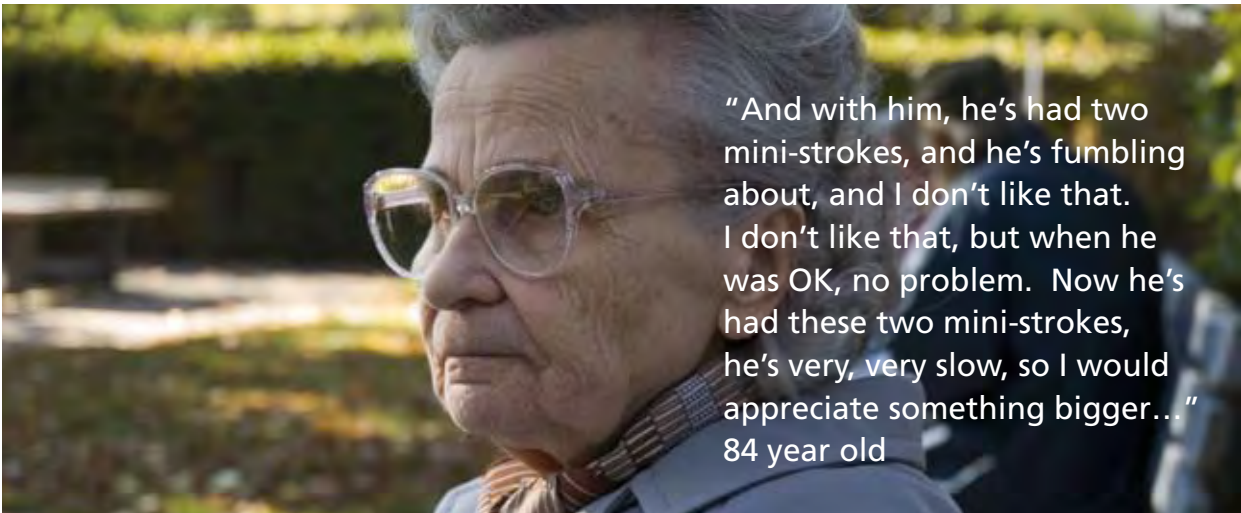
“I broke my arm two years ago and I got in touch with social services and asked if I could have a bath seat, which would enable me to get up. All right, they sent me a bath seat, but even so you can imagine with one arm it was very difficult to get out with without getting the plaster wet. So after a while I sent it back.” 85 year old

“I’ve got emphysema – it just gets worse all the time. It’ll just go on getting worse. This time last year I could still walk about, but I can’t this year. It just doesn’t bear thinking about – in a few years’ time – about what lies ahead.” 81 year old

“Oh, yes, I’m fit. I’ve got aches and pains, my feet hurt getting on the ladder or anything, not that I do much – but you lose the flesh off your feet, don’t you? I’m a little bit arthritic anyway at the base of joints...but having got over the breakdown I think I had... I didn’t realise that’s what it was – my husband died in October 2005. In February, I couldn’t get out of bed after my husband died. I couldn’t eat, I couldn’t sleep, I didn’t drink. I couldn’t go to the toilet for four days and I didn’t realise I was having a breakdown. That’s what the doctor said. It was a system shutdown because I was so long out of...like being keyed up on everything and then the last fortnight visiting hospital every day, doing all sorts, and then getting the funeral over and that’s what it was. They said, ‘You’ve had a breakdown.’

“Having been told what it was, I thought, right, I’ll get over it. My daughter marched me into Thomas Cook’s and I booked a cruise on the QE2 for what would have been our 58th anniversary, so I had an impetus, something to look forward to and then, in the July, I fell on the kitchen floor. Taking a joint of lamb out of the low-level oven, which I hate because it is fan-assisted, the fan heat hit my glasses and I fell backwards and the leg of lamb landed in the kitchen sink. All that cleaning up to do!





“And with him, he’s had two mini-strokes, and he’s fumbling about, and I don’t like that. I don’t like that, but when he was OK, no problem. Now he’s had these two mini-strokes, he’s very, very slow, so I would appreciate something bigger...”
84 year old

“The doctor got me better and I went on the cruise and then I had the body massage, the seaweed and foil and all that to get better, but, from then on, I’m fine. I don’t need any help, except I have to wait for an able-bodied visitor to turn my mattress. It’s the only thing I can’t do. It’s only single, but deep. It’s orthopaedic, not moveable and I had to move all the furniture to slip it under the side of the bed, turn it over and try to get it up on the other side. I do everything. I’ve got one of those extended long steps. The kitchen cupboards I can do with the long steps.” 79 year old

“Well. Two or three reasons. The bungalows is, I enjoy it here, but the bungalow is very big, garden-wise. I’ve got about five lawns: you’ve got the front, the back, the side, and the digging. There’s no way I can do digging now, because of illness, you know. Plus, I don’t feel safe here anymore. You know, with different things and different people, youngsters. When I first come down here, it was beautiful, you know. I said to people, ‘Oh, I love to go to Hamble, it’s nice and peaceful and that,’ but it seems it’s not now. You know, with the trouble and a bit of violence here. I mean I won’t go out at night after six o’clock, unless it’s urgent, because I am on the committee down there at Netley British Legion and so I go out there every two weeks and...

“I’ve got um – I don’t know exactly what they say – I get out of breath very quickly now and since I’ve had this last bout of ‘flu, colds I’ve got – I’ve never had it as bad as this. I went out Tuesday with St John’s Ambulance and I was bad then. It seems the heat gets me. If it’s too hot, I seem to lose the strength of my breath and that. I went up to Rodbard House last week and the same thing happened then. I asked them if I could have some windows open and they said, ‘We’re not allowed to open the windows.’ So I decided that, I said, ‘Please can you take me home again,’ before it started. Cos when I come back, I took my puffer – I got an easy-release puffer here – and I sat out in the garden and I was all right again.

“I go every Wednesday to Rodbard House Day Centre when I am fit enough, you know. I enjoy it. They come and pick me up in the bus. I’ve been going about two years, two and a half years, yes. Well, a lady come - I don’t know how - and she come up to me one day and she says, ‘Oh, I understand you’re down to go to Rodbard House.’ I said, ‘Oh, that was a long time ago I mentioned that.’ So they said, ‘We, we’ve got a vacancy, but I’ll come and see you.’ And she come and see me and put me on. Somebody decided it would occupy me more, so I would be doing mental things and not just sitting at home doing nothing...

“This all happened within the last four or five years and then, I fell over and broke

my shoulder and..I've had two hip replacements and all that, you know. I got an operation on my hand . They're supposed to do the other one, but whether I'll have that done or not, I don't know.I've just had another blood test. They wanted me Fridays. I had to go and have one and I got to see the doctor next week because I apparently make too many white blood cells. And the hospital got it right and just before Christmas, when I had my final check, they said, 'Mr _ , you are smashing!' they said." 80 year old

2 Independence

"I am fairly fit and able, so I would really like to retain my independence." 70 year old

"I am very used to doing things for myself." 70 year old

"It was when I was nearly sixty that I had a stroke. I found that hard, but I was that bit younger than I am now and I did feel I wanted to be independent." 75 year old

"I've got a few friends, but I don't rely on anyone. I am self-sufficient." 77 year old

"My brain box is quite good because I do belong to several groups – the genealogy group, the industrial archaeology group, the local history group. Any of my friends will pick me up, so that's good." 75 year old

"I do a lot of voluntary work when I can, you know, Poppies. British Legion, St John's Ambulance, Royal Air Force Association, Princess Alexandra's Rose Day. I adopted Joey, a mal-treated monkey at Monkey World." 80 year old

3 Family

"I've got a daughter at Warsash – she's marvellous, and a son in Fair Oak – he's very good. But they've both got families and their homes to keep up together. My daughter, she's thinking of having an extension built on her house and she says that, if it comes I can't manage, that would be there. But, there again, I don't know if it would work. I can't really see me moving in with my son and his family." 70 year old

"I'm lucky because I have a sister and a brother-in-law, although my sister's got rheumatism very badly and her carer. They will take me to the post office and they'll go and get shopping for me." 75 year old

"I've got two daughters, one in Plymouth and one in Southampton and, although they are very good girls and I trust them completely, I don't know what they think about taking me in because that is what I'd really like. I don't broach the subject with them, because I think it is interfering with their thoughts... I trust them completely and they are very good to me." 77 year old

"I do get my grandson to clear up the garden when he is available." 77 year old

"My daughter lives in Chilworth. When I was ill, she could always come over, get the shopping and bring it in. My son recently had a major traffic accident and injured his back." 79 year old

"My son lives just down the road, but he travels abroad a lot. If he's home, they all come Sundays. My daughter is very good. She lives over in Southampton. She comes over two of three times a week. She'll pull me up if my hair doesn't look right, or if I'm

not dressed properly or I look untidy. Oh, yes, she will up and tell me. If I look nice, she will tell me." 79 year old

"My sister, she's 81 and there's my daughter she lives out Shirley." 82 year old

"I've got a son in Newcastle, a daughter in Scotland and grandchildren." 80 year old



"Moving in with, or near to family – no, because they are spread around and that rather ties them. Young people are much more mobile nowadays, so that's not too easy for them." 64 year old

"My grandson is wonderful. Thirteen tomorrow. He hoovers for me – the stairs. He's always round. My son does the garden and my daughter-in-law is so good to me." 80 year old

4 Finances

"I know I have got some savings. I feel that if I do all the things that need doing I would be really out of – you know, out of reserves, and I would just live..." 70 year old

30

"Somebody that came said, when I asked if there was any financial help I could get, 'Oh, no, not unless you are on benefits. Your best bet is to spend all your savings, then go on benefit', which I didn't think was really..." 70 year old

"My solicitor said, 'You might have to go into a nursing home and you would have to spend your savings.' I hadn't thought of that." 70 year old

"My daughter wants me to spend it all. 'Oh, Mum, for goodness' sake, spend it. Do what you want with it.' But you feel you would like to leave them something." 70 year old

"No financial worries. I'm OK." 77 year old

"The cost of moving now and the cost of bungalows is out of the question, because we just haven't got the finance." 76 year old

"We couldn't afford to buy. We've never had the house valued, but I don't think for what they'd offer us and the age of the property that we could afford to buy a bungalow." 72 year old

"We haven't thought about buying a place. Our savings aren't that good anyway, of course. We live on a state pension. If we could sell this place, we'd have a place to go to and we could enjoy life a little better." 65 year old

"The reason why there is a doubt about how much we would get is because I have been battling with Hampshire County Council for several years over land out the back, which is slipping... My solicitor did battle away and even with the Insurance having a go, they wouldn't move. We have to put in a House Plan (Home Information Pack) now to say what the house is. That would have to be declared. Then when you have to declare

that there is subsidence, then you are not going to get the full price for the house by a long way. I am very worried that we shall never ever get out of this place unless the County Council changes their attitude." 76 year old

"When we first came here, we paid £20 in rates. Now we pay £2,000 in council tax." 81 year old

"If I could afford to adapt one or two things, I would stay." 79 year old

"Well, I get a pension and - I don't understand it really - I get the pension, which I get from the post office and that's about all and the basic... I think I am on pension credit. I don't know because they, at the moment, they are between a new system. I get housing benefit, otherwise I wouldn't be able to live even here because the normal rent is over £90 per week I'm a little bit backward in reading and writing. The lady down the road she comes up and does that side for me; the other one, she does the ordinary letters if I don't have the stamps. But if I have major forms, then the Council sends somebody out with their computers and do it all for me." 80 year old

C CURRENT VIEW OF HOUSING SITUATION

1 Owner-occupiers:

"I am finding it increasingly difficult to keep the house in reasonable condition...How much longer can I sort of keep up ...the house as I would like it to be?" 70 year old

"I am very reluctant to move, funnily enough, but I suppose I have been in this place too long now to - I think I'll die in this place, you know." 77 year old

"I've got a list: I need a new front door, gas central heating boiler, re-wiring, lopping the trees at the back, mending hall floor boards, new carpets, insulation, guttering... Everything is falling apart." 70 year old

"I am just living from week to week, year to year until my final day comes. I want to just one day not wake up and it's done and finished with." 77 year old

"Well, if it was the right sort of house we could obviously stay put, but the garden alone will get beyond us...One day, we might want to go into a retirement scheme, but not yet." 64 year old

"It's the little jobs that need doing. I wanted a curtain pole put up by the door, because if it is a north-east wind, it blows through here like - it's quite chilly. I've got the rail and I've got the curtains, but it's that middle bit." 70 year old

"I like to get out because I think by staying in doors, you get bored. You've got to get out and about, you know. So I get in the car." 77 year old

"We both like gardening, but the one we've got at the moment is 150 foot long and there are 21 steps to go down." 75 year old

"We'll not be 90 in this house. We'll be gone by 75 probably I think. I mean I am talking in generalities, and you have to move before then otherwise it doesn't make sense... We're driven by circumstances." 65 year old

"At the moment, we are perfectly comfortable where we are." 64 year old

"I have been here 43 years from when the house was built. Obviously, I have had my family here...lot of sentimental attachments." – 70 year old

"I see in the papers that you can get people to do odd jobs for you and all that. You hear it on the radio and all...that you can get folks to pop in to old people, but it's just a waste of time." 82 year old

"This place. All right, we've been in it for seven years. I'll show you my bathroom if you like.

"He's very, very slow, so I would appreciate something bigger. I don't mind another mobile home; it's got to have more space in it. I mean, we're here 24 hours a day, seven days a week...But unless they've got a car, they don't know, people just don't know. I mean there's people just round here. I don't know whether you've noticed, probably everybody's got cars...two some. They won't come up and say, 'Is there anywhere you want to go?' I mean Christmas shopping was a nightmare – a nightmare. I mean we couldn't go to Portsmouth or Southsea, no, I mean Southampton. It's not like going out of here and getting into your own car. We do miss it...we do miss it." 80 year old

2 Owner-Occupiers' Perceptions of Sheltered Housing

"I don't feel I'm really quite ready for sheltered housing...It seems to be the beginning of the end." 70 year old

"I am completely ignorant about sheltered housing." 77 year old

" My daughter went over at Christmas when they (Hambleside Court) installed the flagpole and raised the flag. They invited her back for their annual dinner and she said it was such a nice atmosphere." 75 year old



"We went down to see Malmesbury Court, (Netley) but weren't impressed. The kitchen was so tiny, so small. You could only put say six saucepans in it, as you might say. We don't do a lot of cooking as such, but you still feel you want the area to cook in and do things. It was only fit for a cooker and fridge, wasn't it?" 75 year old

"My friend has a few niggles, somebody falls out with somebody. Human life! But they get over it and a lot depends on the type of what do you call them wardens, managers, if they are willing to sort things out, arrange things, it seems to work ." 70 year old

3 Focus Group's Experience of Sheltered Housing

Present at meeting: 11 in sheltered housing, 3 not in sheltered housing.

Question 1. Why did you move to sheltered housing?

Companionship after bereavement.
Increased security.
Nearness to family. Moved back after retirement from Devon.
Need for more care.
Deteriorating health and disability.
Increasing ill-health in older partner who has since died. Well partner staying put.
Financial problems maintaining house.
Demolition of council house and relocation.

Question 2 Who advised you?

Word of mouth (several).
Already knew residents and applied to Housing Association directly.
CAB – excellent help and continuing support.
Relocation by Housing Association.

Question 3. Are you owner-occupier or renting?

Owner/occupiers	6
Rented accommodation	8

Question 4. What are the advantages?

Security – avoiding previous harassment and intimidation.
Companionship and support from residents.
No responsibility for upkeep of house and garden.

Question 5. What are the disadvantages?

Lack of security of tenure (Ashburton, Crichton).
Insufficient extra care places.
Proximity to younger people, especially in Netley.
Deterioration since changed management administration and loss of wardens.

Question 6. Will you stay?

Most would prefer to if problems of Question 5 are addressed.
Dependent on maintaining present health.
The comment: "The best thing I ever did was to move into sheltered housing" was greeted with applause.

Question 7. What do you think of the McCarthy and Stone Retirement Apartments?

No information from existing residents.
Expensive to buy and expensive maintenance.
No 24-hour cover.

4 Living in Atlantic Housing Ltd's Sheltered Housing Bungalows in Bursledon, Hamble and Botley:

"I haven't any complaints at all. No, none at all. You don't want to be a nuisance. If I'd complained, I would probably be told I could move into a flat!" 85 year old



"I am happy here. I don't go on the bus now, because I fell down and hurt my knee cap. Therefore I've got this leg up now, so I've got wheels. They say you can live in these places until you die. It's a silly thing to say, I know." 82 year old

"Yes, it is warden-controlled. The warden comes in on Tuesday and we have an intercom and alarm system." 70 year old

"I have an old-fashioned kitchen with cupboards that reach up to the ceiling and obviously I cannot get up there. I've asked Atlantic Housing to help with new kitchen cupboards. I have said at my age I should not

be standing on stools to get into my kitchen cupboards, but I still don't get an answer. I have been asking on and off for 4 years at least. If they checked their records they must realize they are the original cupboards that were here when the bungalows were built in the 1950's and I've got the original kitchen." 85 year old

"There are several things I think could do with improvement. I would very much like a new loo, because the one that was here before I was here no matter how much I clean it still does not look clean. And also the wash basin. Apart from that, when we had a fire drill the fire people came and said, 'You should have a second exit,' which I haven't got. The only way I could get out of my house if we had a fire is through my bedroom window and I would have to climb on a chair and fall out! I am 85. It would be no easy task if you were 25.

"The children are a problem. They run all over the garden, but then I've got to put up with that. The wardens that come round, the head one, I don't know what her name is. She said they were thinking about putting a fence round, but that was about a year ago and I said, 'I'll believe it when I see it, but not until then'. I would have liked to move next door, away from the corner. Of course, it's got two bedrooms, so I could have my friend to stay. But it wasn't allowed. I didn't fill the form in right or something.

"The cupboards in the kitchen are right up to the ceiling and I can't reach the shelf. People who design it for old people should take that into consideration. I mean they are lovely bungalows. You know I love it to bits. I call it my little rabbit hutch and, you know, they are well-built and everything, but they could do with a bit more maintenance and more regular painting and general upkeep. I had to ask for a second handrail if I slipped on the steps. I grabbed hold of one, but I couldn't save myself. They put the second one in, fair enough, but it could have matched the same, but it did not. I mean it's council (sic) property and makes it look like council property." 85 year old

“ I’ve been here, what? 16 years from Netley and I’m the one that’s nearly been here longest. A lot of them have gone that used to be in here and they’ve died or something, you know.” 82 year old

“The accommodation is much too small. There’s no place at all where you can have a dining room to set up a table, chairs to eat. We have to eat off our laps. We’ve got 4 grandchildren. The thing is with the children and grandchildren, they all come round. You can’t move in here. I mean all our lives we’ve been used to live off a table, but when they come... When you’ve finished with life, it’s what is left which is terrible. “I mean, when we come here we had to sell everything basically. We just had two bedrooms, now we’ve got just the one, so when my daughter comes from London – she’s an invalid, so she sleeps on the floor, because there is nowhere else to go. I actually moved from London. We always rented. Someone said, “You’re entitled to accommodation.” So we’ve got sheltered accommodation. So I thought I’d got no options, I mean I’ve got no further options - £170 per month. The lady next door, she can’t put her son up. They’ve got a grandchild and they can’t have her overnight because there’s



nowhere to put her. They say, ‘When you’re old you don’t need so much space’. I think older people need more space. It’s what you’ve collected over the years and if you don’t get around so well, you need the space.

I’ve actually took three doors off...the door in the kitchen, that wouldn’t open completely because the radiator was there. I’ve built a wardrobe in the small room, because my wife does like clothes. We can’t have chests of drawers or anything or a dressing table.” 68 year old

“We have a little mini-bus comes round and picks us up right outside and I do my shopping at Tesco’s and the man will bring the shopping right in for you. It is handy. They are very good. That’s a pound a week – really worth it.” 85 year old

“Well, it’s a nice bungalow, you’ve got nice friends all the way around, which I like and, I mean, if it’s kept up, if I can manage it and keep it up outside. I’ve got some of the finest neighbours under the sun. We are well looked after by the Housing Association and I mean I got no troubles at all, excepting just the garden. But otherwise I am satisfied, you know. I have only been in here about nine, ten years. I have a bit of trouble getting things done, if you know what I mean, like maintenance. But that’s the only trouble I got. They come. I’ve had four people come to look at this ceiling. Now, they come a couple of months ago, the painter did. And I said, ‘What are you doing?’ So he said, ‘We are going to do the ceiling.’ I said but the other gentleman said that the ceiling wants to come down.” He said, ‘What do you mean?’ I said, ‘Well, where they’ve been doing the ceiling over the course of say 30 years they’ve just been papering it, papering it. Up there, when it gets cold, and I go away for the weekend, when you come, all these bumps and that. They are supposed to have done this about six weeks ago. And all of it is coming down for the simple reason it’s so thick and they ought to take it all off. That’s what the bloke said when he had finished. ‘Here’, he said, ‘sorry, Mr..., I don’t know really why I am doing it. It is a waste of money.’ They are supposed to do up a room every three years for you, but they don’t. And I can’t get and do it

now. I am not allowed to get on a step or them ladders. I over-balance. When I moved in, they are supposed to have done it up, but that was never done up.

"I get a cleaner, once a fortnight. I get an allowance for it and then I got to pay her. I've got the bell pull for the warden. Two or three times I've had it, yes, 'cos we're on the telephone now. Somebody comes up, 'cos if anyone is on the 'phone and you press that, that will cut the 'phone out. And then it just goes to the main box there and then – they're here in about two minutes flat. And I've got my little thing up there that you wear round your neck. I just press it and then my friend over the road, who's got a key and they phone her straightaway and she'll come over and see – it's very efficient, I think.

"They've had plans for this estate for the last 20 years. I remember 12 years ago, they was for pulling all these bungalows down at the same time as they did the Pilands estate. They never give you a time." 80 year old



5 Atlantic Housing Ltd. Tenant of bungalow in Botley

"I am 70 in April. You see I am disabled. I am riddled with arthritis. You know what it is like: good days and bad days. Waiting for two new knees and a new hip. But it will come, but I've got a lot of arthritis in my body but I think to myself if I ignore it... The point is, the more you don't do any thing the worse it is. I think so personally.

The point that I would like to know and Atlantic Housing will not tell me was in early spring / summer last year I asked them what was happening to our little estate of bungalows. They looked it up on their computer and we were down for new bathrooms and kitchens for 2007 and 2008. Well, October came and I asked the question again, because nobody had come back to me and I wanted to know and I was told that we are off the computer. We are not down for anything and the rumour is that we are going to be pulled down.

Now, since October, I have asked up in the office, I've rang AH and I've had the run around by them. I go to the Tenants' Forum and asked the same question ever since then, but still I have not got an answer. Now I want to know whether we are secure here, or whether we've got six months, a year, and then we're going to be pushed to mass. I don't want to leave. I am happy with my little home and I don't really see... I mean most councils, authority people have a five-year plan, most of them a 10-year plan, so how can we be down one minute for new kitchens and bathrooms and the next minute we are not? That's the question I want answered and nobody will answer it. And I get so cross. (Laughs)

I moved in in April, 1999. I was up in Pudbrook House before that. This property was empty from October 1998. The big front garden was a big rockery. That's all it was. They kept offering it to people. I think I was the 4th or 5th person they offered it to, and I think then because I kept saying, 'Nobody has taken it, so why don't you let me have it?' in the end, they let me have it. I mean, I've paid out on this property, with permission from AH and the Council, to have a back door put in with my window box. That

cost me £1,500. I paid to have my garden done so that I can manage it. I got somebody to take all the crazy paving up to make walls out the front and out the back...I paid out money, but I don't get any answers and I don't want to keep paying out if nothing is going to happen.

My daughter always does my decoration. You can go on that (Housing Association) Scheme but I mean, I got him to do the bedroom and I mean, never again. I think he does the gardening in the summer and the paintbrush in the winter. Well, my daughter looked at it and said, "Mother, blindfolded, I could have done better!"

No, I mean we pay out for things. I like to do the kitchen. My son-in-law has just put me in a new washing machine after 15 years and he said, "You need new worktops. If you can find out what's happening, let me know and if they aren't going to do anything, I'll do it." But I don't want to pay out more money and then find down the line I am out on my ear. I am going to be put somewhere where I don't want to go. I think what they don't take into consideration, although they could get a lot of properties on here and that is what they are looking at nowadays, that shore over there is always waterlogged and that stream over there (pointing to the front of the bungalow) is tidal and cars on the grass are always getting stuck in the mud even in the summer. And my neighbour, I don't know if she told you, but she went to change her home contents insurance and the firm she rang up wouldn't have her because they said we are on a water plain, a flood area, so if they are going to put more and more properties on this it's going to get worse. See, we haven't got a crack in these places and everybody keeps saying that everyone wants 2 bedrooms, but when you are on your own, you've got the bed settee. My daughter comes up from Cornwall and she sleeps on there and is quite happy to stay there. We've got the guest room in Pudbrook and we can use that. We can cope. And if they have to put in another bedroom, they could take one wall down to the cubby hall, put the bathroom further over and another wall in the kitchen and make it bigger. I could do that.

I think they can enlarge these places without pulling them down. I mean we've got big gardens. They could always extend a little bit out the back. Easy. We've all got big gardens. I know they are saying about the Government, but what are they doing about the one-bedroom flats, then? Pudbrook is all one-bedroom flats except two, and they are all occupied... When my husband was alive - he died two years ago - it was a bit of a tight squeeze, but you manage. I've got two sheds out there and a summer house and you can pack everything in...

Well, we have a secure tenancy, but not particularly for this place. If they can come along and say we're pulling these down and they will be offering something else, will it be in the area I want to go? I mean my daughter lives in Hedge End, so I am happy here. 10 minutes down the road. She pops in every morning. If I want any heavy cleaning, she does that. My son-in-law does all my repairs, because Atlantic Housing have a lot of good workmen but they have a lot of cowboys as well. The only thing they are good at is taking my money every month.

I want to know what is happening. And nobody will tell me that. I mean we went to the Tenants' Forum meeting up the Hotel and I mean I went to 2 meetings last week, no, the week before and I had my say there. One was about Sheltered Housing and I filled in another complaints thing about Cheping Gardens, not being told anything and nothing happens. Nobody gets back to you. And then we get that Newspaper, *Talking Tenants*, and I call it 'Talking Heads' because that is exactly what it is. It's full of

no information. It tells me about a new person joining the scheme in the Accounts Office up there or something like that, but no one tells us what is happening to my area. I have asked if someone would come up to Pudbrook and tell us all what is happening for our area, which is Botley, but no one ever does. We don't get that.

The lady on the end has been in about a year and these people here. And they haven't been told anything either. I can't understand why we came off the Mod's List, the Modifications List. Why did we come off of that? Yes, we've got big gardens. But if they had only sent out a little letter saying we are not doing Mods. at the moment, but we are looking in to the feasibility of pulling them down, then we would know. I don't like rumours. I mean we had surveyors round here a few years ago, and we think that's why we were put down for new things, but we don't get told anything. I've told them in the Office, I've told the Wardens, I've told the Forums, I might be old and have a decrepit body, but me brain cells is all right and I would like to have it explained. And they do not do that. And I do get cross. (Laughs)

I put down to go on (Tenants' Forum) this time. That's something else that annoys me. When one of the ladies wanted to vote for me, she was told they weren't allowed to by one of the wardens. She said they have to vote for someone in Pudbrook. Well we are under Pudbrook. Tomorrow, I am going up to see the main warden, about this. You see, we pay in £6 odd per week to Pudbrook to make sure it runs properly. I pay my money in, but I'm not getting any of the benefits of it. You know. When we used to have a warden lived on site, we used to have a pull cord every night, 'Hello, How are you?' you know. Now we get a visit every week, 'Hello, Mrs-----, all right?' And that's it. We pay towards the electric. I keep getting told we don't pay towards the washing machine, but I said washing machines and tumble driers use electric. I don't object for us using the electric, but not if they do their families' washing. It's niggling things like that. That riles me. (Laughs) I do my own washing.

I don't want to go in a flat, because I think a lot of older people in sheltered housing, like Pudbrook, have to walk too far to go outside. If you have a door you can just open, sit outside, have your cup of coffee or breakfast outside in your nightie if you like. If you have to walk, especially if you have a frame, it is too far. You just sit in your flat. A balcony or patio is fine. Most flats these days don't have them. They keep putting these bits of wire outside the door. You have to open the door inwards and not keep a chair in front of the door. That just defeats the object. I know Southampton Council isn't that bright, and some of their properties are very old, but they have nice flats for the elderly with balconies and patios. That's what old people like. They need to be out in the air. Lots of them don't see daylight. Specially if they can't walk very far. You don't always want to sit up with your neighbours.

We should have double glazing and windows could be changed into patio doors. It wouldn't cost that much more. They say the elderly might leave the doors open. But you know you make sure the doors are shut last thing at night. We couldn't get in and out of Pudbrook, so we are allowed to get in and out of the side door. But people use the fire doors and leave them open and they are not tenants. If you are living next door to a fire door that is getting slammed all the time... A lot of people don't complain. They are frightened of rocking the boat. I'm afraid I've always rocked the boat. (Laughs) Pudbrook is like Fort Knox. (Laughs) Have you seen those towers with the windows at the top of Pudbrook to let light into the corridors? (Shrieks) Awful! Stalag 13. There are a couple up there with Alzheimer's and they'll let anyone in, that's the trouble.

I do object because we are not being informed. I get agitated and when I get too angry, I cry.(Laughs) We older people are classed as though we are morons and we are not. We may be feeble, but most of us we have still got our brains. We used to have one Warden with a singsong voice who talked down to us all the time in a funny voice. I complained about her and said, 'I hate to be spoke to like that. We are not children. We are adults. We are not morons.' It is getting better, except for the repairs people. Just because you are getting older, you do not want people looking down on you. I am not five. I am 70 in April."

6 Life in a caravan on a mobile home park

"We came from a three-bedroom house to this (Grange Park Mobile Home Park), for the simple reason it was smaller and we can get around better... and look after it better. I'm comfortable here with the place itself, but I am a bit handicapped. It takes me five minutes to get out of here with this (mobile oxygen equipment) and get in the car...sit there and get my breath.

"We've got bottle gas here. We don't need to touch it. It works brilliant all the time that I can manage it, but if anything goes wrong...like you have to change the bottle, you have to get down there on your hands and knees to light it again. It ain't so easy getting up and down now, so she has to do it and she can't see (macular degeneration). It's things like that. The steps outside - you know, where you came in. It's not very easy getting up there, is it? Taking rubbish to the dump and all that. She can't manage it and I certainly can't. If I can't get out to the car, she's stuck...you know, she's on about walking down, but two or three times she's had a taxi, but you know it cost £10 each time." 80 year old

"I mean, if you live in Allington Lane Mobile Home Park, you are not served very well by the Council. Your council tax goes to other people, but as far as we are concerned, we are in a shack in the middle of a field. It's true. For what you get - to empty your bin every week - no street lights obviously. I might as well be in a park. The *Eastleigh Borough News*, *The Advertiser*...we didn't even know that existed - we'd been here 15 years. We never even knew that existed, the *Eastleigh Borough Council News*. So we never had nothing. When you are out here, you are on your own. You might as well be on a desert island. So the real thing is what are you paying for? They did hedging and ditching when the flooding gets really bad. So why am I paying a standard tax? ... It was half a mile, three quarters of a mile to the main road to come into West End. No buses. You can get a taxi." 70 year old



D REASONS FOR MOVING

"We'd like to move to somewhere like on a ground floor, a smaller place. We don't need the stairs and my wife has been very ill recently - just getting over it and the time has come when we have to move to a smaller place." 75 year old

"You know, a lot of people get dementia... If you get to that stage, I would probably welcome residential care, but until it gets to that..." 70 year old

"We had a park home, a caravan. We was there for 15 years. We found it was too far away from all the amenities: the doctor's surgery, the shops and the things you need to be accessible as you get older. I suffer with asthma and restricted airways and the caravan was no good to me. Last year, they rushed me into hospital with the old flashing lights and that. I had a heart attack and pneumonia." 68 & 70 year old

"I was very low when I was thinking of moving to a flat. I went and had a look at one in Elizabeth Court, up the road by the church, and also a friend lives down in Bitterne in the flats, but I did find I wouldn't like that. I definitely realised I wouldn't like that. Really, that is not me." 75 year old

"It's just downsizing. That's what it amounts to. We've got to do something about it. Leave it until it is almost too late, we'll do it later and then later is too late." 75 & 72 year olds

"We are quite comfortable here and have lots of friends, but it is two people rumbling around in a large house...If we had a bungalow, there wouldn't be a problem with the stairs though we have got a stair lift. Not being able to move to a bungalow, a stair lift is the best option for a lot of people. Then you don't have to worry about getting upstairs." 73 & 76 year old

"I don't know whether my wife has considered what she would do if I had to leave her suddenly... If I were left alone, I would need some sort of domestic help and I am not sure about cooking and feeding. I couldn't manage that. Very well, so that has got me worried." 81 year old

"I should be too frightened to live here on my own." 84 year old

"Well, I think I should be put into an old people's home. I want nice surroundings, comfortable bed and properly-cooked food. I am very critical about food. I mean, I really don't know. I am losing my eye-sight. As long as I can see a little bit, I am all right, but I haven't the confidence. I want to go to Eastleigh, but I haven't got the confidence to cross the road and get on the bus. Things like that." 85 year old

"I felt, well, here I am, 79 this year. Next year I shall be 80 and I really don't feel safe on my own, now that the doctor has moved. That was handy. If I picked up the phone, they would be here in minutes or the nurses could come. Now it would mean waiting for them to come, or getting on the bus, which I don't do very often. I don't need to. That (fall) did scare me." 79 year old

"I suppose that we might want to go into a retirement scheme, but not yet." 64 year old





2 Gardens often pose seemingly insuperable problems:

"I'd like someone to do the garden for me, but I can't find anyone. Gardeners are very few and far between. I did have one last year and he cut both lawns for me and he wasn't here for twenty minutes and he done them both and that was £30. I couldn't afford that." 85 year old

"Leaves are my biggest headache, the leaves. I have a hell of a lot of leaves." 77 year old

"I am no gardener. I don't mind putting in a few flowers, but I have to pay somebody to come in and lop off the shrubs and do the heavy stuff sort of thing. Which is another drain on the income and I find things are just generally deteriorating." 70 year old

"Gardening is my hobby, but it's a long garden and all the steps and everything goes down to the shed and you get back up to the house and it's a long way back to the house. And it's up and down the steps all the time." 72 year old

"The company I worked for mows the lawn every so often and a good friend of mine does the garden and I pay him £10 per hour." 75 year old

"I won't accept we are old. I can run down the garden and run back again, but how much longer is it going to go on?" 68 year old

"Do the Council help out in any way for disabled persons, if they are struggling on certain items like – any help they might need – like getting the bin out, gathering leaves up?" 77 year old

"Well, if it was the right sort of house, we could stay put, but the garden alone will get beyond us." 64 year old

"The front garden is not nice now. It used to be. It used to be all nice flowers in it, but I can't get down straight. If I get down, I have to crawl to the wall to get myself up and I just manage to do a little patio out the back there. I've got me gnomes out there – I like going up the tip, up the dump, and find gnomes or any animal and, if they're broke, I come back and mend them and paint them all up. I've got about 80 out there. And, touch wood, nobody, nobody has bothered with them...As I say, the mainly reason I want to go is the garden. I could cope if I had some help. It all depends on what, how much they are. I mean, I got no troubles at all, excepting just the garden. I can do a little bit provided I can stand up. I can do a little bit like the mowing. That is a job, but the point is I got a new mower and as long as I do it in a sort of – I might do that and then come in and sit down for a couple of hours. I do get out of breath a lot, I mean...

" I haven't told AHA I can't cope with the garden. I haven't been in to that. You see they sent me a form and, since then, different people have said – fair comment - I wouldn't settle down in there, a flat. It's the same as they said. Here, you've got your own what-sis-name, you can go out and about here. In and out of the place, you know. As I say, the main reason I want to go is the garden. If I had some help, I could cope.

“I give my friend at 22 some gnomes and the youngsters have come round and picked them up and smashed them. It’s getting really bad. I’m sorry to say that. I suppose it’s like everywhere else. So I mean it don’t matter where you are, you are going to get that.” 80 year old

E MOVING ON

1 Preferred accommodation

“A small complex with community room, where people can meet if they need a bit of company. I did go to see the massive block in West End, where The Sportsman used to be, the pub, and thought, ‘I can’t see myself here – too impersonal’.” 70 year old

“A bungalow would be ideal, but not too big a garden.” 75 year old

“I’ve got a friend in Willow Mead in Hedge End. It is only two-storey. It seems to me an ideal set-up.” 70 year old

“We’d love a bungalow, but there you are. Pie in the sky. That’s the kind of thing we’d like.” 75 year old

“We are OAPs. Obviously, a one or two-bedroom bungalow would be ideal for us.”
68 & 70 year olds

“I wouldn’t mind a flat: Ross Mews or next door, Victoria. Something like that.” 84 year old

“To a one-bedroom, because I am cleaning one room virtually for people to stay in. I can’t use it.” 79 year old

“If I had enough money to alter that kitchen in such a way that I could have an eye-level or waist-level oven, which meant I wouldn’t have to bend down; if I could alter two of the cupboards in each corner of that kitchen; they’re totally inaccessible. You know, you open the door and the corner is there. You’ve got to get down to reach the cupboard and particularly under the sink...you put your arm to the left, where the kitchen bowls used to be, and with the fall I couldn’t do it. I’ve had to re-arrange all the cupboards. I’ve got all the things I use regularly in the way of food stuff on carousels on the lower shelves and the tall stuff like cereal so that I can lift them with the fingers. I do not climb.”
79 year old

“One of the things we’d really like would be a flat with a balcony, but all the ones they are building nowadays are so small and we have a big family and we want them to come and visit, even if not all at once, and to stay. Now, most of the flats round here (Bursledon) have one or two bedrooms. It’s very, very little that is suitable. We actually want to have a little more space. We should have good public transport and be able to walk to a shop. We have trains; the bus services are not much good, unless you want to go to Southampton or Gosport or places in between. But getting to somewhere like Eastleigh is not easy from here.” 64 year old



"We're probably looking for something which is quality build. Not tat. The next point is that probably parking underneath. A lift. Easy access. A maintained garden service. I mean those are the things we'd need. If someone put up some high quality apartments, talking about £50,000 - £80,000, they would sell them easily." 65 year old

2 Preferred Locations

"Not too far away because I've got used to the area. I've got friends and I go to local charities, so somewhere in the vicinity." 70 year old

"We'd like to stay in Netley." 75 & 72 year olds

"His father's in the New Forest, so we can't go much further away further east of north from here. While he's still going strong." 64 year old

"That is why we wanted Hamble or Netley, for friends and relations." 75 & 72 year olds

"He wants to go to Scotland, but that's a bit far-fetched at the moment. I would prefer to go to West End anyway. We have lots of friends there. We go to church there actually." 73 year old

"Netley, yes. We still have a Post Office. Well it's more than a post office. At Butlocks, it is a shop, isn't it? I quite like to stay in Netley. Then we have the free bus to Tesco, so yes, I would like to stay here. Victoria Road would be good. I can get on the bus easily. My husband goes to walk in Victoria Park every day." 84 year old

"I wouldn't like to live in Hamble with all that traffic on Hamble Lane." 84 year old

"If I go somewhere, I don't want to live in isolation. I think one of the problems is this. It rather depends on how much money you've got. We aren't rich, but we aren't poor either. Here, they all tend to be big houses. You almost have to move away if you are downsizing and you want to retain the same standard of quality." 65 year old

"We manage. You do. If anything happened to him, I'd go back up north. My family's up there. I couldn't cope with living in Hedge End and not drive. I couldn't walk. We just have to wait and see what happens." 84 year old

"Location-wise, it's ideal, because the bus stops just outside the door and library. No fruit and veg. or anything, but there is a mini-stall. I can get Dial-a-ride to my door. I use Dial-a-ride. They come here and bring my shopping to the door and they'll come right though if I ask them. There is the baker's, the sea, the park, accessible amenities. The only thing that bugs me is the doctor's. If you are reasonably fit, you can get to the doctor by bus, but it stops on the school side going and coming back we have to negotiate the roundabout. But my block is not a barracks-type building; it's a cottagey-style fits here. All the people are nice, the rooms are all nice, doors are wide and modern, you see." 79 year old (Netley)

"I suppose if one of us died, we might move to London, it's possible, but we wouldn't move to the New Forest." 65 year old

"I have various friends and working friends who go back to 1945 living in Portsmouth, but I don't like the idea of living in Portsmouth. It is such barren countryside. In Netley, I use the bus tokens to get to the surgery and the (subsidised) taxi service is very good."
81 year old

"In parts of Bursledon, there are no pavements or very few. Many school children come and it gets very crowded by school runs. People are so scattered that it is difficult to find any transport that is really going to work. Everybody says, 'Public transport, public transport, public transport', but you can do a lot with taxis and not necessarily expensive, which will get you door-to-door if you are slightly infirm. ...The part of Bursledon that leads down to Hamble, well, that's just atrocious. The access is appalling. No-one should be allowed to build houses down there. The access is unworkable."
65 year old



3 The View from Hamble-le-Rice

"I am born and bred, fourth generation in Hamble. My husband and I have been in this house for 34 years. What I'd like to see in Hamble is another development, a Churchill's development or McCarthy & Stone, but along the lines of Hambleside Court, where old people can go and live on their own, but have a communal lounge - and possibly a care home as well for those that need residential care.

We need a greater community with bungalows and a communal area where people can go and meet others on the site or they can stay at

home if they wish. They can have people that they can communicate with of their own age and someone there to call on in case there is an emergency.

My mother has had to go into a Care Home at Netley because there was no way she could go on living on her own in Hamble. She is in The Gables. She didn't have her own home, so she couldn't sell it to go somewhere like Hambleside Court, but she has a couple of friends there and they love it. So that's just the type of thing that I would like to see and it's needed. But I understand there is a waiting list and it's just waiting for someone to die, isn't it? It definitely needs more places like that for people in Hamble, that's what I want to say.

There is nothing in Hamble at all for people who need residential care and I think we should have something like that. When the Old Vicarage was up for sale, someone was interested in turning that into a care home, but for some reason, people kicked up a fuss and I don't know why because it would have been an ideal spot and it wasn't overlooked. An opportunity missed!

Another good opportunity was when the Abbeyfields Society was left a house by a friend of my mother-in-law about sixteen years ago. Eastleigh Council and Hampshire County Council could have helped and Abbeyfields Society could have done more. Beryl was hoping that older people would have their own rooms, a bit like that place, Alun Chun House, in Netley, or the ones at Malmesbury Court. They have a communal area and older people can live in a community, but be independent. That was a really good

opportunity missed, because the house was left to go to rack and ruin, but it could have been pulled down and rebuilt. I know the money has gone to Abbeyfields, but Beryl wanted it left so that Hamble people would have somewhere to go and it's completely gone. I believe there is another type of living which I have seen advertised recently called Sunrise Living. A friend in Southampton keeps saying we should have a look just to see what it is like. That might be ambitious because I believe it's got a couple of restaurants and things.

When Hamble Air Training College finished, the idea came up to build large houses round the Airfield and a golf course was suggested, which would have been good. The College had a lot of leisure facilities: a little cinema, tennis courts, sports hall with badminton courts, a weights room - and it was just turned down. Now look at it! It's got lots of houses built on it - like a rabbit warren round there now. It could have been a nice leisure complex.

Probably, they'll eventually build on the Airfield. They won't carry on leaving it like it is for ever. We've got to be realistic about this. And then they should think about a Hambleside Court-type development with a residential care/nursing home. It should be at the village end, near the Roy Underdown Pavilion, so that older people can get to the village, with the Quay in walking distance - no transport problems. That's my idea, getting more places for older people to live where they can be in their own community, but be independent.

I'm getting older. I'd like to stay in my home as long as I can, but you have got to be realistic. We've got quite a sizeable garden really, and if I, or my husband, were left alone, we might not be able to manage. I would like to go somewhere like that in Hamble. I hope it won't come to that, but it definitely needs more older people's places in Hamble."



4 The view from Botley

"I have lived in this chalet bungalow for 41 years. We have a downstairs bedroom and bathroom. If the day comes when I can't climb stairs, I can live downstairs. It wasn't a reason to buy it. At the time my husband and I were looking to move, we looked in Southampton City and we saw so much dilapidated and run-down property that it was like a breath of fresh air to come out a bit further and find something new and attractive. We had my mother and my husband's mother to stay and they were elderly and the benefits were immediately obvious of having downstairs accommodation for them at a very early stage.

I am a parish councillor, drive for the Botley Neighbour Care Scheme and meet lots of people who walk their dogs when I do, so I know many people in Botley. I ticked the box on the form for an interview, because I feel that very often people are uneasy about talking, in case their

confidentiality is not respected, or they feel they are not important people and, therefore, it does not matter what they think. Consequently, there can often be a dearth of information.

At least I am willing to say what I feel. Whether it will be of any use is another matter.

As far as retirement housing goes, in Botley, we have some upmarket retirement housing: Hamblewood Court; and then Atlantic Housing's Pudbrook House, about which very little seems to be known by ordinary people, who would like to move from family-sized accommodation into something smaller. Because many of the places are most probably filled by people from outside the village, there is expectation that the response to queries would be, 'Oh, no, you can't come here. We have to save this for the really needy people.' Also, there is a worry that, if they have been house owners, they could not go into this sort of accommodation.

Information is very hard to come by, but the people who have been living there (in Pudbrook), mostly very happily and contentedly for years, were very disappointed when the resident warden was taken away and not replaced. They had really lost a very big element of care. Being able to call on the warden, when they were unwell or there was another emergency, had been, for many of them, a tremendous comfort and benefit. And if it were ever possible for that warden position to be replaced, I would fight tooth and nail to see it come back.

We have also in the village some bungalows which are administered by a housing association and which are filled by people from London. They all have to have family living around here before they are allowed to come. I believe the housing association is called Northern Rock. These are bungalows in Rowley Drive - separate from Pudbrook, in the Holmesland Estate. It often amazes me how happily people, who have been typical Londoners all their lives, enjoy living down here. A few of them find it hard that there isn't a bus past their door every five minutes and there aren't as many facilities immediately available, but, they are all content.

I believe there is a long waiting list in any case for those properties, and village people, who have lived here for the greater part of their lives, are finding that they are having to leave the village at retirement age, either because they think they can't afford to stay here or they find that the family accommodation they have is too much to cope with. To downsize, the sort of accommodation they are looking for is just not available and probably there is nothing available when they are actually looking. Botley people are losing out because we have these different places, but very little middle market...

By and large, people don't know about aids and adaptations available to disabled people, until they have a specific need and then, hopefully, they talk about it to the right person who can point them in the right direction. Two partially-sighted ladies, both of them with macular degeneration, and in the early stages, were completely unaware of the help available in Eastleigh and Park Gate. Neither knew of the allowances or the aids which they can have from the hospital.

Through conversations with people, Neighbour Care is able to suggest to people that if they phone this number they might be able to get some help. We can't say categorically that these people will be able to help you. That would be overstating our



situation, but once they find that there is something and they get into the system, life seems to be a little more helpful. We have a Botley Newsletter every quarter. We lift pieces from the ESPOPF Newsletter and print them, because we feel we are able to reach a larger, local audience. Whether it is beneficial or not, I have no idea, but I like to think so.

People are just not aware of what is available. For instance, we have a small charity in the village which can provide immediate financial help to people who are in genuine, financial need and we mention this in the Parish Newsletter and Magazine, but the response is very low. We couldn't cope if there were lots of requests. We would soon run out of money, but in an emergency, we can help.

So often, people are frightened to take up nice-sounding offers of help in the home, in case there is going to be a large cost involved. I suspect that often there wouldn't be, but they don't follow it up. By and large, people would like to stay in their own homes. Things are familiar and, if they want to get up in the middle of the night and make themselves a cup of tea, there is nobody there to say, 'What are you doing? Don't do it. Go back to bed.'

The Parish Council is hoping, in the not too distant future, to have a village information centre. The plans are currently being drawn up and I would see that as being somewhere a villager could pop into, ask some questions and get some help with any problems. Social Services are very remote to people and their resources are very, very limited and, so often, people are disappointed because they can't be helped, because that is the route people look for first.

A rumour, that the bungalows around Pudbrook House were to be demolished to allow re-development, started about a year ago. It would appear that one new occupant was told that she would not be given a life-time right to the property, because the bungalows would be coming down and flats would be built. Whether or not she misunderstood, or whether there is some thinking that the land is not being used appropriately, I do not know, but it has caused a lot of concern in that area, because the people do not want to live in flats.

The Parish Council recognises that Cheping Gardens, and Mortimer Road, is the area where many older and disabled people live and are content with what they know. We would be very loath to see all the older people having to move out while development was taking place. Flats generally involve stairs and lifts. The beauty of bungalows is that older people do not have to worry about these things and I think it unlikely that the PC would want to back such a suggestion.

The only possible alternative housing in Botley where the bungalow residents could go during the re-development would be that, when there were empty flatlets in Pudbrook House, one or two could move in there, but that pre-supposes that Pudbrook House, itself, would escape re-development. It has mostly one-bedroom accommodation and the recommended standard is now for two bedrooms.

The bungalows are very close to Pudbrook, the stream, which flows into the River Hamble. They have tiny gardens, which older people like, and a grassy space in front which leads down to the banks of the stream. The residents see quite a bit of activity of bird life and wild life, lots of people walking their dogs, taking children for a walk, using the footpath. They would be very upset to lose all that."

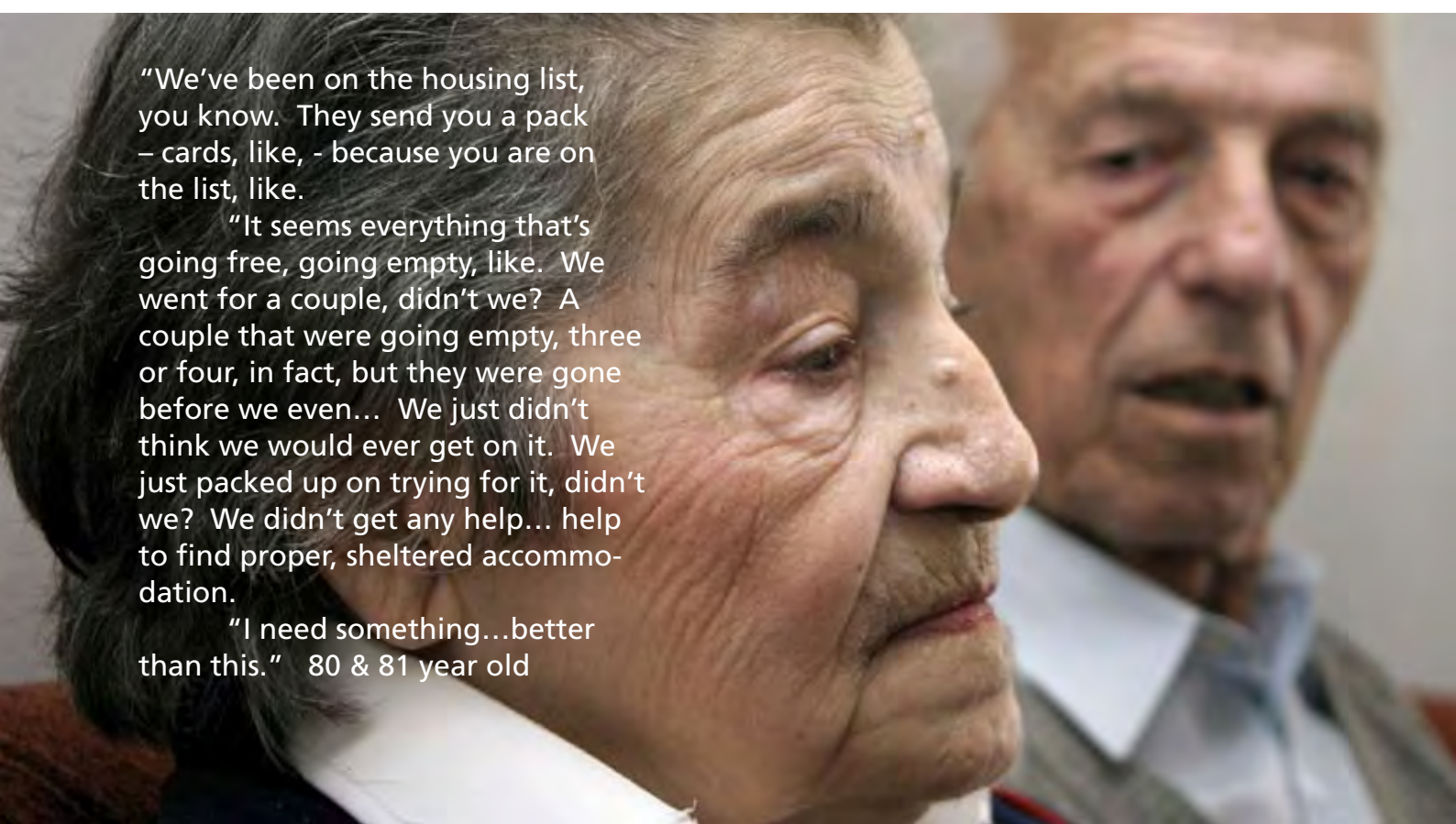
F BEING ON EASTLEIGH BOROUGH COUNCIL'S WAITING LIST

"In actual fact, we had been on the list for three years. We applied. They put out a paper in the Parish Hall every Thursday. You've got to be on the Home Choice Register, first of all. You've got to get on there and then you are put into a Band of Interest, you know, your priority is. You can either be 'wanting' or 'needing' or something else. So, obviously, for those years, we was 'wanting', which means there are lots of people with you, so you are obviously in for a long wait. Priorities come up to the surface more and then you are on to 'needing' and they class you as 'needing'. That's what happened, that's why.

"You gets these little slips, goes into the Parish Hall and you get the little slips and you fill in what property you are interested in. You put the property number and the first line of the address. In the Parish Hall, they have descriptions, sheets with half a dozen on each sheet. It was a 3-bedroomed house we was interested in, wasn't it? You put in – we was OAPs. Obviously, a one or two-bedroom bungalow would be ideal for us. There is no good putting in for a three or four-bedroom house for us – they wouldn't even look at it, you know. Well, we kept filling in the forms. You know it is a bit disheartening every week and you'd hear nothing.

"Well, because of medical needs and that, really, and I went up to the Office and I went to see someone about it and they said, 'Well, winter's coming on, so to speak, we have got medical needs, which is why. There's a form.' So, she gave me a form. Then the Community Housing Officer she come out with a big sheet of questions and explained to us how all this works and she did say, when she left, 'Eighteen months or two years'. But within three weeks, we were offered the sheltered accommodation. That was it. We never looked back really.

"We are lucky, very lucky, but there are lots of people who aren't so lucky. A chap who lived here before us struggled for quite some time, then went into 24-hour care." 68 & 70 year old



"We've been on the housing list, you know. They send you a pack – cards, like, – because you are on the list, like.

"It seems everything that's going free, going empty, like. We went for a couple, didn't we? A couple that were going empty, three or four, in fact, but they were gone before we even... We just didn't think we would ever get on it. We just packed up on trying for it, didn't we? We didn't get any help... help to find proper, sheltered accommodation.

"I need something...better than this." 80 & 81 year old

G NEEDS IDENTIFIED BY INTERVIEWEES

EBC

Information and advice about Housing Options, including private retirement housing

Case work with Lesley Shenton, Community Care & Housing Officer

Help with rubbish bins for disabled people

Mobility / Bath Aids

Disability Grants

Grants for repairs, central heating etc.

Handy Person

Gardening services

Glass collection

Waiting list

Housing and Council Tax Benefit

Planning issues, especially consultation with tenants before re-development

Security and Energy-saving

ONE COMMUNITY (EASTLEIGH)

Help with Filling in forms, claiming benefits, especially attendance allowance

Dial-a-ride information and eligibility

Blue Badge information

Voluntary organisations

Community Transport, including shopping opportunities

Sitting Service/Day Centres/Home-help service

Housing Associations

Adaptations/Aids

Re-designed kitchen cupboards, kitchens, bathrooms, gardens

Proper procedures to relieve anxiety/stress caused by uncertainty about re-development plans and complaints

Improved repairs and maintenance

Improved response in attending to complaints

Resident or more attentive wardens required

Protection from trespassing children and vandalism

Assistance with gardens

MP/Councillors/ Housing Ombudsman

Advocacy assistance with problems with councils, housing associations

Trading Standards

Reliable tradesmen, scams, consumer rights, doorstep callers

Good Neighbours/Care Groups

Helping with bins, sweeping leaves, changing mattress, driving, accompanying to Eastleigh, shopping, transport to medical facilities etc.

HCC

Adult Services Supporting People

Residential Care and Supporting Services Benefits information

LOCAL COMMUNITY GROUPS

Information about activities

CONCLUSIONS

The Questionnaire Responses show that 85% of the respondents are owner-occupiers. 50% of all respondents live in houses, 37% in bungalows and chalet bungalows, and 8% in flats. Women outnumber men, especially in single households, and the average age of all respondents is 75.

It is clear that, at 75 and even earlier, most people are reluctant to think about moving from their homes, even though they may not be managing very well. They lack information to make informed choices and many have little idea of the practicalities and expense involved. Many will be attached to their homes and cling to memories, especially if they brought up their children there. Family support can often be crucial in decision-making. The survey was timely in that it required respondents to face the future and think the unthinkable.

Respondents say that the main reasons for moving from their present accommodation would be ill health, lack of mobility or inability to maintain their property, though ten other reasons were listed. Owner-occupiers were more likely than tenants to have problems which would cause them to move.

If appropriate services were available, such as gardener, handy person, window cleaner and home help – and 18 other forms of help were indicated – people would find it much easier to stay in their own homes. Women are more likely than men to require assistance, information and advice of all sorts, though both require the same services.

Disability increases with age and a wide range of adaptations in bathroom, garden, kitchen and bedroom is crucial to the wellbeing of older, disabled people. It is unlikely that people who are not registered disabled know about the adaptation services available to them. Stair lifts are vital and popular for people in houses and access for wheelchairs is sometimes necessary.

Car ownership reduces with age, but people still need to access shops, medical services and other facilities, and access to and availability of public transport become much more important for continuing independence.

If forced to contemplate moving, 58% of respondents say they would prefer a property without stairs for themselves. Overwhelmingly, the first choice would be a bungalow or a chalet bungalow, which would provide accommodation for family visitors, followed by flat with patio or balcony - and in the same community. 79% of respondents want two bedrooms, but, not surprisingly, there is evidence that, on retirement, couples require more space and storage, as they are spending more time in their homes.

Forty desirable features of a new home were suggested. The most preferred were: own front door, proximity to shops, small garden, car parking - for carers and visitors, if not themselves, - no stairs, and shower.

Respondents were asked for their perceptions of sheltered housing and the knowledge and experience of most people was shown to be sketchy. They considered 17 advantages and the most popular were: own front door, no maintenance, independence and a warden. They considered 24 disadvantages and listed high service charges, loss of independence, inadequate size of accommodation and lack of car parking most frequently. The Focus Group, convened to evaluate Sheltered Housing, reported problems, but residents in sheltered housing were unanimous in their belief that moving there was the best thing they had done.

Respondents were also asked for their views on moving to Extra Care and Residential Care and the comments indicated that people had no desire to contemplate what they perceived to be such a bleak future.

Nearly half the respondents said they would require help with removals and over a third said they would need information about housing options. Seven other examples of where advice was considered necessary included legal matters and disposing of furniture.

The Interviews reveal the human dilemmas behind the Questionnaire responses and are evidence of the urgent need for a case-work approach to individuals with housing problems. It is clear that many older people need far more, far-reaching help than is currently available to them. Tenants of Atlantic Housing Ltd. do not appear to benefit from that duty of care, which should attend to their day-to-day needs and relieve them of anxiety and stress about the future. The people who seem to suffer most are often the most vulnerable, because they do not know who to turn to for help.

The overwhelming impression is of proud, dignified, independent older people reluctant to admit their need for the help and support to survive, which they, themselves, when younger, gave to others.

DISCUSSION

In 1935, Eastleigh Borough Council attracted widespread approval for the innovative building for older and disabled people of carefully laid-out bungalows with small gardens and allotments nearby as an integral part of council housing estates. This provision was replicated over the years within every sizeable community in the Borough. The selling of council houses, increasing property ownership and the complete transfer of council housing stock to Eastleigh Housing Association (now Atlantic Housing Ltd) in 1996 changed the housing responsibilities of the Council and led to an inevitable loss of democratic control over social housing. The remaining older tenants, especially those in bungalows, have become vulnerable in this situation, when their landlord seeks to demolish and re-develop their homes and estates. Who can they turn to for help?

Eastleigh now boasts an owner-occupancy rate of 83% across the borough and many of to-day's pensioners, who benefited from the expansion of home ownership, find themselves in the asset rich/income poor situation: they have property, but, on a fixed income, neither the means nor ability to maintain it. Many live in modest homes bought years ago and though they have little idea of how much the value of their property has soared over the years, they probably do have an idea how much it would cost to buy now if they wanted to downsize. In this situation, older people are vulnerable to exploitation.

The official, prevailing wisdom supported in the main by older people is that they will be happier staying in their own homes in sickness and in health, if they are given the necessary mobility aids and adaptations, rehabilitation and services to help them maintain their independence to the end. It follows then that older people's homes must be manageable and fit for purpose. The Government is encouraging specially-designed Lifetime Homes and offering Direct Payments, so that people are given an income to spend on services to assist independent living.

What are local government and other providers of services for older people doing? Senior citizens, as council tax payers, and whatever their circumstances, should have their needs met by those responsible for their wellbeing. *'Where adaptations are an alternative to residential care, or prevent hip fractures or speed up hospital discharge, where they relieve the burden of carers or improve the mental health of a household, they will always save money, sometimes on a massive scale'*⁷. The problem is that there appears to be little direct return on investment by the different agencies, except perhaps in unitary authorities. Is it realistic to expect district councils to finance wellbeing measures, which will be a cost benefit only to county councils and primary care trusts with their social and health care budgets? Is it realistic for district councils and housing associations to advocate Extra Care housing if county councils are unwilling to cover the running costs?

Housing remains a district council or unitary authority responsibility and it is clear from the survey that older people, across the social divides, need much more help and advice on a personal basis about housing choices. Many properties in the Borough are under-occupied and it seems inconceivable that the Borough's Housing Strategy does not

envisage a well-resourced scheme, which includes attractive incentives, for enabling householders to shift to more appropriate housing as their needs change, thus freeing up family properties and affording greater flexibility in the housing stock and market.

We understand that there is a great shortage of family housing and our survey reveals that many older people would move from their large family homes to two-bedroom bungalows, if they were enabled to do so with independent advice and support. If they do not move, they will be encouraged to think about some form of equity release to provide an income to live on, or struggle on in property which will deteriorate because maintenance costs cannot be met and DIY is no longer an option. The losers will be those young families, who need family homes.

What are the housing aspirations of older people? They want to continue to live independently and free from worry in familiar, supportive communities. To do this, they require manageable homes with readily available aids and services for which, mostly, they are prepared to pay, according to their means. The other needs revealed by this survey, which involve a large number of separate, autonomous agencies, are listed in the Report. Independent advice on options and maximising incomes is essential and, above all, on a range of appropriate accommodation in their own communities.

Some people will see independence as owning their own homes; others will always need the protection, security and freedom from worry which tenancy or part ownership in sheltered housing should provide; others will live with their families in mixed households, where they still may need mobility aids and adaptations. As their needs intensify, others will require Extra Care or Residential Care, but they will want it to be in their own neighbourhoods, so that they remain in contact with friends and neighbours.

The situation of tenants, whether in social or private housing, is desperate if they are beset by disrepair, security and tenancy problems, or their ageing property is threatened by demolition and re-development at some undetermined date in the future, with 'decanting' or even homelessness in prospect. A recent Report⁸ written by Dr David Clark, who was commissioned by Eastleigh Borough Council, reveals the experience of residents of the Velmore Estate in Chandler's Ford in this situation. It concludes that their security of tenure and human rights were threatened by Atlantic Housing Ltd.'s *"failure to offer adequate consultation and compassion in its single-minded pursuit of its corporate objective to develop more social housing, leading to a climate of suspicion and distrust."* Who is to protect tenants in this situation? Fortunately, on this occasion, when the Borough Council were at the late stage of considering planning applications, Help the Aged came to the rescue. The Council offers advice and services to tenants of private landlords, but how many tenants in private housing know this?

Tenants, especially in sheltered housing blocks, are removed from daily contact with the outside world because of fortress-like security arrangements, which seem to have more to do with the convenience of management than regard for the social welfare of the tenants. Security systems and entry-phones will prevent unwanted intruders from gaining access, but they will also prevent bona fide callers from making contact with the residents, reducing opportunities for social and community communication.

Residents may have chosen sheltered housing because they thought it offered the services of a resident warden, but, these days, they often have to depend on mobile wardens at the end of a telephone. They are worried by service charges over which they have no control and they know that their independence is seeping away. They worry about the possible disappearance of sheltered housing, the dismantling of discrete housing for older people and the introduction of mixed housing. The uncertainty brings stress. Older people's health is affected by the quality of their environment and the new rules of engagement of housing associations with their tenants and local authorities, called for in the Lyons Inquiry into Local Government⁹, are urgently needed.

Older people most in need of help must be the single women (81% in our survey) who live longer and alone, are poorer and frailer, and have greater need of protection and support. They are dependent on neighbours, friends or families for their social contacts and the prospect of having to move away from their familiar communities must be devastating. Their vulnerability cries out for a re-think of statutory, voluntary and community responsibility, so that measures are introduced to enable them to enjoy that sense of wellbeing, which is said to be the aim of older people's services.

Good health is the major determinant of independence and choice of housing in old age. The interviews in this survey illustrate the range of debilitating illness experienced by older people. Is enough being done by primary care services to prevent the onset and continuation of medical and social problems that lead to ill health and dependency? Are local councils taking on board issues affecting older people that are raised in public health reports? One in five older people over the age of 50 experiences some difficulty with their own care. Currently, 30% of households nationally are headed by someone over 60.¹⁰

There is an urgent need to address the implications of population growth and the forecasts that, by 2021, 30% of the population will be over 60 with increasing numbers of people aged over 85 and increasing numbers of people living alone. Our survey has revealed that, today, many older people are driven by circumstance: living out their years hoping that they will be able to manage and vaguely expecting that ill health or bereavement will force their hand if the worst comes to the worst. Gradually, the worry of not coping increases until there is a crisis. Surely older people deserve better than this?

9 *Lyons Inquiry into Local Government* (Bibliography 17)

10 *Delivering Housing for an Ageing Population* (Bibliography 7)

RECOMMENDATIONS

1 That **Eastleigh Borough Council** address the issues raised by this Survey and consider the need for joined-up thinking to provide for all older people in the Borough in its Housing Strategy for Older People wherever and whenever possible by:

- using the planning system (PPS3 Appendix 5) to enable a range of well-located, well-designed, safe and suitable accommodation, including Extra Care and Retirement Apartments, to meet older people's expressed desire to remain in their own communities
- responding to older people's aspirations to move to or remain in two-bedroom bungalows or chalet bungalows with small gardens, thereby releasing family properties
- advertising, expediting and expanding Supporting Services, including Handy Person and Garden Services and Disabled Facilities Grants, Adaptations and personal alarms to meet needs
- seeking partners, such as the county council, local area committees/parish and town councils/home improvement agencies/voluntary sector to deliver supporting services at a local level to achieve equity across the Borough
- expanding the Housing Advice Service to include all retired people aged 75+, bearing in mind that the overwhelming majority of the Borough's older residents are owner-occupiers, and information and advice on private retirement accommodation as well as housing association schemes.
- considering the introduction of "Citizens' Accounts"¹¹, as recommended by Better Government for Older People, the Audit Commission and the Office of the Deputy Prime Minister, to achieve a personalised approach to all local authority transactions, alerting individuals to entitlements and opportunities that meet their interests and circumstances and a reduction in the current fragmentation of services
- continuing to involve older people's representatives, such as ESPOPF, in developing policy and monitoring outcomes.

2 That **Housing Associations, especially Atlantic Housing Ltd:**

- review their Duty of Care responsibilities towards their tenants and, in particular, introduce new, sensitive procedures for communicating with and involving tenants, especially about re-development plans¹²
- research the needs of tenants for mobility aids, adaptations, help in the home and gardening services, benefits, re-decoration of property, protection from harassment and security and provide accordingly
- consider the re-introduction of resident wardens in sheltered housing and promote a personal alarm service to individual residents who need it
- introduce new technology warning sensors where appropriate
- consider and introduce ways and means of achieving internal security for residents in sheltered housing without causing their isolation from the wider community by excluding bona fide visitors

11 *BGOP Annual Report 2005/6* (Bibliography 11)

12 *Landlord Services: Atlantic Housing Ltd* (Bibliography 14)

- advertise accommodation for older people more widely and retain it for use by older people
- publicise and implement complaints procedures effectively
- build new accommodation to Lifetime Homes standards and make sure that it will lend itself to adaptations.

3 That the special needs for protection, security and support of older women living alone be considered **by all concerned** and met.

4 That the **Hampshire PCT and all NHS medical services** assist older patients to live independently at home or in sheltered housing by:

- abandoning ageist attitudes and stereotyping in diagnoses, referrals and treatment of older people eg “What do you expect at your age?”
- expanding the availability of audiology and podiatry assessments and services
- addressing the health and wellbeing programme to ensure early detection and treatment of disease
- expanding Health by Prescription initiatives and pursuing public health initiatives and priorities.

5 That local **area committees and parish councils** recognise the dependence of older people on their local communities and:

- continue to respond to requests from community groups for financial assistance with social activity and other measures that promote wellbeing
- consider working in partnership with EBC and others to provide local supporting services to meet needs.

6 That **One Community (Eastleigh)**:

- respond to ESPOPF’s annual requests in Research Reports to extend the range of its services to meet the needs of older people in the southern parishes of Eastleigh
- extend the availability and expertise of its Home Information Service to older people.

7 That **Hampshire County Council**:

- involve representatives of older people, themselves, in the development of initiatives to meet the requirements of their wellbeing programme
- address the Needs raised in this Report.

8 That **Hampshire Care Groups** address the support needs of older people contained in this Report.

9 That **Councillors and MPs** respond pro-actively and positively to older people’s housing problems.

10 That **all providers of services to older people** take account of their housing aspirations and needs and involve them in planning future housing options, in the design of user-friendly accommodation, in the maintenance and adaptations of existing property and services, and in monitoring standards and outcomes.

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Joe Oldman Help the Aged 2006 <http://www.helptheaged.org.uk>
- 2 *Retirement Options for Your Later Years***
Eastleigh Borough Council 2006
- 3 *Older Persons' Accommodation Strategy 2004-2007***
Tony Hall, Head of Housing Services Eastleigh Borough Council (2004)
- 4 *Older People's Long-term Decision-Making in Flintshire***
Claire Thetford 2006 claire.thetford@liv.ac.uk
- 5 *Annual Public Health Report 2005/6*** (Eastleigh, Test Valley South, New Forest P.C.T.'s) Dr Christine Jackson Director of Public Health 2006
- 6 *A Housing Strategy for Older People*** (Consultation Draft)
Hampshire County Council Social Services Department 2000
- 7 *Delivering Housing for an Ageing Population***
Housing and Older People Development Group (HOPDEV) 2005
- 8 *Older People's Housing Strategies: Taking Account of Older People's Views***
HOPDEV 2006
- 9 *Should I Stay or Should I Go?*** The Future of Housing Options Services for Older People Care & Repair England www.careandrepair-england.org.uk
- 10 *Having Our Say*** A Housing Action Kit for Older People Care and Repair England 2003 includes Housing & Older People: Facts and Figures
- 11 *Annual Report 2005/6***
Better Government for Older People www.bgop.org.uk
- 12 *Guide to Care at Home 2006/7***
Hampshire County Council Adult Services Department
- 13 *Better Outcomes, Lower Costs***
Office for Disability Issues (ODI) 2007 www.officefordisability.gov.uk
- 14 *Landlord Services: Atlantic Housing Limited***
Housing Association Inspection Report 2006 Audit Commission
- 15 *Findings of a Consultation Exercise Relating to the Application by Atlantic Housing Ltd to Demolish 127 Elderly Persons' Bungalows as part of a Re-development of the Velmore Estate in Chandler's Ford, Eastleigh***
Dr David Clark 2007 www.eastleigh.gov.uk
(Eastleigh Local Area Committee 15 May 07 Appendix B)
- 16 *That Bit of Help*** Raynes, Clark, Beacham 2006 Older People's Programme Joseph Rowntree Trust info@jrf.org.uk
- 17 *Lyons Inquiry into Local Government*** 2007 HMSO

APPENDIX 1

3 HELP WITH STAYING PUT

Information about the services listed below is available from:

- | | |
|---|--------------------|
| 1 EBC Housing | Tel. 023 8068 8165 |
| 2 Hampshire Adult Services | Tel. 023 8061 8722 |
| 3 Eastleigh Community Services HISP
(Home Information Support Project) | Tel. 023 8090 2405 |

- Home Safe and Warm Home Schemes Tel.023 8046 2444
- Aids and adaptations Tel. 023 8061 8722 or 023 8068 8165
- Personal alarms Tel. 023 8090 2416 (Lifeline)
Tel. 0800 77 22 66 (Aid-Call)
- Major home repairs and disabled adaptations
Tel. 023 8046 2444
- Energy Advice Tel. 0800 512 012
- Meals on Wheels Tel. 023 8068 8316
- Respite and Day Centres Tel. 023 8090 2400
- Domiciliary care Tel. 023 8061 8722
- Shopping Services and Shop Mobility Tel. 8090 2402
- Community Transport Tel. 023 8090 2414
- Neighbourhood Watch Tel. 0845 045 45 45
- Extra care Tel. 023 8068 4366
- Residents' parking permits Tel. 023 8068 8263
- Intermediate care/rehabilitation (ESPRIT) Tel. 023 8067 3666
- Specialist housing/support eg for dementia Tel. 023 8061 8722
- Gardening services Tel. 023 8046 2444
- HCC Trading Standards Buy with Confidence Scheme
Tel. 01962 869765

ESOPF FACT SHEET 2 RETIREMENT HOUSING 2006/7

1 MAIN CHOICES

- Staying put
- Downsizing
- Moving in with or near to family
- Purchase of home in a retirement scheme eg. McCarthy & Stone
- Housing Association sheltered housing scheme - Owner-occupied or tenanted
- Very sheltered (extra care) housing
- Residential Care Home
- Nursing Home
- Specialist accommodation for dementia sufferers (Rowan Court)

2 SHELTERED HOUSING & RESIDENTIAL CARE

There are many misconceptions about location, accessibility, suitability, cost, restrictions, quality, waiting lists etc. The best policy is to investigate what is on offer and talk to residents and their families about their views.

Hampshire County Council produces a Directory of private and local authority residential care homes Tel. 023 8061 8722
Help the Aged has published a comprehensive discussion paper "Housing Choice for Older People" (£10) Tel. 020 7278 1114

For further information contact Diane Andrewes, Hon Secretary Eastleigh Southern Parishes Older People.s Forum, Orchard Hill, Old Bursledon, Southampton SO31 8DH Tel. 023 8040 3311

- Disabled Facilities Grant Tel. 023 8068 8165
- Help in the home Tel. 023 8090 2400
- Handyperson Tel. 023 8046 2444
- Good Neighbour Schemes
Tel. Hampshire Care Groups 01962 624777
- Community Lunch and other Clubs Tel. 023 8090 2405
- Hospital Transport BHH Tel. 0845 602 4135
HEWEB Tel. 032 8033 3442
- Sitting Service Tel. 023 8090 2455
- Dial-a-ride Tel. 023 8090 2450
- Pensions Helpline Tel. 0845 6060 265
- Environmental Health eg bulky item removal Tel. 023 8068 8323

4 FINANCIAL ASPECTS

- **BENEFITS:** Disability, Attendance Allowance Tel. 0800 882200
Housing and Council Tax Tel. 023 8068 8046
Pension Credit Tel. 0845 6060 265
- **MONEY ADVICE** from Citizens Advice Bureau Tel. 0870 126 9504
EBC Housing Hampshire Adult Services Age Concern
Help the Aged
- **INFORMATION, CLAIMS AND FORM-FILLING**
- Eastleigh Community Services Home Information Support Project
Tel. 023 8090 2405
- **LOW-COST LOANS** for those on low incomes from Southern
Homes Loans Partnership Tel. 023 9282 6180
- **INCENTIVES TO MOVE** offered by some Housing Associations
- **EQUITY RELEASE** Eastleigh Citizens Advice Bureau (C.A.B.)
Tel. 0870 126 9504

5 SOURCES OF ADVICE & INFORMATION

- A to Z of Services for Older People in the Borough of Eastleigh
(free copies from EBC Tel. 023 8068 8000)
- Retirement Housing Options for Your Later Years Booklet,
incorporating Eastleigh Borough Council's comprehensive
directory of sheltered housing with landlord contact details
Tel. 023 8068 8165
- Eastleigh Homechoice Half-yearly Newsletter and Register of
Housing Association Social Housing. Tel. 023 8068 8000
- EBC Housing and Community Care Advisor Tel. 023 8068 8165
- EBC Housing Advice surgeries held at Civic Offices and on
1st Thursday of the month 12.30-2.30pm at Pilands Wood
or Tel. 023 8068 8165
- Housing Associations - contact details held by EBC
Tel. 023 8068 8165
- Estate Agents (yellow pages)
- Neighbours, friends, family ie the local grapevine
- Hampshire Adult Services for residential care Tel. 023 8061 8722
- Eastleigh Citizens Advice Bureau (C.A.B.) Tel. 0870 126 9504
- Help the Aged Senior Line Freephone 0808 800 6565
Textphone 0800 26 96 26
- Hampshire Age Concern – for general information regarding
housing for rent or to buy and helpful fact sheets
Tel. 0800 3287 154 (Freephone)
- Private developers of retired housing eg McCarthy & Stone
Brendon Care Homes (Telephone book)

**EASTLEIGH SOUTHERN PARISHES
OLDER PEOPLE'S FORUM**

RETIREMENT HOUSING SURVEY 2006 © copyright

INTRODUCTION

- As we get older, we cannot help wondering whether we are going to be able to stay in our present homes, or whether we should think about moving.
- The aim of this survey is to find out what our housing needs will be in the future, so that Eastleigh Borough Council can ensure, through its Older People's Accommodation Strategy, there will be enough suitable housing available for us within the Borough.
- This research is CONFIDENTIAL and conforms to ethical standards. Please do not put your name and address on the form.
- Answer every question. We hope you find our Factsheet useful.
- Please note the enclosed Interview Request Form
- **Please help us with our research by sending your completed questionnaires in the Freepost envelope by 31/1/06.**

SECTION 1 – ABOUT YOU

- 1 Are you male? female? Please tick
- 2 What is the year of your birth? 19__ __ Please tick one Bursledon
 Botley Hedge End
 No No West End
 No N/A
- 3 Is there a car in your household? Yes No
- 4 Do you consider you are disabled? Yes No
- If so, what are your special housing needs?
.....
.....
.....
- 5 Where do you live?
Boorley Green Botley Please tick one
Butlocks Heath Hamble Bursledon
Netley Abbey Old Netley Hedge End
West End

SECTION 2 YOUR HOUSING SITUATION NOW

1 Are you? Please tick one

Owner-occupier		Tenant (private)
Tenant (housing association)		Nursing home resident
Resident with family		Rest home resident

Other (specify).....

2 What type of property do you occupy?

Please tick in right column insert number of bedrooms

House		Houseboat	
Bungalow		Extra Care	
Chalet Bungalow		Rest Home	
Flat		Nursing Home	
Maisonette		Rented sheltered housing	
Mobile Home		Private sheltered scheme	

Other (specify).....

3 What assistance will help you to stay put?

Please tick all that apply?

Adaptations		Home (Intermediate) Care	
Home help		Emergency Call System	
Gardener		Energy-saving measures	
Transport		Help with shopping	
Shower		Security Improvements	
Meals on Wheels		Window cleaning	
Central heating		Day Centre Attendance	
Handy person		Modernisation of kitchen	

Other (specify).....

4 Would you consider any of the following?

Tick those which apply

These are explained in the Fact Sheet.

Other.....

.....

Equity Release	
Letting part of your property	
Part-ownership scheme	
Financial incentive to move	
Moving to smaller house	

SECTION 3 MOVING HOME

1 What reasons would make you move from your home?

Tick as many as apply

Financial	
Inadequate heating	
Health reasons	
Lack of mobility	
Isolation	
Neighbours	
Other.....	

Bereavement	
Accommodation too large	
Unable to maintain property	
To be near family/friends	
Need for residential care	
Lack of security/safety	
Risk of homelessness	

2 What features would you look for in a new home?

Please tick all the most important features.

Car parking	
Warden assisted	
Shower	
Security of tenure	
Garage	
View	
Own front door	
Small garden	
No garden	
Locality (give details)	
Other (specify).....	

Purpose built kitchen	
Near shops, post office etc	
Accommodation for pets	
Proximity to family/friends	
No stairs	
Flat with balcony	
Modern design	
Good investment	
Community lounge/activities	

4 If you are already in SHELTERED HOUSING, or if you are considering SHELTERED HOUSING, which of the following things do you dislike or think might put you off?

Tick as many as apply

Compulsion to accept offers	
Size of accommodation	
High service charge	
Communal heating	
Fortress-like security	
Separation from community	
Difficult application form	
No air-conditioning	
Losing independence	
Other (specify).....	

Expense	
No pets	
Full of old people	
Lack of control	
No car parking	
Poor design	
Small kitchens	
Fluorescent lighting	
Poor decoration	

5 Which of the following advantages of SHELTERED HOUSING do you or would you find attractive?

Tick as many as apply

Manager/Warden	
Social opportunities	
Modern building	
Disabled access	
No worries	
Independence	
Safety	
Other (specify).....	

Never feeling alone	
Own front door	
No maintenance	
Extra Care	
Communal laundry	
Part ownership	
Communal garden	

3 If you are able to be reasonably independent, what accommodation are you most likely to choose? Tick one

OWNER-OCCUPIED TENANT

Chalet/bungalow		
Smaller house		
Flat or maisonnette		
Bed-sitter		
Mobile Home		
Living with family		
Retirement housing		
Bungalow		
Private rented accommodation		
Flat in sheltered housing		
Flat in non-sheltered housing		
Bed-sitter		
Mobile Home		
Houseboat		

Please circle the number of bedrooms you would like?

1 2 3 4 5

6 If you needed to go into Extra Care, Rest Home or Nursing Home in which area would you prefer to live?

SECTION 4 ASSISTANCE IN DECISION MAKING

1 What would you need advice and/or assistance with?

Tick all those which apply

Finances	
Legal matters	
Help with removal	
Rights of tenure	
Claiming benefits	
Other (specify).....	

Discovering housing options	
Disposing of furniture	
Inspecting properties	
Dealing with application forms	



EASTLEIGH
SOUTHERN
PARISHES
OLDER
PEOPLE'S
FORUM

www.espopf.org.uk

INTERVIEW INVITATION SHEET

November 2006

Dear Member

"Moving On" Housing Survey

If you want to say more on the subject of Retirement Housing than you were able to in the Questionnaire, please accept this invitation from us for an interview.

The interview will be with one of the ESPOPF Researchers and in your own home, unless you would prefer somewhere else.

Although the interview may be quoted in the Research Report, it will be anonymous. Names will not be mentioned.

Name(s)

Address

.....

Email address..... Phone number.....

Please include this sheet with your completed questionnaire and send both back to us in the Freepost envelope enclosed.

We will then contact you and arrange for the interview.

If you have any queries, please contact me on 023 8040 3311.

Yours sincerely,

Diane

APPENDIX 4

ANALYSIS OF ESPOPF MEMBERSHIP AND RESPONSE OF OVER-60'S TO QUESTIONNAIRE BY PARISH

	Botley	Bursledon	Hamble	Hedge End	Hound	West End	Total
Total over 60's population	935	1,248	1,182	3,056	1,262	2,225	9,908
ESPOPF Membership	207	235	221	504	371	391	2,194
Replies to Questionnaire	77	91	126	181	121	122	718
% membership by parish	22%	19%	19%	16%	29%	18%	22%
% members replying to Questionnaire	37%	39%	57%	36%	33%	31%	33%
% 60+ population replying to Questionnaire	8%	7%	11%	6%	10%	5%	7%

TABLES* SHOWING THE PERCENTAGE CHANGES IN OVER 60s POPULATION IN THE NEXT 6 YEARS IN EASTLEIGH SOUTHERN PARISHES

Based on data from Hampshire County Council's Environment Department: Small Area Population Forecasts, 2006-2013. These figures are analysed by wards, which may not correspond to geographical postal areas of parishes.

	Figures for 2007				% INCREASE	Figures for 2013			
	60+	70+	80+	Total		60+	70+	80+	Total
MALES									
Botley	239	147	76	462	12.1%	287	150	81	518
Bursledon and Old Netley	386	206	97	689	15.8%	443	245	110	798
Hamble-le-Rice and Butlocks Heath	332	200	111	643	10.0%	357	234	116	707
Hedge End	769	536	205	1510	17.3%	883	600	288	1771
Netley Abbey	263	177	82	522	3.3%	282	176	81	539
West End	553	383	200	1136	9.8%	601	408	238	1247
Total for Southern Parishes	2542	1649	771	4962	12.5%	2853	1813	914	5580
FEMALES									
Botley	265	159	155	579	10.0%	334	166	137	637
Bursledon and Old Netley	399	224	153	776	13.0%	448	261	168	877
Hamble-le-Rice and Butlocks Heath	333	238	175	746	12.1%	383	259	194	836
Hedge End	950	658	401	2009	21.7%	1143	787	515	2445
Netley Abbey	259	228	253	740	0.7%	293	214	238	745
West End	628	444	398	1470	10.0%	713	473	431	1617
Total for Southern Parishes	2834	1951	1535	6320	13.2%	3314	2160	1683	7157
TOTAL									
Botley	504	306	231	1041	11.0%	621	316	218	1155
Bursledon and Old Netley	785	430	250	1465	14.3%	891	506	278	1675
Hamble-le-Rice and Butlocks Heath	665	438	286	1389	11.1%	740	493	310	1543
Hedge End	1719	1194	606	3519	19.8%	2026	1387	803	4216
Netley Abbey	522	405	335	1262	1.7%	575	390	319	1284
West End	1181	827	598	2606	9.9%	1314	881	669	2864
Total for Southern Parishes	5376	3600	2306	11282	12.9%	6167	3973	2597	12737
Total: Rest of Eastleigh Borough	6767	4573	3100	14440	11.1%	7832	4723	3493	16048
Total: Eastleigh Borough	12143	8173	5406	25722	11.9%	13999	8696	6090	28785

APPENDIX 5

PLANNING POLICY STATEMENT 3

“Planning Policy Statements set out the Government’s national policies on all aspects of planning in England, and PPS3 sets out the framework for delivering housing objectives, thus it is highly influential in determining the pattern of housing development across the country.

“PPS 3 mentions the importance of demographic change and includes a number of specific references to older people e.g. it advises that Regional Spatial Strategies should set out the region’s approach to achieving a good mix of housing on the basis of the different types of households including having particular regard to ‘current and future demographic trends and profiles’ and ‘the accommodation requirements of specific groups, in particular, families with children, older and disabled people’.”

Sue Adams Director, Care and Repair England

DISCLAIMER

Respondents' statements and opinions have been reproduced verbatim; they have not been verified. ESPOPF admits no responsibility for possible errors that have been published unwittingly.

