

Ageing Well 
BATH & NORTH
EAST SOMERSET

2024 Community Survey Headlines



Welcome to Ageing Well B&NES

Our Vision: A community where everyone can age well, together.

In 2024, 1,300+ residents aged 55 and over shared their views in the first ever B&NES Ageing Well Community Survey.

This report highlights key survey findings and estimates how the response percentages might translate into numbers of older residents across B&NES (based on demographic data).

For the full report please go online and visit:
ageukbanes.co.uk/ageing-well-programme



Join our Older People's Voice - together we can build a more inclusive, supportive, and accessible future for everyone in Bath & North East Somerset.

Interested? A tear-off membership form is included at the back of this report.

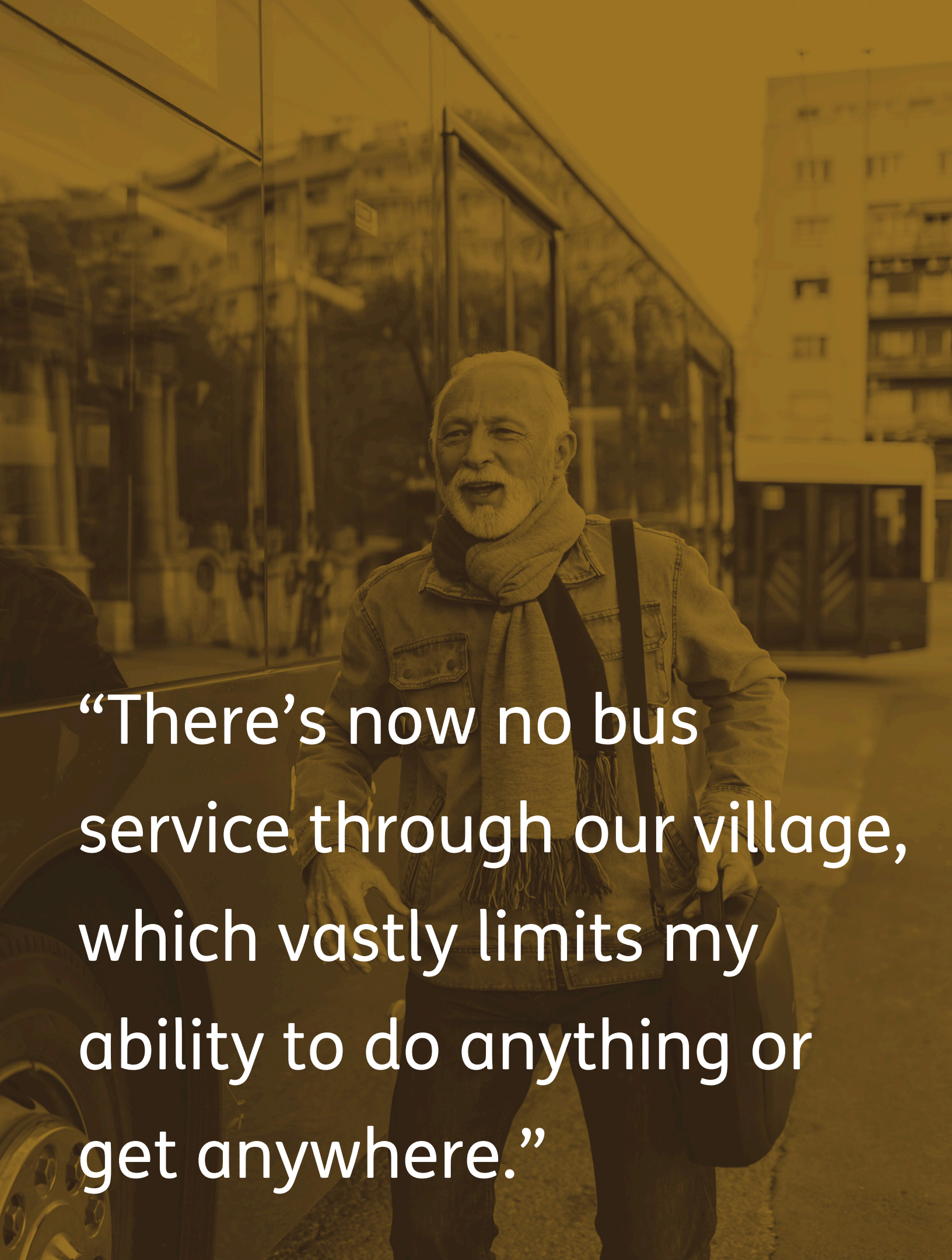
Out & About

Of those who responded to our survey, and what that might look like for the B&NES older population:

- 92% can access green spaces daily - equating to 58,000 older people across B&NES.
- 72% think there are not enough public toilets - this amounts to 50,000 older people throughout B&NES.
- 55% think most/all pavements are not well-maintained - reflecting 35,000 older people across B&NES.

“The roads, pavements and verges are a mess. Public toilets are non-existent.”





“There’s now no bus service through our village, which vastly limits my ability to do anything or get anywhere.”

Transport Matters



Of those who responded to our survey, and what that might look like for the B&NES older population:

42%

say public transport is unreliable or infrequent - reflecting **26,000** older people across B&NES.

44%

do not think there are enough parking spaces near shops and amenities - translating to **28,000** older people across B&NES.

29%

think bus stops are not accessible, with lack of seats and cleanliness being an issue - equating to **18,000** older people across B&NES.

What You Told Us

"As one concerned about climate change, I strongly support improved public transport and reluctant to encourage greater car usage and dependence. I owe this to my children, grandchildren."

Buses aren't working: The current bus service is seen as unreliable and inadequate.

Parking problems: Restrictions on car access and parking make getting around harder.

People can't get to what they need: These barriers stop people from easily accessing shops and services.




Housing Insight

Of those who responded to our survey, and what that might look like for the B&NES older population:

90% say they're happy with their current living arrangements - equating to **57,000** older people throughout B&NES.

84% intend to stay in their current homes as they grow older and 'age in place' - translating to **53,000** older people across B&NES.

36% feel unheard and believe their local council and government don't value their opinions - amounting to around **23,000** older people in B&NES.



“We can't keep building housing when we don't have the infrastructure to support them”

What You Told Us

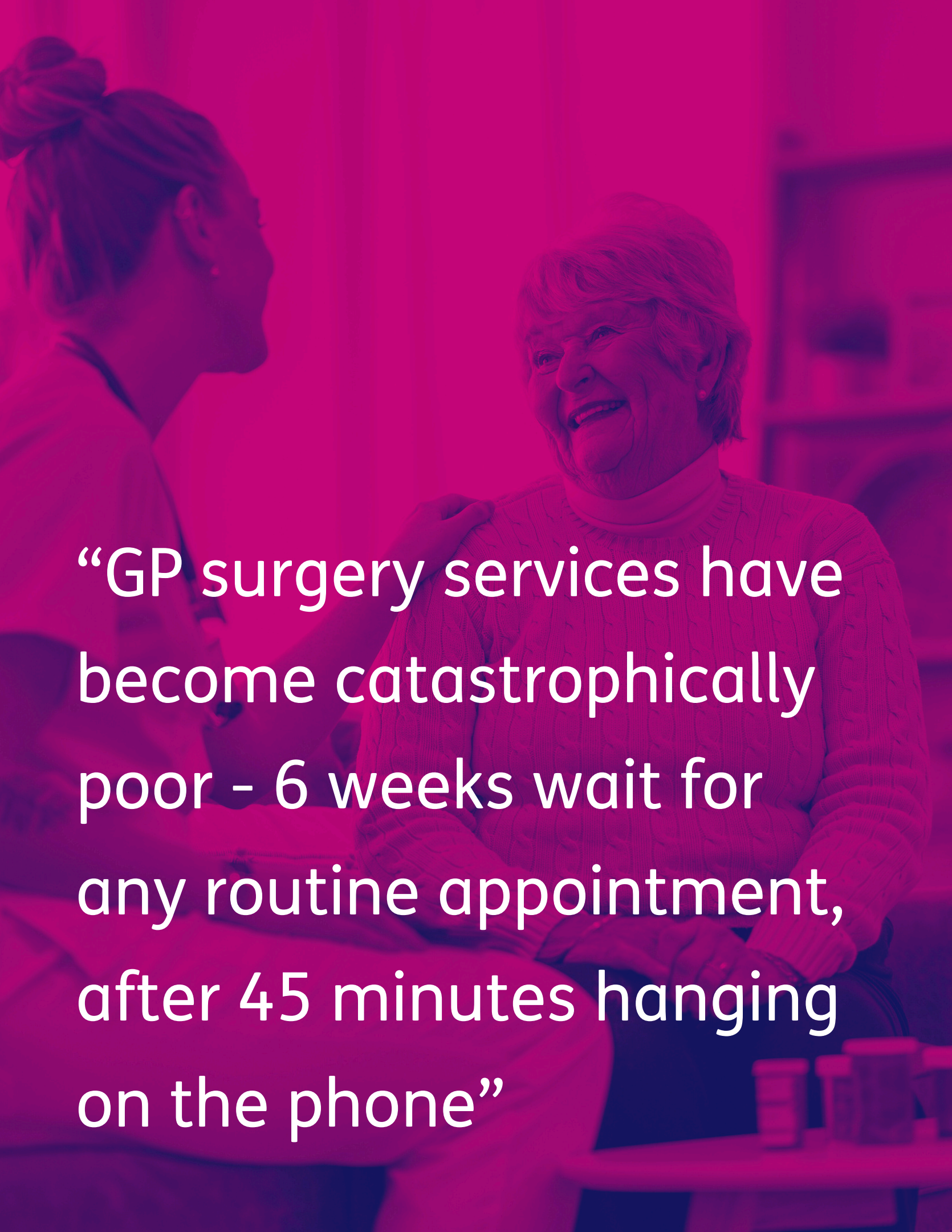
Some feel stuck: Larger homes are hard to maintain, but affordable downsizing options are scarce in B&NES.

Community worries: Some fear being forced to leave their community due to a lack of suitable local housing.

Under valued: 36% feel unheard and believe their local council and government don't value their opinions - amounting to roughly 23,000 older people in B&NES.

“Most people of my age want to stay as independent as possible, for as long as possible, in smaller easy to look-after accommodation in a mixed community. But where are these homes?”





“GP surgery services have become catastrophically poor – 6 weeks wait for any routine appointment, after 45 minutes hanging on the phone”

Healthcare Access

Of those who responded to our survey, and what that might look like for the B&NES older population:

- 61%** are satisfied with NHS care experience, but challenges remain - reflecting a group of **39,000** older people in B&NES.
- 47%** report struggling to access NHS services when they're needed - equating to **30,000** older people across B&NES.
- 21%** face digital barriers saying digital exclusion impacts their ability to access health and social care services - meaning about **13,000** older people across B&NES.

What You Told Us

The most **frequently mentioned issue** was the severe lack of access to GPs and, especially, dentists - which many people find distressing.

Digital exclusion creates barriers: Most of those without digital access aren't satisfied with the ease of accessing NHS services and the move towards 'digital first'.

Primary care challenges are recognised nationally: Accessing GPs and dental care is a significant issue, but respondents acknowledged that this is a national challenge rather than one that can be solved locally.

“I appreciate that issues like healthcare are really national and probably relate to insufficient funding, including to local government”



Other Insights

Community Connection: 17% report feeling isolated or lonely (potentially 10,000 older people across B&NES).

"I've lived here for years, but without family nearby, it's easy to feel forgotten."

Communication: 20% don't feel well-informed about local events, services, or support (potentially 13,000 older people in B&NES).

"Little or no communication for the elderly, very frustrating and feeling of not being wanted"

92% own a digital device and 8% (potentially 5,000 older people in B&NES) want specialist support in using the internet.

"I often miss out on things because I don't know they're happening—it feels like everything's gone digital."