



Participatory Needs Analysis

Produced with assistance from



Introduction

The Age Well Services are a key part of Wandsworth Council's approach to transforming adult social care and managing demand by enabling people to retain, gain or regain independence; targeting preventative resources most effectively and ensuring value for money.

At the heart of this approach is a vibrant voluntary and community sector (VCS), who are commissioned by the Council to work in partnership with themselves and other stakeholders (including NHS, businesses and faith groups) to deliver local services that enable older people and/or vulnerable adults to improve or maintain their overall wellbeing and stay independent for longer.

Wandsworth Council commissioned Age UK Wandsworth to create a service, based on the existing Age Well Roehampton/Battersea specifications, that will cover the central parts of the borough including Northcote, Shaftesbury, Balham, Nightingale and Wandsworth Common.

Age UK Wandsworth began this work in December 2023 by engaging with the community in a participatory needs assessment (PNA) during the contract mobilisation period to identify perceived problems, priorities and solutions to ensure that the new service is relevant, responsive and sustainable in central Wandsworth.

It was proposed that we seek information and advice from older people in different demographics, commissioners, representatives of the different existing resources and of the two existing services in Battersea and Roehampton to help access the community, relevant existing data and community group views. We would define the scope, aims and objectives of the PNA and how it will subsequently contribute to the design of the new service.

In collaboration with Wandsworth Council, a PNA questionnaire was created and distributed to a diverse sample to include a variety of protected characteristics, such as age, disability, gender, ethnicity, religion, sexual orientation, as well as socio-economic status.

Age UK Wandsworth canvassed the opinion of older people across the borough through attending a wide variety of existing groups and seeking the assistance of partner organisations. A total of 92 questionnaires were completed and returned.

Relevant statistics - Wandsworth Borough

Period	People aged 65+ in Wandsworth	Total population
2023	32,833	331,456
2022	32,313	329,358
2021	31,645	328,429
2020	31,174	333,678
2019	30,926	334,558
2018	30,418	331,069

- According to LG Inform, the local area benchmarking tool from the Local Government Association, as of 2023 Wandsworth has a population of 331,456 people, 9.9% of whom are aged 65 or over.
- The dementia estimate for people aged 65+ June 2024 is 2,338.6.
- No. of people aged 65+ who are registered as blind 2022/23 in Wandsworth was 320.
- No. of people aged 65+ who are registered as partially sighted in 2022/23 was 210.
- Disability Living Allowance entitlements aged 65+ 2023/24 Q3 was 1,023.
- A Saga Healthcare guide produced in conjunction with NHS England states "I in 3 people - plenty of them in decent health - will have a fall this year.... half of all people over 80 will fall at least once a year."
- In 2021/22 there were 2,246 emergency hospital admissions due to falls per 100,000 of those aged 65+ in Wandsworth. LG Inform tells us that according to Age UK research in 2011 it was estimated that 2,796 residents of Wandsworth aged 65+ were lonely.

Statistics specific to Wandsworth Borough Wards covered by the Age Well Central Contract
 (Written by LGA Research from Local Government Association 2021)

1) Population & Gender

Ward	Number of all usual residents 2021	Number of all usual residents Female 2021	Number of all usual residents Male 2021
Balham	17,715	9,279	8,436
Lavender	13,458	6,958	6,500
Northcote	12,858	6,641	6,217
South Balham	9,825	5,207	4,618
Trinity	11,186	5,905	5,281
Wandle	10,588	5,608	4,980
Wandsworth Common	16,595	8,473	8,122
Wandsworth Town	17,807	9,296	8,511

2) Population & Age

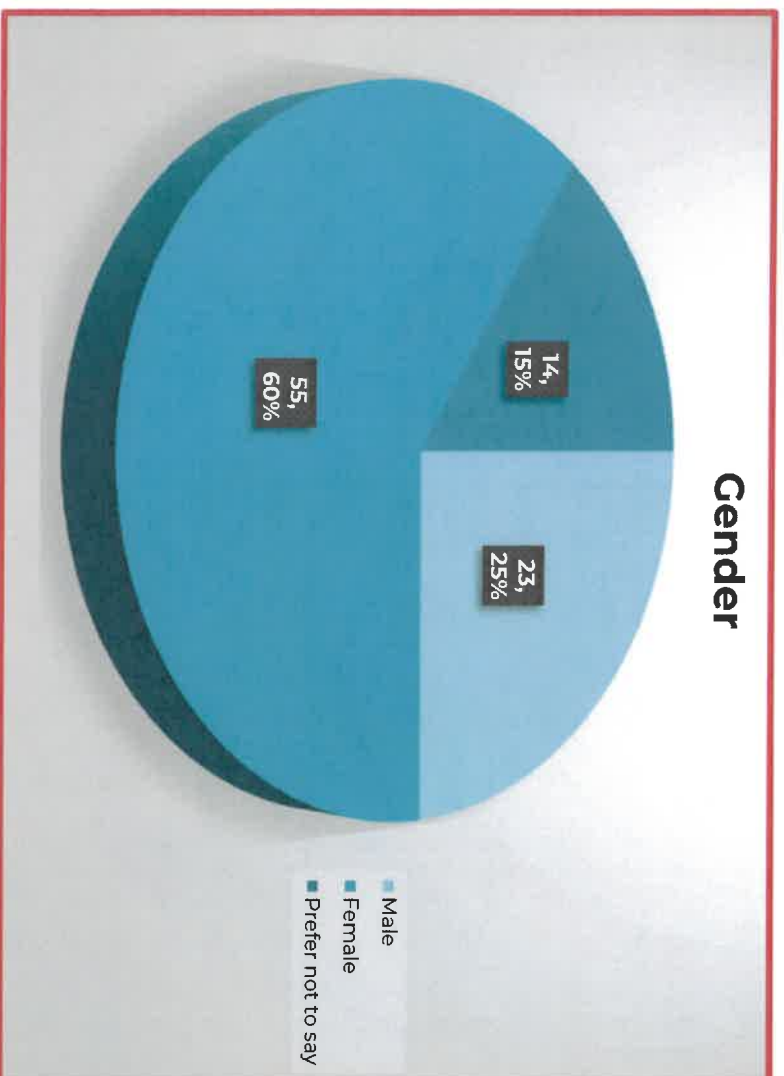
Ward	Population total	Population total	Population total
	0-15 years	16-64 years	years and over
Balham	2,633	13,364	1,711
Lavender	1,752	10,863	850
Northcote	3,263	8,543	1,061
South Balham	1,361	7,567	904
Trinity	1,563	8,486	1,127
Wandle	1,843	7,900	840
Wandsworth Common	2,839	12,413	1,343
Wandsworth Town	2,533	14,263	1,414

- Total population aged 65+ in relevant wards as of 2021 = 9,250
- Total population aged 65+ in Wandsworth as of 2021 = 31,330

3) Population & Ethnicity

Ward	No. usual residents who are Asian/Asian British	No. usual residents who are Black/Black British	No. usual residents who are Mixed/multiple ethnic groups	No. usual residents who are Other ethnic group	No. usual residents who are White
Balham	1,648	1,068	974	450	13,572
Lavender	732	827	798	288	10,818
Northcote	711	522	708	236	10,685
South Balham	792	763	599	231	7,454
Trinity	932	702	614	274	8,665
Wandle	977	1,119	550	288	7,655
Wandsworth Common	1,581	1,206	928	390	12,492
Wandsworth Town	1,721	1,231	1,135	908	11,896

Characteristics of respondents: Gender



- 25% (23 respondents) identified as male.
- 60% (55 respondents) identified as female.
- 15% (14 respondents) selected prefer not to say.

Characteristics of respondents: Age/ LGBTQ+

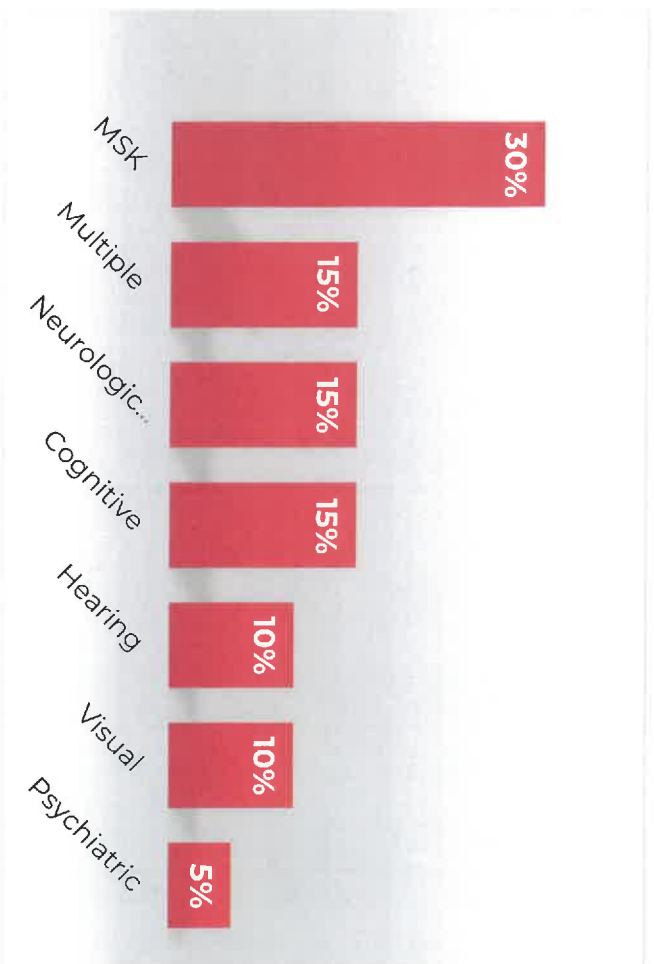
Age



- Age ranges from 44 to 97 years, with an average age of approximately 77 years.
- Over 80% of participants are over 60s.
- The age distribution shows a higher concentration of individuals in their late 70s to early 80s.
- 15% of respondents identified themselves as LGBTQ+.

Characteristics of Respondents: Disability

Age

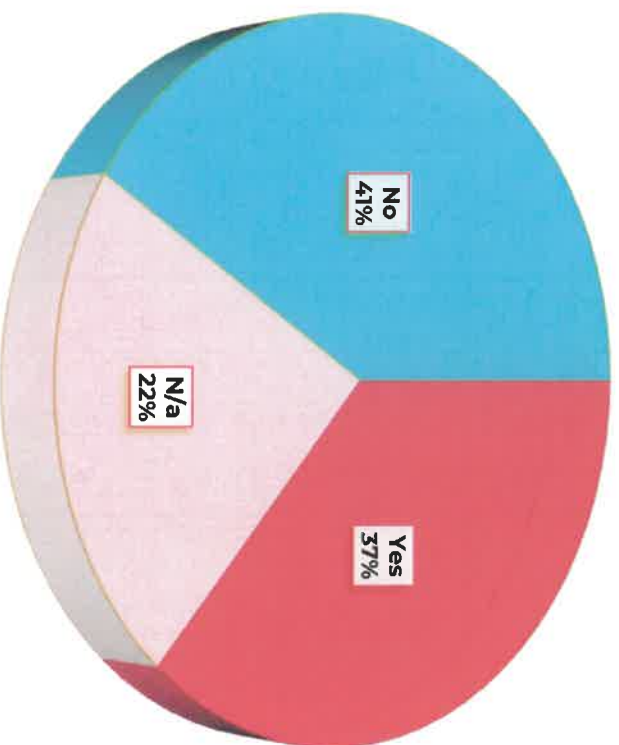


A total of 37% of participants report having a disability, with 3.26% indicating they have multiple disabilities. The types of disabilities mentioned include musculoskeletal (MSK), cognitive, multiple, neurological, hearing, visual, and psychiatric.

The majority of these disabilities (30%) are related to musculoskeletal issues, highlighting a prevalent concern within this group. This data underscores the need for targeted support and resources to address the specific challenges faced by individuals with MSK and other disabilities, ensuring they receive the necessary accommodations and assistance to improve their quality of life and participation in community activities

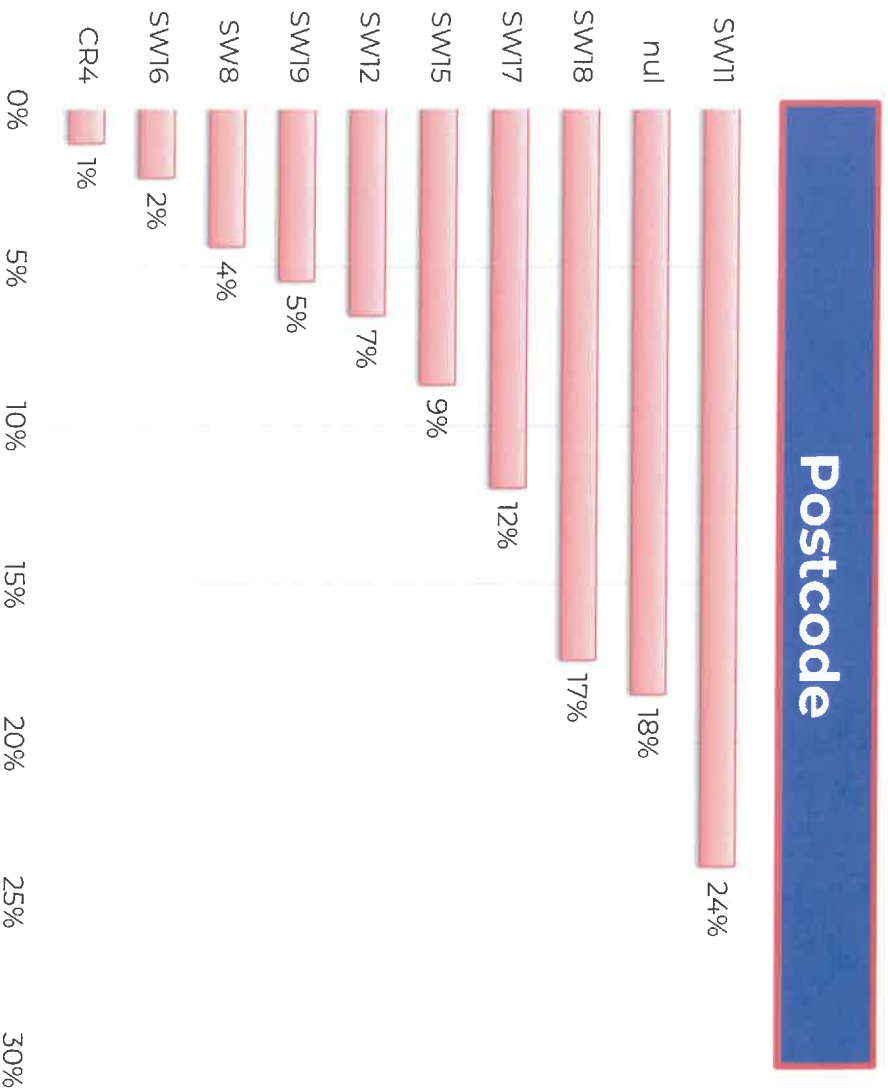
Characteristics of respondents: Disability

DISABILITY



- Of 92 respondents:
- 34 (37%) detailed that they had a disability.
 - 38 (41%) stated that they did not consider themselves to have a disability.
 - 20 (22%) did not answer.

Characteristics of respondents : Postcode

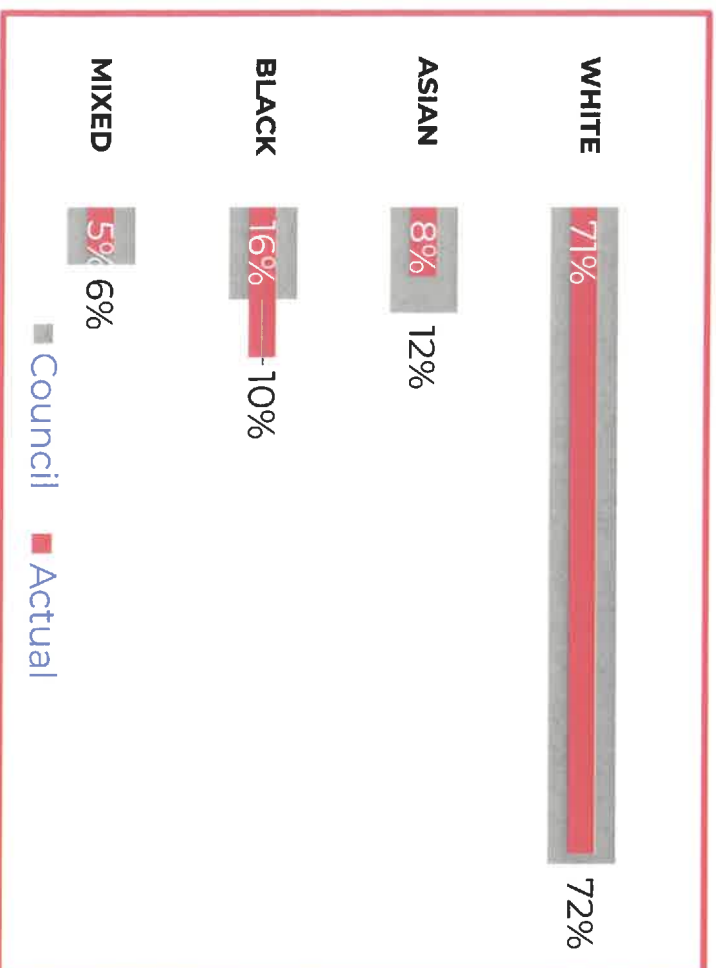


The majority of respondents reside in the main target area for Age Well Central, along with the bordering wards.

With only 7% of respondents residing in SW12 a clear need is identified to reach older people living in Balham.

Characteristics of respondents: Ethnicity

Ethnicity



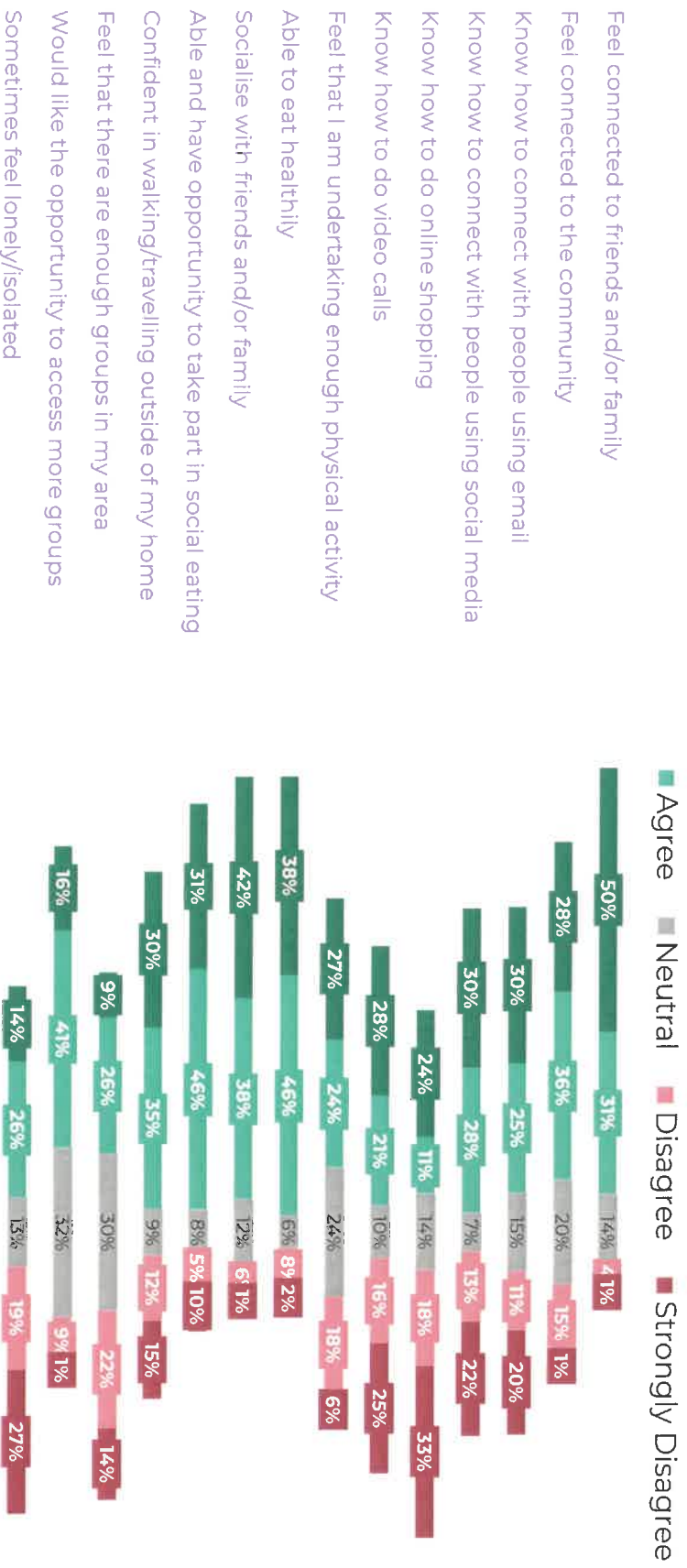
The balance of those identifying as White aligns with that of the Council area.

The respondents identifying as Asian represents only 8% compared to 12% in the general population, and those identifying as Black constitutes 16% compared to 10% in Wandsworth.

Characteristics of respondents: Summary

- The dataset includes 92 records.
- Age ranges from 44 to 97 years, with an average age of approximately 77 years.
- The age distribution shows a higher concentration of individuals in their late 70s to early 80s.
- Gender distribution of respondents is skewed heavily towards females.
- A significant proportion of respondents either live alone or have not specified their living status.
- The majority of the dataset does not identify as LGBTQ+, with a notable portion not specifying. 15% identified themselves as members of this community.
- The disability status is relatively balanced between those with and without disabilities, with some not specifying. A total of 37% of participants report having a disability, with 3.26% indicating they have multiple disabilities. 41% of respondents indicated that they did not have a disability.

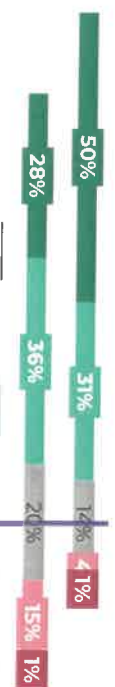
Summary: Overview



Summary: Connections/Physical activity

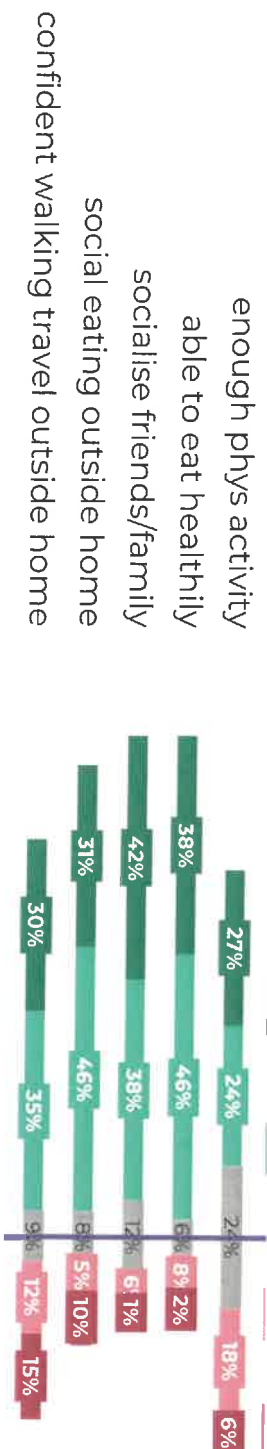
■ Strongly Agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly Disagree

Connected to friends/family



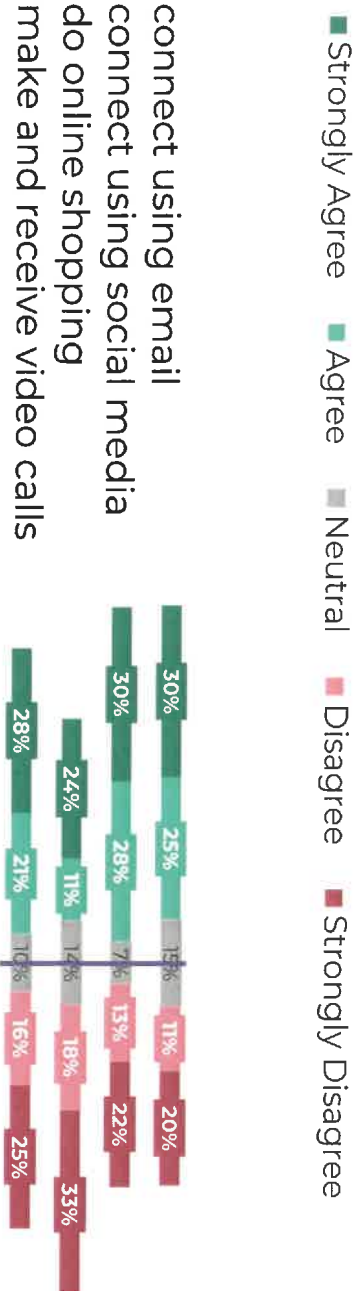
Only 28% of respondents said that they strongly agree that they are connected to community, as opposed to 50% being strongly connected to friends/family.

Connected to community



48% indicated that they may not be participating in enough physical activity.

Summary: Digital inclusion

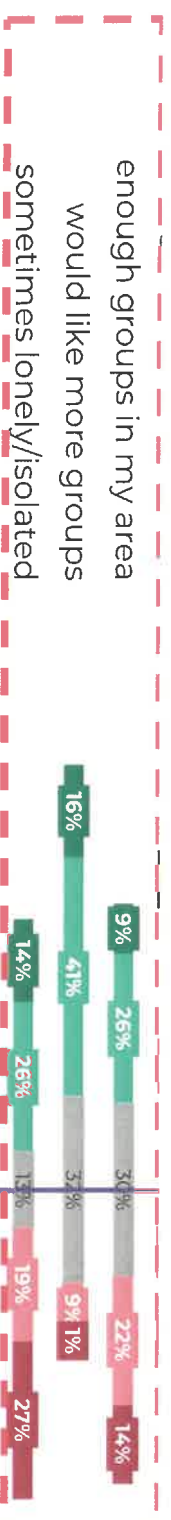


The data reveals that over half of the participants lack confidence in activities related to social media or online communication. This widespread apprehension suggests a significant portion of the group feels uncomfortable or insecure engaging in digital interactions. The findings highlight a broader issue of digital literacy and comfort, potentially impacting their personal and professional lives. Addressing this confidence gap may require targeted support and training to enhance their skills and comfort levels in online communication, fostering a more inclusive and capable digital environment for all participants.

Summary: Participation/Isolation

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

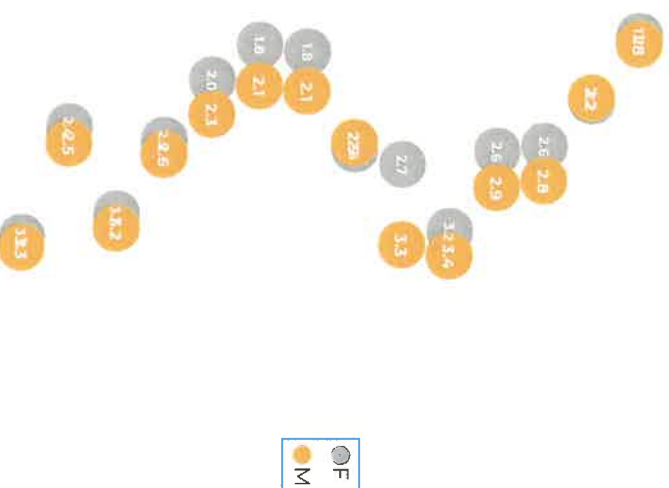
The data reveals that over 40% of participants express concerns about social engagement and isolation in their community. They feel there are insufficient groups and activities for people like them, indicating a desire for more opportunities to connect and engage locally. This sentiment is coupled with feelings of loneliness and isolation, suggesting that the existing social infrastructure does not adequately meet their needs. Addressing these concerns by creating more inclusive and accessible community activities could significantly improve their sense of belonging and reduce feelings of loneliness.



Summary: Female vs Male

Female vs Male

- Connected to friends/family
- Connected to community
- Know how to connect email
- Know how to connect soc media
- Know how to do online shopping
- Know how to make video calls
- Carry out enough physical activity
- Are able to eat healthily
- Socialise with friends/family
- Social eating outside of home
- Are confident walking outside
- Are enough groups in my area
- Would like more groups
- Sometimes feel lonely/isolated

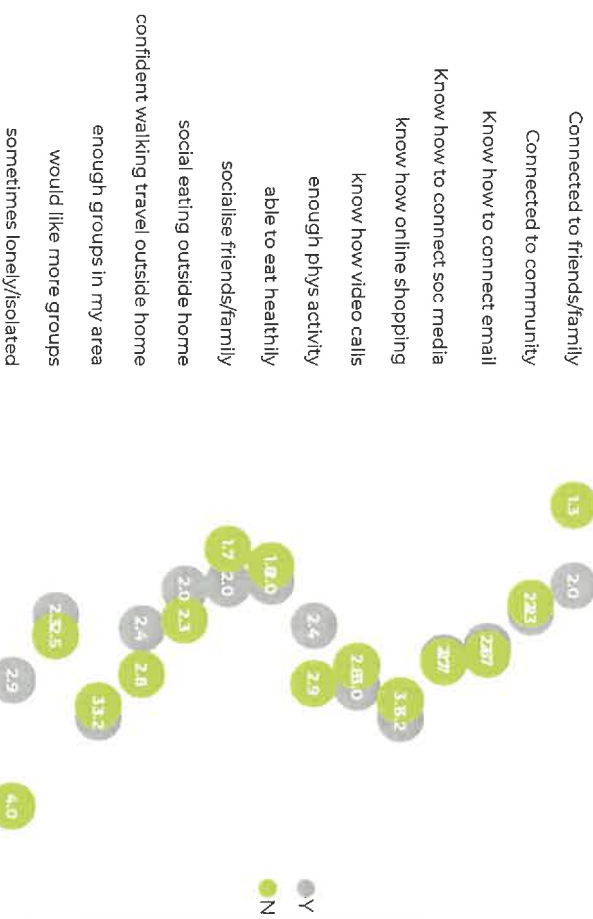


Comment

There is generally no significant difference between females and males in most scored items, though males tend to score slightly higher across various metrics. The notable exception is in the use of video calls, where a discernible difference exists. This suggests that while overall similarities exist between genders in the surveyed areas, males may demonstrate a preference or greater comfort with video communication compared to females.

Summary: Living Alone

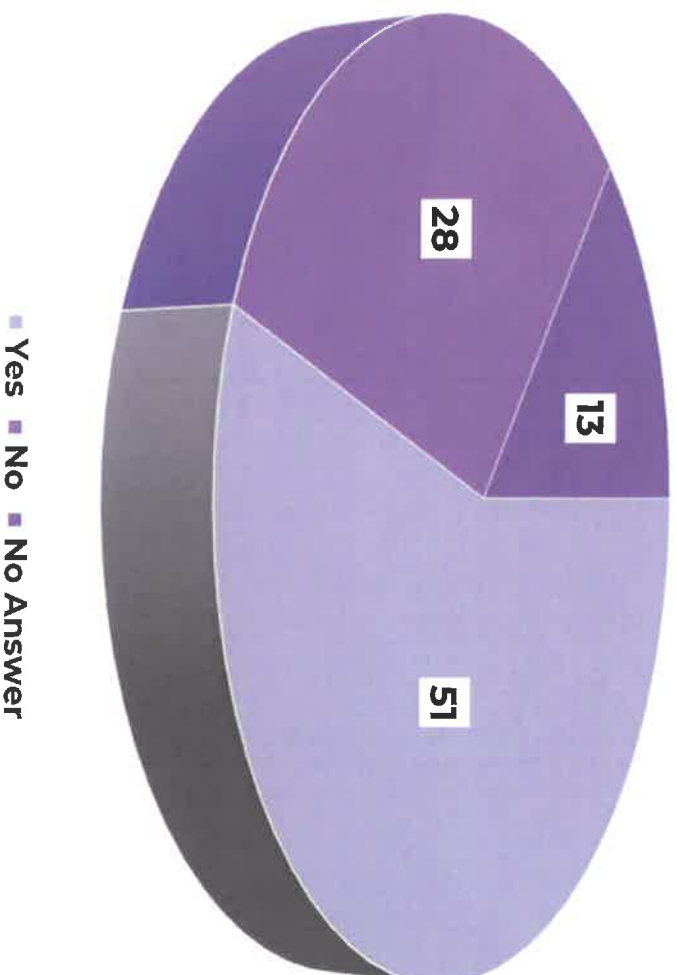
Yes vs No



Comment

Two notable findings are the participants' sense of connection with friends and family and their feelings of isolation. These contrasting sentiments are not surprising. While many feel supported by their social networks, there remains a significant number who experience loneliness. This duality highlights the complexity of social relationships, where even those with strong connections can sometimes feel isolated. Understanding these nuances is crucial for developing strategies that enhance social support and reduce feelings of isolation, ensuring that everyone has the opportunity to feel connected and included in their communities.

Have you had or do you worry about having a fall?



Over 55% of respondents (51 people) indicated that either they had a fall or worried about having a fall.

What would make you feel more included?

- If I am consulted.
- Being heard.
- Being part of a group.
- Educational interactive Zoom courses that can be accessed at home.
- I am included in the activities of the groups/organisations that I belong to and aware of the many other groups in Wandsworth. The 2 Nov 2023 conference hosted by Wands older peoples forum lists 21 orgs/groups.
- More social groups.
- They are closing lots of places where others used to go.
- Not doing everything online.
- More communication.
- More news and info about the borough.
- Being able to get out with help of Wandsworth services.
- Availability of activities and support isn't publicised enough.
- More info about what is out there.
- Not enough contact with decision makers.
- More activities for the elderly. Reasonably priced lunches.
- More groups for older people, need more invitations available to be included.
- I emailed Wandsworth to ask if I could be included in a class about art. I did not receive a reply.
- Nice friendly people and groups!
- Improved transport or access.
- Better transport for blind/old/immobile/elderly.

Do you currently take part in any intergenerational activities? How important is it for you to interact with different generations?

- Completely isolated from younger generations - there aren't any. It is really important. I have No contact at all with younger people. Can't understand them.
- I enjoy chatting with younger people/children
- I do interact with other generations - informally
- I find that it is enough to interact with my family which spans generations
- I have recently started interacting with my grandkids. I don't play with them but I talk to them and watch them play which make me feel good.
- I interact with my grandchildren. I also work with young adults - not so much with youth - at my church
- I really like helping younger people. Thomas's school does events with Katherine Lowe Settlement - I loved it!
- I think it is very important, and in so doing knowing our neighbours etc
- I used to
- I would welcome this
- I love integrating with younger generation to get view on how they see life
- Neighbours - my street has a very active community via WhatsApp group
- Not any more
- Yes Sparkle at St Michael's church, Bolingbroke Grove
- Sparkle - very much so
- Sparkle in Putney
- St Michael's church (Sparkle)
- This is very important. I do that at my church
- Very important via church services/social media
- With National Trust people from 575 Wandsworth Rd class in Battersea Arts Centre on a Tuesday once a month
- Yes its important in order to share experiences

Activities Summary



Activities Summary: Help

Type



Comment

Most participants either responded neutrally or did not provide an answer. However, the remaining individuals felt they received assistance in various activities. The only strong responses indicated a significant presence of formal help within the voluntary sector.

This suggests that while many participants may not perceive or acknowledge the support they receive, there is a notable reliance on voluntary sector organisations for structured assistance. These findings underscore the importance of the voluntary sector in providing essential support and highlight the need for greater awareness and recognition of the help available to individuals in different activities.

What other groups or activities would you like to see in Central Wandsworth?

- More social activities with support for people with low mobility.
- Digital inclusion sessions are a great idea!
- Creative activities, concerts, films, meeting people.
- Book groups, film groups.
- Luncheon clubs, coffee morning with person in charge
- More groups, lectures, social and teaching opportunities that can be accessed via the internet. There are not enough services that stop disabled people becoming isolated and not having activities that can help to keep their brain active.
- Gay groups for socials and support etc.
- Pilates class.
- Walking groups.
- I like Sparkle - social, in proximity to my house. I cannot travel far.
- A wider range of exercise classes/activities.
- Dance, line dancing.
- More music participation groups, basic music lessons.
- Open more centres for others to attend including Digital Inclusion Programme (DIP) class. They also need to help with finances and heating, rent and food parcels.
- Spas for the elderly at pension price.
- Dancing and music.
- Dancing.
- Social clubs with entertainment or guest speakers.
- I look forward to activities and trips that are organised by the Borough.
- Forum for disabled people.
- Knitting classes.
- I would like to go for walks more with volunteers.
- Am-dram group (used to be one at Katherine Low Settlement)

Actionable Insights for Age Well Central Contract

- The lack of responses from those identifying as Asian (4% of respondents as opposed to 12% showing as the Borough wide demographic) demonstrates a need for groups or activities to reach this demographic.
- A large number of respondents stating that they live alone and sometimes feel lonely or isolated points to a need for groups and activities to reduce social isolation.
- Over 55% of respondents answered that they had either already had, or were worried about, having a fall, indicating a need for falls prevention activities.
- 15% of respondents identified themselves as LGBTQ+ and 26% gave no answer, indicating a need to improve an exclusive offering for this cohort and to make clients feel comfortable to share their sexuality, should they wish.
- Responses indicate a lack of access to intergenerational projects, especially those involving younger children and a willingness from respondents to attend such groups.
- As a significant portion of the respondents identified as female we could create gender specific groups or activities to both cater for the larger number of females that we are already in contact with and to reach more male older people.
- Conduct regular consultations with elderly residents to understand their needs and preferences better, ensuring their voices are heard in community planning and decision-making.
- Expand intergenerational programmes that foster relationships between different age groups, promoting mutual understanding and community cohesion.
- Develop volunteer programmes that leverage the skills and experiences of older people, providing them with meaningful engagement and a sense of purpose.
- Campaign to improve accessibility in community facilities, signposting to specialised healthcare services, and those that provide assistive devices or home modifications to enhance their daily living.
- Develop targeted programmes for older people focusing on health, mobility, and social engagement to enhance their quality of life.

Future plans for Age Well Central Contract

- Commitment that all activities and groups will continue to be available to all aged over 60 who reside in Wandsworth and free of charge to attend whenever possible.
- External partnerships sought to establish and facilitate new groups across the Central wards of the Borough with an emphasis on outreach works and specifically in Balham. Partnerships will be sought within the private and voluntary sectors.
- External funding to be sought to establish groups involving free warm food offerings.
- Commitment to provide groups to those that we are not currently in contact with, including increasing our offerings to men, the LGBTQ+ Community, and the Asian community.
- Monthly eNewsletter to be established to extend our reach across the Borough and to enable information sharing for both ourselves and our community partners.
- Further publicise the Age Well Central grant giving scheme to extend the offerings for older people across the central wards of Wandsworth, with preference given to groups offering food as part of their application and attending to the needs of demographics that we are not currently providing for. Further funding rounds to be themed to ensure funds are best targeted.
- One off events/activities held both in partnership with groups and visits to Sheltered Housing, libraries, and other community groups to be established as capacity allows and aligned to groups and activities identified through client feedback.
- New volunteering recruitment strategy to allow for Community Engagement Volunteers trained to work across a number of different sessions to allow flexibility and variety to the volunteer and to increase the capacity of Age UK Wandsworth to deliver groups and activities. Volunteering opportunities will allow for older people in Wandsworth to share their time and skills with their peers.
- Opportunities sought to increase intergenerational groups for older people in Wandsworth.
- Grow the Older Peoples Advisory Group (OPAG) to include representatives from partner organisations and also peers and volunteer representatives to ensure the voices of older people are being heard.

Thank you!

Age UK Wandsworth would like to give special thanks to Karrie Liu and

Hypatia Analytics for their assistance in preparing this report.



/Karrie.Liu

