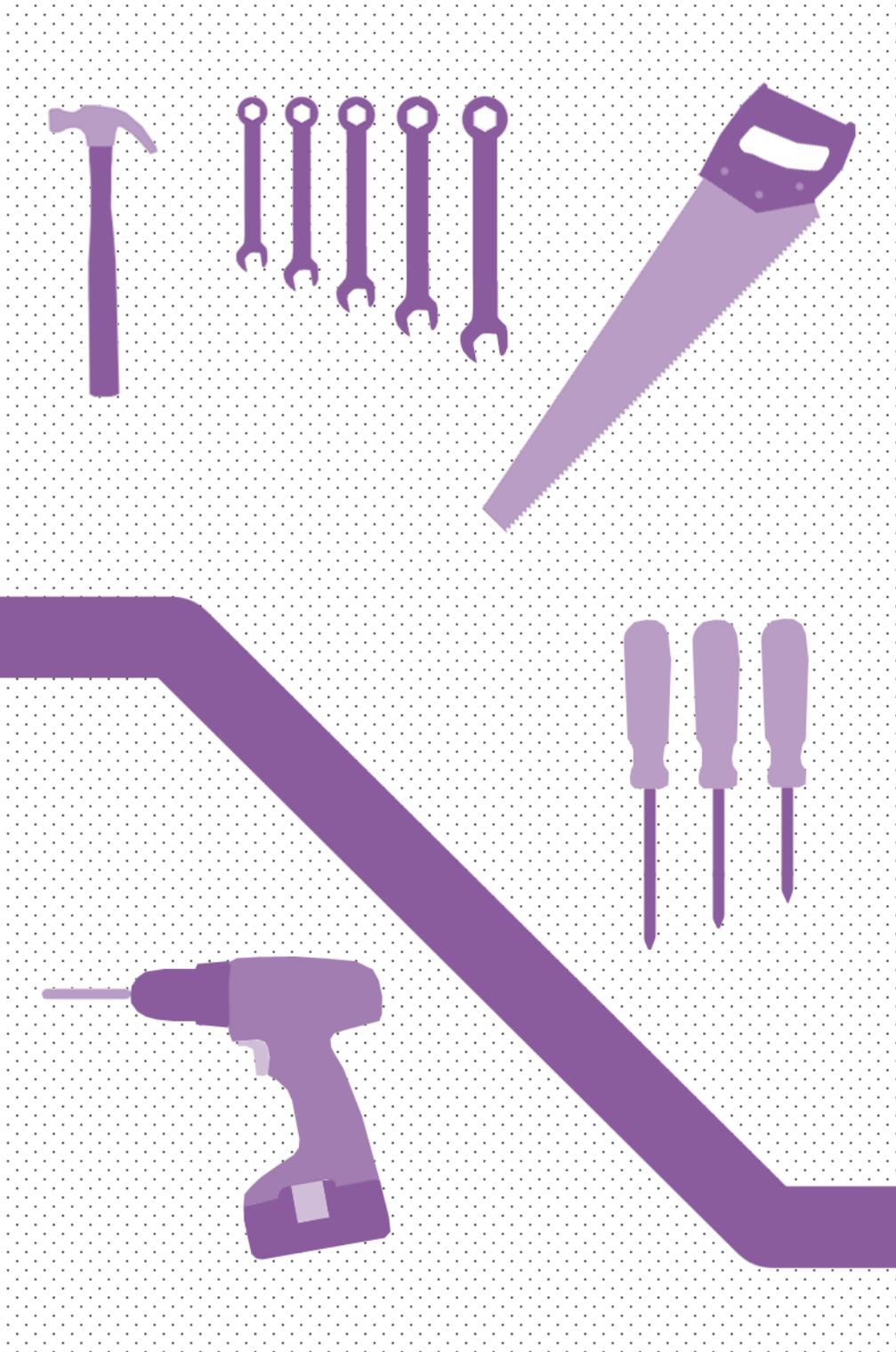
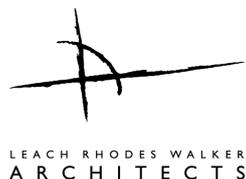


Old Moat: Age-friendly Research and Evaluation Toolkit



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Introduction

This document brings together methods and resources which were used in a research project which investigated the 'age-friendliness' of the Old Moat Ward of Manchester. The research used the World Health Organisations' 'Age-friendly city' definition and evaluation checklists to investigate how to improve the physical and social environment of the Old Moat neighbourhood for Older people in that community.

This document gathers together helpful resources for anyone wanting to replicate some of the activities undertaken in this research in other neighbourhoods, or to repeat it at a later date to test to see if there have been any improvements or changes. This is called the Old Moat: Age-friendly Research and Evaluation Toolkit'. This document supports the main report on this research which sets out the findings of the research project and the actions which have been developed in response. The main document is called the Old Moat Age-friendly Neighbourhood Report. There is also a separate document which contains all the detail of the research, this is called the Old Moat: Age-friendly Research Portfolio. Lastly there is also a large scale plan which locates all the research findings and the suggested actions onto a map of Old Moat. This is called the Old Moat Neighbourhood Action Plan.

This research was commissioned by Southway Housing Trust and ran from May 2012 until January 2013. The research was supported by Manchester City Council Valuing Older People team. Southway Housing Trust further supported the research through the input of their dedicated Older Persons Project Officer, Catherine Morris

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I. Research Questions

The research identified the following research questions:

How age-friendly is Old Moat now?

What would make Old Moat more age-friendly?

How can we know we are succeeding?

How can we use these findings and methodologies to answer these questions in other neighbourhoods in Manchester and beyond?

In response to these questions the research team carried out a systematic review of the literature, assessed the physical environment, collected spatial data, conducted focus groups within the Old Moat neighbourhood, carried out a community audit, developed an action plan; and constructed a research and evaluation toolkit.

How the research is recorded:

More detail on what was discovered and what actions were planned in response can be found in the **Old Moat: Age-friendly neighbourhood report**, and full detail of the research process can be found in the **Old Moat: Age-friendly Research Portfolio**. The **Old Moat: Age-friendly Neighbourhood Report** also presents the findings in relation to the proposed action points on an Action plan map in order to show the inter-relation between these findings and the location of any proposed interventions. See **Old Moat: Age-friendly neighbourhood Action plan**.

The research is innovative in including research techniques and templates used in gathering the research data and materials. This document records the research methods and techniques which were used for each part of the research process and these items are referenced as a 'Toolkit resource' in the main document (**Old Moat: Age-friendly Neighbourhood Report**) for example as follows:



Toolkit Resource

- Postal Questionnaire example and cover letter [FIG 01]
- Community Audit induction guide [FIG 02]

These referenced resources can be found at the end of this toolkit.

2. Review of the Literature

DOING A LITERATURE REVIEW

WHY A LITERATURE REVIEW?

All research has to start somewhere – and doing an ‘age-friendly’ project in your neighbourhood is no exception. You may have a rough idea right at the beginning of the questions you want to ask, and even the kind of approach you want to adopt. But it is worth seeing what others have done as well: first, because you can build upon, develop and adapt their work; second, gain ideas about what is happening in other contexts and with other groups; and third, learn from their mistakes!

DOING A LITERATURE REVIEW?

STAGE ONE

Begin by having a look at some general surveys of the age-friendly literature. In other words, start by looking at some broad themes and getting a sense of the range of issues that you might want to consider for your own work. You could circulate some short literature reviews around the group and then get people to bring their thoughts to some of the early meetings when planning your research. You might want to make some lists using flip charts where you identify some key points from the literature that might be of interest to your work. You can find some examples of research about what makes a community age-friendly at the end of this section.

Handy hint: don't forget to draw in help when looking around for literature; your local library will be keen to be involved and to help in the search for sources.

STAGE TWO

Looking at some of the surveys of the field should have given you some idea of some of the key themes that might be relevant to your own community. The next step is to narrow the focus a little and have a look at studies which might overlap with your research or might even be directly related. These will be invaluable for getting some inspiration about where your own research might go. One tip here is to look at the research conducted by cities and communities involved in the age-friendly movement. Many of their reports will have good examples of the kind of focus groups and questionnaires that you will be wanting to develop.



Toolkit Resource

Three examples which you might find useful are:

- Creating an Age-friendly New York City One Neighbourhood at a Time: A Toolkit for Establishing an Ageing Improvement District in Your Community 2012
<http://www.nyam.org/agefriendlynyc/tools-and-resources/>
- City of Perth Age-Friendly City – Consultation Report Final September 2011
<http://www.cityofperth.wa.gov.au/documentdb/2786>
- A Baseline Survey of Canberra as an Age-Friendly City 2011
http://www.dhcs.act.gov.au/__data/assets/pdf_file/0006/281490/Age_Friendly_Canberra_Final_Version.pdf

STAGE THREE

Having done this work you should be in a good position to know roughly the kind of approach you might want to take and some of the questions that need to be asked. But don't close off your options just yet. It is tempting at this stage to work up something fairly structured – focus group questions or even a questionnaire – as a basis for starting your research. But another option is to work in your group and do a rough list of the kind of questions you think you need to ask and who they need to be directed at – Older people? Carers? Service providers? Planners? You could then organise a small focus group with all or some of these and test out your ideas and questions before firming these up in a more structured way.

Handy hint: Whatever you are doing organise some kind of reference or champions group to help you with your project. We develop the idea of the 'champions group' in the next section of this tool kit.



Toolkit Resource

■ Further reading

Atlanta Regional Commission (2009) *Lifelong Communities: A Framework for Planning* [<http://www.atlantaregional.com/aging-resources/lifelongcommunities/lifelongcommunities>]
Lui, C.W., Everingham, J.A., Warburton, J., Cuthill, M. and Bartlett, H. (2009)

'What Makes a Community Age-Friendly: A Review of International Literature', *Australian Journal on Ageing* 28(3): 116–121.

Manchester City Council (2010) *A Great Place to Grow Older 2010-2020*. Manchester: Manchester City Council.

Mitchell, L. and Burton, E. (2006) 'Neighbourhoods for Life: Designing Dementia-Friendly Outdoor Environments', *Quality in Ageing and Older Adults* 7(1): 26–33.

Murray, M. and Crummett, A. (2010) "'I Don't Think they Knew we Could Do These Sorts of Things": Social Representations of Community and Participation in Community Arts by Older People', *Journal of Health Psychology* 15(5): 777–785.

World Health Organization (2007a) *Global Age-Friendly Cities: A Guide*. Geneva: WHO Press.

3. Participatory Research

The literature review identifies participatory research as a key principle of the WHO guidance. These forms of interpersonal research prioritises the role of Older-people in Old Moat in producing the research and developing plans to improve the age-friendliness of the area. The action plans prompted by the research were also developed in collaboration with key stakeholders in influencing the age-friendliness of the neighbourhood of Old Moat and The City of Manchester.

The research team and Southway Housing Trust recruited three groups of volunteers to assist with the research and to provide specialist knowledge of the area either as a resident or as a representative of a service provider or external stakeholder. The concept of the research was presented to different groups and terms of reference agreed. The group demographics are as follows;-

Project Champions Group – A network of service providers including members of Southway Housing Trust, Manchester City Council, Transport for Greater Manchester, Age UK.

Community Auditors – A group of residents who played a key role in administering the audit within the community, as well as participating in other research activities and advertising the project within the community. This group is constituted of residents of Old Moat and Withington aged over 50, and includes a representative mix of ages, genders and tenancies.

Research volunteer – Residents who were willing to take part in a focus group, walking interviews or participation diaries. These were not limited to older people, although we were trying to include a representative mix of ages, genders and tenancies.



Toolkit Resource

- Project Champions Group constitution [FIG 01]
- Auditors Group constitution [FIG 02]
- Focus Group constitution [FIG 03]
- Walking Interview constitution [FIG 04]
- Participation Diary constitution [FIG 05]

We hosted 25 events with our partners over the course of the project. These meetings included progress reports, recruitment drives and consultative workshops. Documented below is the schedule we undertook to develop the Age Friendly Old Moat project which could be used as a guide for future works.

MARCH:

Launch Event

Withington Methodist Church

At this event, we introduced the project to members of the community and local service providers. The theme was ‘beginning the conversation’, and included a workshop exercise asking people to fill in a post-card about their favourite place and who they want to share it with. This event was used to begin recruitment to the project.

MAY:

Project Champions Group meeting

Southway Housing Trust at Aspen House

Our initial meeting with the Project Champions Group, where we negotiated their role in the project and discussed how we could utilise their expertise to further our research. We explored what was 'Age Friendly' with a short workshop based on the WHO Age friendly cities checklist. We plotted each checklist point against who would achieve this (from national government to individual resident) and discussed what is being done currently to address these problems, and what could be done going forward. [FIG 06]

JULY:

Project re-launch event

Withington Methodist Church - Wednesday 4th July 2012

Following on from the initial launch, we host another event to recruit for specific focus groups. We also ran through our initial research and ran a short workshop about the positive aspects of Old Moat. In retrospect, it may have been beneficial to host a focus group in this forum, rather than using it as a recruiting event.

Market stall engagement

Withington Market - 14th July 2012 9am-4pm

Invitation – Public Market

Demographic – Residents of all ages from Old Moat, Withington and further afield

Setting – Copson Street (which case closed for the market)

Description – We were given a table at the Withington Jubilee Market and undertook a consultation and publicity exercise with Catherine Morris. Upon arrival, we moved our display consisting of a photos, posters and blank ideas boards onto the hoardings of the CineCity site to encourage people to walk up and take part in the activities.

The main purpose of the market was to publicise the upcoming focus groups and inform people about the project and our future activities. We also ran a few brief consultation exercises. We asked people to comment on a number of photos we took of Old Moat, make proposals to improve the district centre and we talked to residents about problems they have with their area (common themes included parking and condition of pavements.)

Focus Group 1

Old Moat SureStart Centre - Tuesday 17th July 2012

Invitation - Attendees of the initial launch event were invited via phone.

6 confirmed interested. 3 attended.

Demographic – People who are already interested in the ageing agenda, as they have attended recent launch events. Mixed tenure/age

Focus Group 2

Old Moat SureStart Centre - Tuesday 24th July 2012

Invitation – Market Stall to publicise event in Withington as part of monthly street market. We handed out 75 flyers, and following conversations took the details of some residents. 4 Attended.

Demographic – Mixed tenure/age

Focus Group 3

Old Moat SureStart Centre - Tuesday 31st July 2012

Invitation – A letter was issued to 900 older people in Old Moat by Southway Housing Trust. It gave details about the event and publicised a £10 voucher for participation. 9 people called to confirm their attendance. 18 people attended. 2 members of staff at the Surestart Centre also participated. Group split into 2 focus groups.

Demographic – Southways residents only.

Focus Group 4

Old Moat SureStart Centre - Tuesday 31st July 2012

Invitation – See Focus Group 3

Demographic – Southways residents only. (All female, by coincidence)

Setting – Sat on plastic chairs around small table. Group sat in a rectangular formation with 3 vocal residents at one end.

AUGUST:

Focus Group 5

Le Bas House - Wednesday 15th August 2012

Invitation – Catherine Morris [Older Peoples Officer] contacted the manager of a sheltered housing scheme and we were invited to run a focus group as part of their weekly coffee morning. The residents were informed of our attendance the week before we came.

Demographic – Sheltered housing residents only.

Focus Group 6

Withington Fire Station Community Rooms - Monday 20th August 2012

Invitation – We were offered the first hour of the regular Valuing Older People in Withington and Old Moat committee group to host a discussion. Group members had be informed via email of our attendance and given a project overview from Catherine Morris [Older Peoples Officer].

Demographic – Service providers from a mix of voluntary and council run programmes and departments.

Library Design Workshop

Withington Library- 22th August 2012

Invitation – Participants were provided by the Minehead Centre as part of the 'Grand Day Out' programme. It aims to provide activities within the community to people with dementia. 6 people had signed up, but only 3 came.

Demographic – Three 70+ people from Old Moat with dementia and 2 young carers. Of the 3 older people, one was wheelchair bound and had little interaction with the session, but liked looking at pictures.

Description – We ran an informal workshop based on designing a new public space in front of the library [something that was in the Withington Development Plan but not yet realised].

The session was split into 2 parts; - Ideas and designs. Part One was a discussion about what the area is missing and what they would like to happen there. We discussed colour, activity, who would use the space and how it could help the library/create a focal point in Withington. We wrote these down as we discussed them, and noted ideas on a map. For the design section we provided a number of pre-cut images of street furniture, public art, trees, plants, market stalls, exercise equipment etc. and asked them to make a collage of what it should look like. The carers did most of the arranging/gluing whilst in conversation with the older people.

It was discussed with the carers at the end that the Grand Day Out had suffered from communication problems, as if they had known the activities on offer, they would have targeted more independent users of the centre rather than those who come. This was also a problem the previous week when a session on budgeting was given to people whose families look after their finances.

Focus Group 7

Withington Methodist Church - Friday 24th August 2012

Invitation – The Withington Mens Snooker Club is a pre-existing group, and following a visit from Catherine in July 2012, they agreed to host a focus group at a future event.

Demographic – Men aged most over 70. Some from Old Moat, but others from Withington, Burnage and Didsbury

SEPTEMBER:

Project update at Valuing Older People forum

Manchester Town Hall - 11th September 2012

A short overview of the project was presented to over 100 members of the Valuing Older People forum. We then had a stall at part of the 'market place' which followed the presentations, during which we recruited people to become participation diary volunteers and discussed the projects with visitors. This also provided an opportunity to speak to other groups such as the Book2Go group and NEPHRA community project about their work and how it could be utilised within Old Moat.

Focus Group 8

Minehead Centre - Wednesday 19th September 2012

Researchers – Chris Phillipson, Mark Hammond

Invitation – Facilitated by Catherine Morris [Older Peoples Officer]

Demographic – 4 carers who work at the Minehead centre. 2 were older residents, and 2 residents lived in Old Moat (one younger and one older)

Focus Group 9

Ladybarn Community Centre - Thursday 27th September 2012

Invitation – Members of Ladybarn Youth Group, facilitated by Tanya Watts from Southways Housing

Demographic – 12-16 year old residents who live in Fallowfield, Ladybarn, Withington and Old Moat

OCTOBER:

Focus Group 10

Withington Clinic - Tuesday 16th October 2012

Invitation – Organised by Catherine Morris

Demographic – District Nurses attached to GP surgeries in Fallowfield and Copson Street. Nurses worked in areas including Old Moat and Withington, but all live in other areas (Didsbury, Stockport)

Focus Group 11

Aspen House - Tuesday 16th October 2012

Invitation – Southways staff members

Demographic – Neighbourhood officers and customer engagement workers who operate in Old Moat and Withington.

Manchester School of Architecture projects: Sharing the city workshop Withington Methodist Church

Post-graduate students from Manchester School of Architecture hosted a series of innovative workshops with over 50 members of the community about what its like to live in Old Moat. This included some work with children at Old Moat Primary School, who made videos and drawings as part of a discussion about their area. Other techniques included creating an interactive map, speed interviewing and visual focus groups based on the agenda we developed for the community.

This event was also an opportunity to pilot the audit questionnaire we had developed as part of the project and get feedback from students about how they found the interviewing process.

Project overview at Age Friendly Manchester launch event

Manchester Town Hall - 24th October 2012

Members of the team attended the Age Friendly Manchester launch event to present various aspects of the project, including an overview of the research methodology and how it fits into the wider agenda of Age Friendliness in the city.

NOVEMBER:

Auditor Launch

Old Moat Sure Start Centre

At the auditor launch, we presented a short overview of the projects progress. We then described the purpose of the questionnaire and who we wanted to undertake them with. The group then split into pairs and interviewed each other, with researchers on hand to advise them on any problems they had. At the end we handed out packs of audits, and arranged a future informal lunch event to retrieve the completed forms.

DECEMBER:

MSAp in Old Moat

Withington Library and the Minehead Centre – December 11th 2012

Undertaken by post-graduate students from the School of Architecture, a number of events were hosted within the community to help develop their own personal projects. These included a tea and cake discussion about the future of Old Moat at Withington Library and sensory urban design workshops at the Minehead Centre. Although the findings of these were not part of our research work, the event helped create awareness of the Age Friendly Old Moat project within the wider community.

Project Champions Group meeting – Southway Housing Trust at Aspen House

We discussed the findings of the research with members of the Project Champions Group, and discussed any additional points they would like to raise. This resulted in new lines of enquiry and a refinement of language used in the final report.

JANUARY 2013

Action Plan workshop with Project Champions Group and Auditors Minehead Centre

Upon completion on the draft action plan, we presented our ideas to the project champions group and community auditors. After a presentation of the project overview, the group split into small teams to debate the proposed action plan. This process refined and added to our initial ideas and produce a forum to allow residents and service providers to discuss what they can achieve together.

Project overview at Valuing Older People board meeting – Manchester Town Hall

One of our researchers presented an overview of the whole project to the VOP board, including some of the proposed action plan points. Board members were then invited to ask questions or give comments on the project, particularly how other areas could benefit from the methodology produced.



Toolkit Resource

- Project Champions influence checklist [FIG 06]



4. Methodology of the Study

To assess the age-friendliness of Old Moat, the research collected four types of data: (a) material on the physical environment; (b) spatial data; (c) focus group data (including walking interview and participation diaries); and (d) a community audit (including a postal questionnaire).

In addition the research involved post-graduate students at the Manchester School of Architecture Projects unit who undertook a range of community engagement events focussed on the research themes and the urban environment of the neighbourhood.



Toolkit Resource

- Ethics approval template [FIG 7]
- MSAp Sharing the city Old Moat workshop [FIG 8]

4a The physical environment

An urban design analysis of the area of Old Moat was undertaken to prepare a base-line study for the comparison of observations from the other data sources and for the location of references.

This study comprised a number of information-gathering and analytical exercises:

AREA CHARACTER ANALYSIS:

As a starting point, its important to get to know the area you are working in. This can be achieved through one or more walking tours. The neighbourhood might be large and require a number of visits to properly understand the character of the area. Print off and take a map with you, marking your route and any features that you think are important. Pick a route which includes busy roads, quiet residential streets and pedestrian shortcuts. This route should take you past any key features you can see on the map, including services, shops and parks.

Things to consider and note on your map include;-

What are the routes?

The routes in an area include roads and paths. Its important to note the characteristics of these pathways. This could include the width and condition of the pavements, any planting or trees along the route, street lighting and parking

What are the boundaries?

This could be be literal, such as a river without a crossing or a busy dual carriageway. Equally, it could be more subtle. A large park could be a very open space, but its effect on how people move around or how services are distributed might make it a barrier.

What are the landmarks?

This doesn't necessarily have to be a large grand building. A landmark on a local level could be a distinctive building of any type. It could be seen as a landmark because of its usage (eg. A library or a school) or its aesthetic (eg. A house with a green roof or a unique period building). Landmarks aren't limited to buildings, and could be natural features such as a large or unique tree could also be used for wayfinding.

What are the nodes?

A node could be where transport links meet, or where public activity converges. On a community scale this could mean a public space, such as a shopping street could be seen as a node. A shopping district is usually at the intersection between bus, pedestrian and car links as is seen as a focus within a neighbourhood

What are the districts?

A district is a distinct areas with its own qualities, and often defined by a combination on the previous 4 aspects of urban design. On a community scale it could be based on house types or the age of the properties. For example, areas with large gardens and tree lined streets have a very different feel to terrace houses with little green space.



Toolkit Resource

- Example of Character analysis page [FIG 9]
- Lynch (1960) "The Image of the City" This is a seminal work on urban legibility and planning which formed the outline of our strategy
Online preview available at http://books.google.co.uk/books/about/The_Image_of_the_City.html?id=_phRPWsSpAgC

HISTORY:

It is important to discover the origin of the urban form of the area and reasons for its evolution. There is a wealth of resources available regarding the history and changes to the area. It is worth looking for a local historic or civic society, who may be able to provide a good background to the area.

A good (although incomplete) list of UK civic and history societies can be found at the following address



Toolkit Resource

- <http://www.civicvoice.org.uk/societies/map/>
- <http://www.local-history.co.uk/Groups/>

If there is no society to help you, there is usually a wealth of information which can be found online or at a local library. Wikipedia is a simple way of getting a rough overview about the study neighbourhood, and provides references which can be used for further research.

One of the easiest ways to discover how the area has changed is by looking at old maps. Some cities have special sites create either by local history groups, universities or enthusiasts which have a collection of historic maps. These can be found using an online search engine such as Google. For example, searching Google for "Old maps Manchester" returns a number of useful resources, including the Manchester Public Profiler.



Toolkit Resource

■ <http://manchester.publicprofiler.org/>

In addition, certain companies have been digitising old maps for purchase online. Whilst download these costs money, you are able to browse the maps online for free, and switch between dates to see how an area has changed.



Toolkit Resource

■ <http://www.old-maps.co.uk>

ASSETS:

It is important to understand what facilities and services are currently available in the area, as well as evaluate their strengths, weaknesses and opportunities. A local asset can be either built or natural. A built asset might include libraries, schools, shops, medical centres, religious buildings or community centres. A natural asset might include parks, allotments or nature trails.

We collected the following information for our report;-

Location, purpose and social activity, strengths, weaknesses, opportunities and contact details.

Where possible, we spoke to the people at each facility about what they did and how people used the asset. Through these conversations we also found out about other facilities and social groups that we didn't previously know about, and made connections which we used later (for example, to host focus groups at these venues)



Toolkit Resource

■ Example of asset analysis page [FIG 10]

LEGIBILITY AND MOVEMENT ANALYSIS:

This exercise examined the hierarchy of routes to and through the area for cars, buses and pedestrians. This should develop the observations made during the walking tours of the neighbourhood site.

We have found that public transport is an important factor for many older people. Our movement analysis started with an analysis of bus routes in the study neighbourhood. It's important to look at where the buses go, the times and days they run and where the stops are within the area. It's important not to discount a route because it is infrequent or doesn't obviously link to major urban areas, we have found that it is these services which are often the most important for older people in the study.

We defined the legibility of the site by noting the difference between routes. On a map, we overlaid a series of layers based on our observations and information we found out about public transport. The layers we plotted were;-

Primary Vehicular Routes (dual carriageways, motorways)

Secondary Vehicular Routes (busy road and bus routes)

Primary Neighbourhood Access (mostly residential roads with medium traffic levels)

- Secondary Neighbourhood Access (residential only roads with little through traffic)
- Housing Access cul-de-sac
- Pedestrian only link routes
- Other routes (such as trainline, cycle routes etc.)

Although this hierarchy is based on road usage, which in some areas can be very low in older populations, it also represents how people use the area for wider navigation wider access and use of space.

Toolkit Resource

- Example of asset analysis page [FIG 11]
- Accessible Design guidance - Design for Access 2, Manchester City Council available at http://www.manchester.gov.uk/download/3521/design_for_access_2
- Dementia Design guidance - Neighbourhoods for Life - Designing dementia-friendly outdoor environments by Housing LIN. Available at; <http://www.housinglin.org.uk/Topics/browse/HousingandDementia/esign/?parent=5091&child=6988>



4b Spatial data

Statistical analysis can provide an interesting insight into local issues and how 'age-friendly' a neighbourhood can be, particularly if you are able to represent this data spatially.

In recent years, a wealth of new mapping tools and resources have become available to help explore this data. Information from the Office of National Statistics (ONS) is often a good starting point. They produce census information which can be filtered by Lower Super Output Area (LSOA). A LSOA is a small geographical area used to express data, and was introduced after the 2001 census. They have a minimum size of 1000 people and 400 households. The ONS website has a tool which automatically creates a neighbourhood report just by filling in a postcode. This is available at the following address.



Toolkit Resource

■ <http://neighbourhood.statistics.gov.uk/dissemination/>

This provides a report for the LSOA in which the inserted postcode resides. It provides information about health, housing, economy, population, crime and deprivation. It's important to remember that this will be for only 1 LSOA, and the study area might be much larger. You can search for the names of other LSOAs on a map at the following address.



Toolkit Resource

■ <http://neighbourhood.statistics.gov.uk:80/dissemination/LeadBoundaryViewer.do?xW=1680&xH=1050>

Other public bodies also provide spatial information, such as the police service and local transport authority. The following addresses are examples we found for the Manchester area, but similar schemes could be active in other areas.



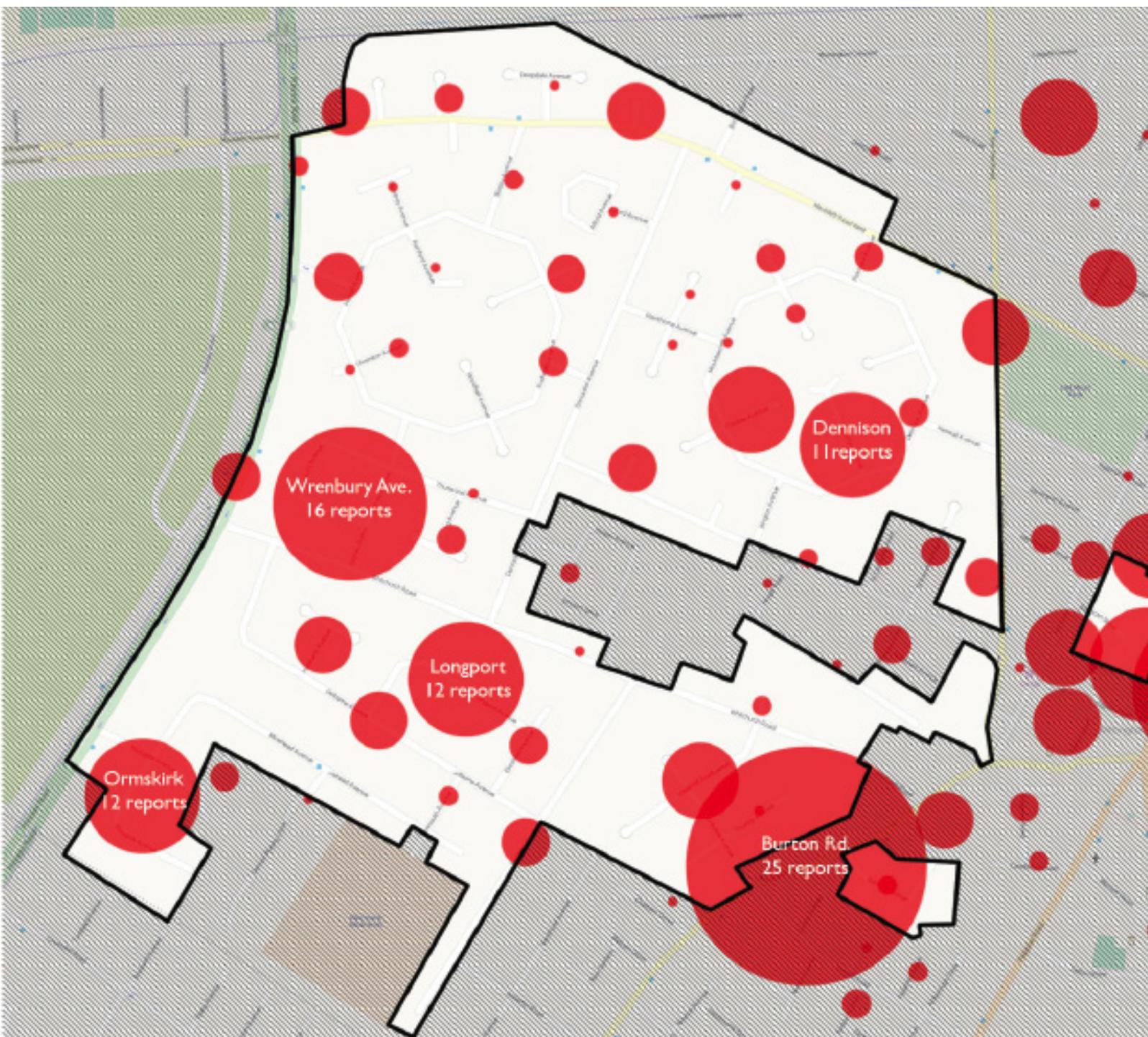
Toolkit Resource

■ <http://www.police.uk>
■ <http://www.gmtu.gov.uk/gmaccidents/>

We also used information gathered through other research undertaken by our partners at Southway Housing Trust. We were allowed to view the data from the last 3 resident surveys, which were a useful resource.

Finally, we looked at the dataset made available by the English Longitudinal Study of Ageing (ELSA) provided us with a wider statistical base to frame our findings. It provides a range of information on ageing and how they relate to each other. This allowed us to frame the spatial data we have discovered in a wider social context. For example, the ELSA Wave 5 report suggests that people who are in employment or volunteers have a better psychological wellbeing. This adds an additional level of insight to previous statistical findings about employment levels.

These sources provided a variety of particular information on for example, the distribution of the local population according to age, social and economic status, car ownership, occurrences of crime as well as the combined index of multiple deprivation. Each of the data sources was mapped onto the geography of Old Moat and the data discussed and compared to other sources to discover if it indicated any unequal or unusual distributions in the area.



4c Focus Groups

Focus group methodology was employed, first, to inform the development of the community audit; second, to provide an initial assessment of the some of the issues which needed to be explored in the research; third, as a means of gathering information from different agencies and groups within the community; fourth to discuss findings from the physical and spatial data.

The research used a modified version of the 'Vancouver Protocol' developed for the WHO (2007) report. This protocol was used as the basis for running the groups in Old Moat but with a modified range of questions – following a pilot study – from that used in the WHO research. This asked questions covering six areas identified as important for the development of age-friendly communities: Outdoor Space and Buildings; Transport; Housing; Social Participation; Respect and Social Inclusion; Communication and Information.

The Vancouver protocol suggested a structure for the focus groups including a particular mix of older people of different ages and social status. Gathering sufficient volunteers in all of the categories suggested proved difficult to implement in the neighbourhood scale of Old Moat. The research proceeded with a less formal constitution of focus groups and continued to undertake focus group research for a longer period than originally planned in order to a gather a good sample of views across the planned range. One issue with this process has been the relatively low input from owner-occupiers. This was compensated for through walking interviews undertaken with older owner-occupiers.

Each focus group session was tape recorded and fully transcribed or edited. The research team subsequently went through the resulting material and identified the key themes emerging from the different topics in the questionnaire. Ethical approval for the research was given by Manchester Metropolitan University Ethics Committee.

We arranged our focus groups on the basis of trying to get a representational mix of women to men and across the ages over 50, but also undertook focus groups with younger people and service providers including district nurses. We discovered that any event which is arranged should be seen as an opportunity to gather information and engage participants – we set up recruitment events were we did not undertake focus groups, but on reflection missed some opportunities to get the views of local people.

We also used the sessions an an opportunity to recruit for future workshops and roles within the project. We used the contacts we gained through the focus groups to help build our team of community auditors.



Toolkit Resource

- Focus group information sheet [FIG 12]
- Consent form [FIG 13]
- Focus group introduction script [FIG 14]
- Focus group agenda [FIG 15]
- WHO Vancouver Protocol – available are http://www.who.int/ageing/publications/Microsoft%20Word%20-%20AFC_Vancouver_protocol.pdf

HOW TO RUN A FOCUS GROUP

WRITING A FOCUS GROUP AGENDA

- It is important to have a baseline knowledge of the area to help take part in the discussion. This should be developed by undertaking physical environment studies prior to hosting the focus groups.
- Whilst based on the WHO Vancouver Protocol guidance for hosting discussions the focus group agenda provided in this document is heavily based on our knowledge of Old Moat. For example, the WHO AFC guide mentions public transport, but we could be specific and ask questions about how participants felt about the new Metrolink tram stop.

RECRUITMENT

- It is important to try and get a range of people. We initially aimed to get equal numbers of owner occupiers and social tenants, with an equal split of younger (50-70 years old) and older (70+) participants. This proved difficult, and in the future a further emphasis should be placed on recruiting homeowners.
- Whilst initially we aimed to recruit 8-10 people per focus group, we found that smaller groups often provoked insightful conversations. We would recommend having a group no bigger than 8 people. On the occasions where we had more than this, it was increasingly difficult to keep the discussion on track and recording the session became problematic.
- Try to reach out to active groups in the area. Ask if you can host the discussion as part of their regular activities (ie. as part of a regular coffee morning).
- Attempts at leaving posters in shop windows yielded poor response rates. One on one communication and a mass mailshot were the most successful way for getting people involved.

VENUE

- Choose a location which is easy for the participants to get to either by foot or on public transport.
- The venue should not be too big, have high ceilings or have other noisy activities in adjacent rooms. This affects the conversation and can make the recording difficult to hear.
- Make sure the venue has facilities for making tea and coffee.

PREPARATION

- Print as the documents in advance. This includes copies of the focus group agenda, information sheets, consent forms and documents to reference in the discussion (such as maps)
- Check your recording equipment. If using a digital voice recorder, make sure there is enough room on the hard drive and the batteries are charged. We always took 2 recorders to each session in the event that one breaks (which happened twice)

ON THE DAY

- Arrive early, and expect the participants to arrive early too.
- Set up the room. The chairs should be set up around a central table, so that everyone can hear the discussion, see the reference material and be within reach of the voice recorder.
- Upon arrival, offer the participant a drink.
- Once everyone has arrived, the lead researcher should go through the consent form and let the participants know about the projects aims. If they are happy to take part, ask them to fill in and collect the consent forms before you start the discussion.

- Go round the table asking for introductions and where they live. This is useful to help break the ice, and makes it easier to transcribe the document later.
- One researcher should take the role of lead, and using the agenda work through the required topics. The lead should allow the conversation to flow, react to any changes in theme, and gently steer the conversation to a new point if people begin to repeating themselves or are going off topic.
- The other researcher should take the role of the assistant. It is their job to make notes about the key discussion points, make sure the voice recorder is working and help people to fill in and collect forms.
- A session should last around 45-60 minutes.
- At the end of the session, thank the participants for their time and let them know about what the next steps of the project are. This is a good time to recruit people to other roles within the project, such as a Community Auditor.

RECORDING THE CONVERSATION

- Record the general points about the event for your records. It could be a number of weeks before you listen to the recording and make your notes, so a short description of the main talking points will help you remember the session.
 - Download and back-up any voice recordings.
 - Whilst a full transcription, followed by a written analysis would be preferable, it can be a very time consuming process.
 - One method is to fill in a summary table whilst listening back to the recording. A summary table should have 4 columns – topic (copied from focus group agenda), positive comments, negative comments and ideas for improvements. You might need to listen to the recording twice to get all the comments.
- Share the findings with the rest of your research team and discuss any interesting new ideas raised in the session.

WALKING INTERVIEWS

We invited a number of residents to take part in walking interviews. These were recruited from mostly recruited from people who attended focus groups or resident identified by the Older Peoples Officer at Southway Housing Trust. One of the most important conversations we had was with the neighbourhood officer who worked for Southway. This gave us an important insight into his role and relationship with residents.

We ask to meet the interviewee at a location of their choice, as some felt uncomfortable with us meeting at their home. We asked them to take us on a walk, with the participant deciding the route. Sometimes this route was based on the route they use to get to the shops, whilst others were a tour of locations they wanted to share. The questions were more conversational than the focus groups, with sessions usually starting with a broad question like “What is it like to live in Old Moat” from here the discussion was quite natural, using the features on the walk to prompt discussion.

To record the interview the conversation we use digital voice recorders and photographs of any key features that were discussed. Once back in the office, we noted the route we took and transcribed the conversation. The transcripts were then shared amongst the research team.



Toolkit Resource

- Consent form [FIG 13]

PARTICIPATION DIARIES

We asked a number of participants to fill in participation diaries recording their interactions over a 2 week period. A blank day diary was provided, and the participant was asked to document what they did, who they did it with, where they went and how they got there. This was to help us understand the social interactions in a normal week and what services were used in the area.

Once the diaries had been returned to the research team, we plotted this information onto a map, with colours representing each service type (health, social, shopping etc.) and the size of the marker representing the number of times the service was used. From this we were able to identify the key routes used and the walking boundary inside which the participant moved within the 2 week period.

Unfortunately we were only able to recover limited data from this exercise. We recruited from a public event to many people who had not been involved in the project previously. As a result of the high time commitment of this activity and the lack of previous links with the project, only 3 of the 12 diaries were returned. If we were to repeat the process, we would look to recruit people who had already worked with the research team to take part.



Toolkit Resource

- Consent form [FIG 13]
- Participation diary guidance document [FIG 16]
- Example of participation diary record map [FIG 17]

4d Community Audit and Postal Questionnaire

The literature and data collection provided a number of common threads in respect of understanding the character of Old Moat and features which were supporting or detracting from the building of an age-friendly neighbourhood.

The literature review identified the importance of linking both the physical and social dimensions of urban communities. Key elements of this included: the importance of home and community as a source of identity; the role of good street design in facilitating mobility; the value of informal neighbourhood networks in laying the basis for age-friendliness; the need to promote cross-generational ties; the importance of access to and awareness of community facilities; and issues relating to neighbourhood cohesion and population turnover.

The focus groups with older people and community workers reinforced many of the above points but highlighted more specific themes in respect of creating age-friendliness. Some of the issues raised included: problems relating to the physical condition of the neighbourhood (especially in respect of pavements and passageways); the perceived deterioration of the central shopping area in Withington Village; the confusing (for some) lay-out of the estate; the limited number of community spaces; limited awareness about facilities reinforced by their perceived geographical isolation. Conversely, participants in the focus groups emphasised their strong attachment to the area, good contact with neighbours and the value of local networks.

Finally, work on urban design and architectural aspects of age-friendliness documented high levels of income and health deprivation within the boundaries served by Old Moat; the geographical isolation of particular facilities; uneven demography across the area with a clustering of 20-24 year olds in some parts and those 60 plus in others; high proportions of older people living furthest from the shopping centre; limited services (except for health care) located on the Old Moat Estate; and uneven and poor quality paving surfaces in some areas.

The above findings and observations highlighted the key areas that would need to be covered in the community audit but also suggested the need for some modifications from the list of items covered by the World Health Organization (WHO) in terms of the eight constituents of an age-friendly environment. Three main factors emerged in the preparatory work for the survey and audit:

First, asking people about 'age-friendliness' proved not to be straightforward, requiring various follow-up questions to ensure respondents were clear about the range of issues covered. This was feasible in the focus groups but would require considerable clarity to be achieved if a postal questionnaire was attempted and if volunteer auditors were to be recruited.

Second, covering all eight items – outdoor spaces, transport, social participation, civic participation, living in the neighbourhood, community support and health services, communication and information, and respect and social inclusion– would itself lead to a substantial questionnaire with potentially limited room for open-ended as opposed to fixed-choice questions.

Third, some of the items raised issues either in terms of whether they would generate usable information: for example, the item covering community and health services is important but inevitably leads to broader resourcing questions beyond the scope of the project; other items (e.g. those relating to civic participation) had the potential to be incorporated into other dimensions.

The resulting draft questionnaire [FIG 19] ensured that key themes identified in the preparatory work were covered, that the idea of ‘age-friendliness’ was conveyed as clearly as possible, but that the scale of the exercise would not daunt potential respondents. The initial draft used a simple statement about the nature of an age-friendly community as a lead-in to the questionnaire which covered the following items: outdoor spaces and buildings; transport in Old Moat/Withington; Living in Old Moat/Withington; respect for older people in Old Moat/Withington; General information was also collected covering items such as age, gender, household composition and health. The questionnaire was designed to look as attractive as possible, again to encourage completion given concern about whether the concept of ‘age-friendliness’ was sufficiently understood. The design followed standard guidelines for producing documents for those who may have some degree of visual impairment.

Following design of the draft questionnaire, it was distributed for comment on lay-out and legibility to a community panel organised by Southway Housing Trust and to members of the Valuing Older People’s (VOP) team. Data collection had two main elements: first, a postal questionnaire sent to every household with a lead tenant aged 50 plus in the Old Moat area (n=700); second, 70 one to one interviews conducted by older volunteers (with an emphasis on trying to access ‘hard to reach groups’); third, 29 one to one interviews conducted by students with an emphasis on recruiting older owner-occupiers. The report analyses the 209 responses received to date (110 postal questionnaires and 99 one-to-one interviews).

The sample comprised 60 per cent women and 40 per cent men. There was a roughly even spread across the upper age groups: 32 per cent were aged 50-64; 27 per cent 65-74; and 37 per cent 75 plus. The proportion of respondents living alone - 57 per cent - reflects efforts to ‘over-sample’ this particular group. Sixty per cent of respondents described their health as no better than ‘fair’ or ‘poor’, echoing findings on the level of health deprivation within the neighbourhood; only 41 per cent of respondents were able to say that they would have ‘no difficulty’ walking half a mile by themselves and without using special equipment.



Toolkit Resource

- Cover letter from Southway Housing Trust [FIG 18]
- Community audit questionnaire [FIG 19]

5. Results from the Physical Environment

The physical environment analysis findings were shared within the group prior to the focus groups being undertaken. It provided a good baseline of knowledge to be able to have informed conversations with members of the local community about their neighbourhood.

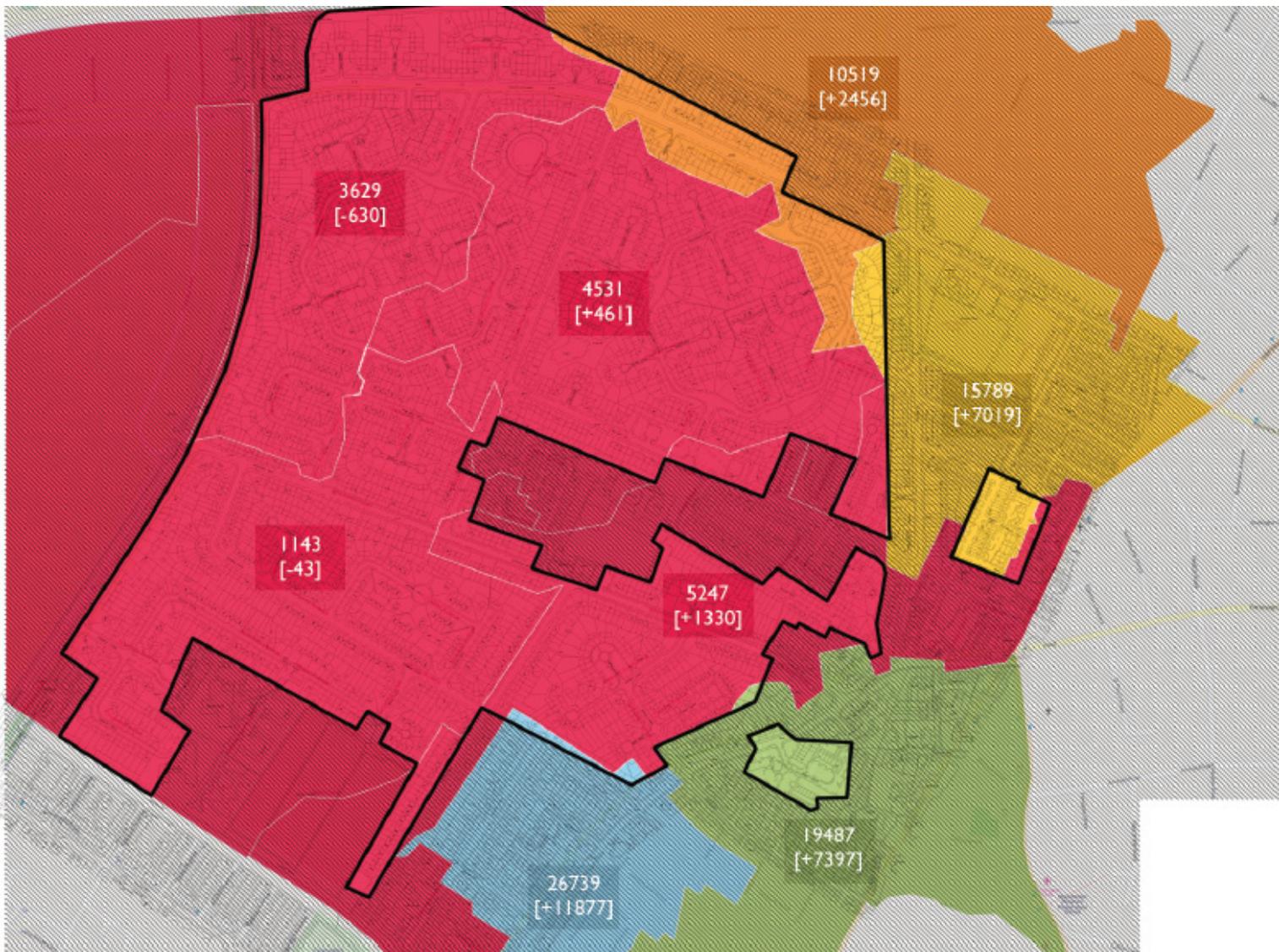
We reviewed these findings prior to the creation of the action plans. Whilst the other research stages were summarised with 'key findings', the physical environment analysis was more abstract. The analytical process and findings were integral to our understanding of the area, but weren't explicitly related to the WHO age friendly cities categories.



6. Results from the Spatial Data

For each spatial data map we produce, we created a short, 1 sentence summary of the finding which could be shared across the research team. As a team, we reviewed these summaries to see if they helped us to define the area, or how they could relate to each other. Through this process we reduced the number of maps as we identified the results which did not describe or influence the 'age-friendliness' of the site.

The outcome of this was a series of key findings set to the WHO categories which we could relate to the wider research data by a meta analysis process (see 'Action Plan for Old Moat').



7. Results from the Focus Groups

From the transcripts of the focus groups, we started by extracting the focus group discussions into a summary table [FIG 20]. As the conversations often switched between different sections of the focus group agenda, it was important to collate the information into a simple format for discussion and comparison. We also split the content between positive aspects, negative aspects and suggestions to simplify the process. After the summaries were completed, the research team conducted a cross analysis of the data, discussing the over riding responses of each question posed in the focus groups to find a consensus between the different sessions. After this was completed a report was written to reflect these key findings.

The walking interviews were transcribed and read by the research team, with key quotes collected which relate to the WHO categories. The informal nature of the interviews often led to a number of ideas of suggestions for improvements being discussed, and these too were integrated into the wider strategies within the action plan.



Toolkit Resource

- Focus group summary table [FIG 20]

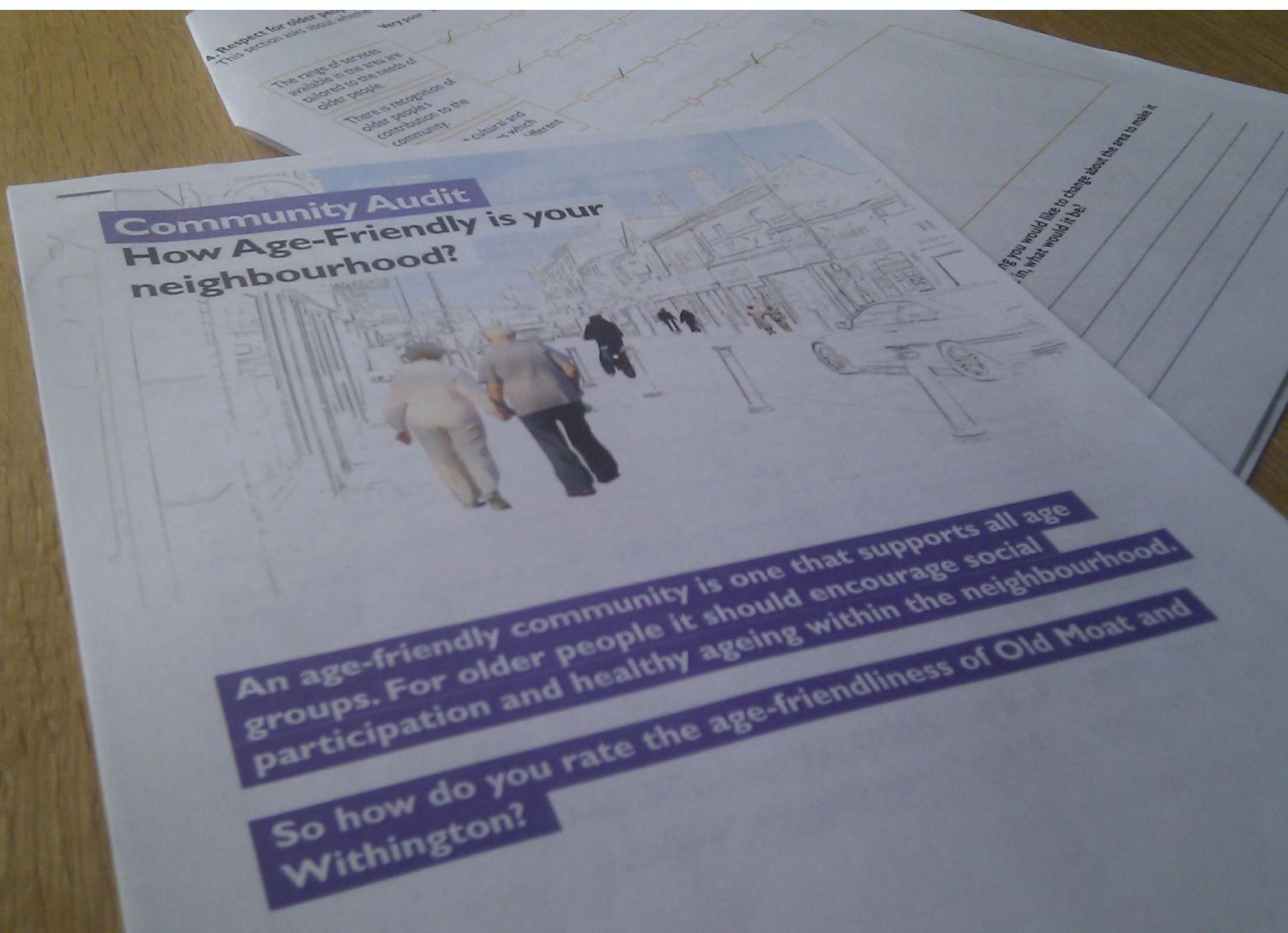


8. Results from the Community Audit and Postal Questionnaire

Upon collection we entered all of the audit and questionnaire responses into a spreadsheet. The questionnaire has number coded answers, which makes it much easier to input the data. For some of the questions and for the audit, there is space for written responses. For these we transcribed what was said, and the statements were collected together for review by the team.

From the spreadsheet, it was possible to create a number of tables and graphs for each question. We also used SPSS (Statistical Package for the Social Science) to further analyse the data, with the ability to filter results (for example, compare the responses based on age ranges or gender).

The data we had gathered, along with the comments, was analysed and written as a report. The report described the how the audit was undertaken, who took part and what the response was for each WHO category. These were summarised further as a set of 6 key findings which arose from the survey.



9. Action Plan for Old Moat

HOW TO ORGANISE YOUR FINDINGS:

Using the different forms of research data we had produce over the course of the project, we separated our findings into the 6 WHO categories which we were focusing on in this project.

- a Outdoor space and buildings
- b Transport
- c Housing
- d Respect and Social Inclusion
- e Social participation
- f Communication and information

We set out these findings spatially on a map, noting how the different research forms supported on contradicted each other. Through this meta analysis we were able to define a number of key findings. We will these in, and the supporting evidence for them on an Action Point diagram [FIG 21]

From these initial findings, we elaborated a number of issues which arise as a result. We again tried to relate these spatially, with specific finding based on locations, services or assets.

Finally, we suggested a number of actions to address these issue and make the neighbourhood more age friendly. This were initially done internally within the research teams, but later discussed with a wider group of service providers, residents and Southway Housing Trust.



Toolkit Resource

- Action Plan template [FIG 21]

Here is an example of one finding and how it developed into an action point.

FINDING

The original pedestrian priority use of the estate had gradually changed to prioritising car access which is less compatible with the existing street design and urban layout.

IMPACT

- (a) Restricts pedestrian access across the estate by changing purpose of linking 'ginnels'
- (b) Restricts car access through one way traffic system making journeys less direct and navigation confusing.
- (c) Reduced the legibility of the area for vehicles and pedestrians by confusing route hierarchies making way-finding more difficult.
- (d) Produced incompatibilities between street width and making roadways too narrow for parking and bus access. Damage to pavements and impaired drainage caused by parked cars.

ACTIONS

Address legibility through improved street design, hierarchy of routes, improved visibility of nodes and key routes, improved public spaces including seating, covered waiting areas and community activity spaces. Consider inclusive design and dementia design when developing the urban environment.

- Establish primary and secondary routes linking Withington district centre and the centre of the estate and key assets such as the Minehead and Sure-Start centre and the Circles.
- Relate signage, planting and the use of colour to route hierarchy as a navigational tool.
- Introduce public spaces/ gateways at key nodes on primary routes.
- Introduce landmarks at 'gateways' of circles visible from main routes to help navigation.
- Locate outdoor seating at nodes and landmarks and consider covered spaces / as part of new public spaces.

RESOURCES

The New York Academy of Medicine, Toward an Age-Friendly City New York: A Findings Report
https://www.health.ny.gov/diseases/aids/conferences/docs/nyam_age_friendly_report.pdf
Community gardening: [<http://www.newdynamics.group.shef.ac.uk/call-me-project.html>]

Once we had developed the action points, we started to plot them onto a map in the form of an action plan. It became clear that a number of the action points were linked, either through where the action should take place or how 2 actions relate to each other. This helped us to propose a smaller number of overriding proposals that encompassed a number of action points. By presenting our actions spatially, it allowed us to show how they relate to each other and show specific locations of the interventions we have suggested.

FIG 01-05 Group constitutions

These documents were used to identify and develop the roles and responsibilities of the groups within the project. They set out the purpose of each group, how often the group will meet and who to contact in relation to the project.

FIG 01 - Project champions group constitution

FIG 02 - Auditors group constitutions

FIG 03 - Focus group volunteer constitution

FIG 04 - Walking interview volunteer constitution

FIG 05 - Participation diary volunteer constitution

Project Champions Group – Roles and Responsibilities

The Project Champions Group will be diverse in its composition and will include people with personal experience of relevant issues and/or the local community. The remit of the Group is to advise and support on the Old Moat Age Friendly Project. The group will be invited to:

1. To champion and promote the project in the community.
2. Help to shape and focus the project, and determine its purpose and outcome.
3. Offer a wider perspective of age friendliness.
4. Support us in the development of the project and its delivery.
5. Contribute knowledge and expertise to the project.

The project will be underpinned by the approach to Age Friendly Cities by the World Health Organisation and will be expected to advance a broad agenda of equality and inclusion across all ages while focusing on the issues of Older People.

Evaluation and Testing

We also see the Projects Champions as a forum for testing engagement and auditing strategies. We hope to use the experience of the group to develop our strategies before being implemented in workshops with Auditors and the wider community. We will run test sessions prior to the engagement workshops in June and prior to the audit in September. We will also consult the Group after we have delivered the draft reports in December to highlight any issues prior to the final publication.

Implementation

We hope to forge links with the services and programmes of our Project Champions Group members to ground our project in existing local schemes. We want to develop implementable strategies which respond to those of our partners. In January 2013 we will ask the Project Champions Group to review our proposals, and by doing so hopefully discover links and strategies to integrate into their own sectors of work.

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Project Champions Group Timetable

Date	Event	Activity
	Focus Group test event	The project team will test a number of focus group activities with the Steering Group, and get feedback on the how they see the area and current legislation.
	Consultation Launch	We will present our workshop and focus group programme with auditors and community members.
	Focus Groups	A number of events related to Age Friendly Cities issues. There will be 4 hosted for older people, 1 for carers, 1 for service providers and 1 for younger people.
	Workshops and events	Develop understanding of issues and audit themes through mobility diaries, community gardening projects and cultural events. [Project Champions Group welcome to attend any workshop events, but are not required to]
	Champions Group Meeting	Discuss the draft audit and survey methodology.
	Launch of Audit scheme	Event to explain the auditing process and how it will be delivered. The project team will discuss the questionnaire and show auditors how to interview friends and neighbours.
	Audit Interviews	Auditor volunteers to undertake 10-12 interviews with people of various ages and backgrounds.
	Manchester School of Architecture workshops	Students from the School of Architecture will be undertaking small design projects in Old Moat. Group members have chance to get involved in these projects.
	Champions Group Meeting	Discuss the audit and design research. Progress update on the 2 reports. Confirm contents of reports with group.
	Draft Report Release	The Project team will release a draft report of the project findings.
	Champions Group meeting	Feedback on draft report, suggest changes for final presentation.
	Final Presentation	The final report and findings will be release with events to share our findings and ideas.
	Review	Project Champions Group will review the reports. Guidance for the development of future versions of a community audit and combined action plan. Undertakings in action plan to be critically appraised by Steering Group.



Auditors Group – Roles and Responsibilities

Membership

The Programme Champions Group could comprise of community members (either Southways residents or homeowners) over 50 years old. We also hope to make links with a number of younger people (16-24) as part of a wider focus group and intergenerational workshop programme.

Roles and Responsibilities

As auditors, you will have 2 key roles in the project; - Helping us develop our audit questionnaire in a focus group session and then going onto to interview local friends, family and neighbours for the audit.

1. Developing the Audit – the Focus Groups

Firstly, we need to find out what specifically about Old Moat is either age friendly or not-so age friendly. We will host a number of focus groups, workshops, engagement events and activities to help develop our knowledge of local issues so we can know exactly what to ask in our wider audit questionnaire. We will be hosting sessions in July; we would appreciate it if you could participate in these sessions.

2. Interviewing your Community

We need your help in delivering the audit questionnaire to your local community. As local residents and members of the community, we think you best placed to ask your family, neighbours and friends.

We will offer support and training before you take part, and we ask that you undertake about 10-12 audit interviews. We think this will take about 10 hours of your time (during September). If you are willing to take part - we are only asking you to question people you know already, and we will definitely not be asking you to question anybody you don't wish to. Again we shall be offering you support and help throughout the interviews.

3. Additional Activities

We will meet once a month to discuss how the project is going, tell you about any new events and get feedback on what we have done so far. There are a number of workshops and events this summer and we hope you will want to be involved. These include events organised around - improving mobility, community gardening and a local cultural festival.

In September, students from Manchester School of Architecture will be using our research on small design projects in Old Moat. The students see consultation and engagement as important to the design process, and may want to work with auditors and the wider community on these projects.



Auditors Group Timetable

Date	Event	Activity
	Consultation Launch	We will present our workshop and focus group programme with auditors and community members.
	Focus Groups	A number of events related to Age Friendly Cities issues. Members of the group will participate in a 2 hour focus group looking at the age friendly agenda, their experiences of the area and ways to improve it.
	Group 1/2	Residents aged 50-70
	Group 3/4	Residents aged 71+
	Group 5/6	16-24 year olds and carers.
	Workshops and events	Develop understanding of issues and audit themes through mobility diaries, community gardening projects and cultural events.
	Auditors Group meeting	Auditors group will be update on how the project is progressing and will test out a draft version of our community audit. [Followed by short mobility diary launch discussion.]
	Auditors Group meeting	Preparation and training for auditing exercise.
	Audit Interviews	Auditors to undertake 10-12 interviews with people of various ages and backgrounds.
	Manchester School of Architecture workshops	Students from the School of Architecture will be undertaking small design projects in Old Moat. Auditor Group members may have the opportunity to get involved in these projects.
	Reporting Phase	The project team will be analysing the audits and producing report documents.
	Final Presentation	The final report and findings will be release with events to share our findings and ideas.

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Focus Group Volunteers – Roles and Responsibilities

Membership

We are looking for a wide range of Old Moat residents to take part in a focus group and potentially participate in local activities being run by Southways and Manchester School of Architecture over the next 6 months.

We are looking to run a minimum of 6 focus groups;-

- 50-70 year old (both Southways Tenants and private rental/owners)
- 71+ year old (both Southways Tenants and private rental/owners)
- 16-24 year old Old Moat residents.
- Carers in Old Moat

We may also run focus groups with specific organisations and clubs where appropriate.

Roles and Responsibilities

1. Participate in a Focus Group

Firstly, we need to find out what specifically about Old Moat is either age friendly or not-so age friendly. We will host a number of focus groups, workshops, engagement events and activities to help develop our knowledge of local issues so we can know exactly what to ask in our wider audit questionnaire. We will be hosting sessions in July; we would appreciate it if you could participate in one of these sessions.

2. Taking Part in the Audit

Our focus groups will help us to make an audit survey so we gather the experiences and feelings of the wider community. We ask that you take part in this audit to help us gather as much information about Old Moat as we can. The audit will take about 1 hour and be taken by a volunteer auditor from Old Moat. We will contact you at a later date to see if you are available and willing to take part.

3. Additional Activities

In September, students from Manchester School of Architecture will be using our research on small design projects in Old Moat. The students see consultation and engagement as important to the design process, and may want to work with the wider community on these projects. We will inform you of their projects once they have been set up, and you can choose to get involved if you wish to do so.



Focus Group Volunteers Timetable

Date	Event	Activity
	Consultation Launch	We will present our workshop and focus group programme with auditors and community members.
	Focus Groups	We will be running a series of focus groups looking at what ageing is like in Old Moat. Members of the group will participate in a 2 hour group discussion session looking at the age friendly agenda, their experiences of the area and ways to improve it. You only need to attend one session.
	Group 1/2	Residents aged 50-70
	Group 3/4	Residents aged 71+
	Group 5/6	16-24 year olds and carers.
	Workshops and events	Develop understanding of issues and audit themes through mobility diaries, community gardening projects and cultural events.
	Audit Interviews	Auditors will be carrying out audits of how age friendly people think Old Moat is. We will contact you closer to the time to see if you are willing to be survey by one of our Auditors
	Manchester School of Architecture workshops	Students from the School of Architecture will be undertaking small design projects in Old Moat. Volunteers may have the opportunity to get involved in these projects.
	Reporting Phase	The project team will be analysing the audits and producing report documents.
	Final Presentation	The final report and findings will be release with events to share our findings and ideas.

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Walking Interview Participant – Roles and Responsibilities

Membership

We are looking for residents to take us on a walk around Old Moat to have a chat about their local area. Participants will be 50+ and from a variety of backgrounds.

Participants of other Age Friendly Old Moat research groups (such as auditors or focus group volunteers) are more than welcome to be part of this group in addition to their other roles in project.

Roles and Responsibilities

We would like the participant to take someone from the research team on a walk around Old Moat. It is up to the participant to decide where we go and what they want to talk about.

Participants may want to think about:-

- Where is their favourite place in Old Moat?
- Where do you go on a regular basis?
- Where is your least favourite part of Old Moat? (and what you would do to improve it)
- Where in Old Moat is special to them?

The participant should think of a route which they feel comfortable walking, and the research team are happy to stop whenever you like. You are also welcome to bring friends or relative along for the walk if you want.

How we will use the information.

We will record the interviews for the benefit of the research team, and use the information to provide personal thoughts about the area to our urban analysis. We would like to attribute your name to your interview, but if you would prefer we are happy to include you as an anonymous participant.

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Email: c.morris@southwayhousing.co.uk

Mark Hammond
Project Team Research Assistant
Telephone: 0161 833 0211
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Southways Housing Trust
Aspen House
825 Wilmslow Road
Manchester M20 2SN

Leech Rhodes Walker
Riverside
New Bailey Street
Manchester M3 5AA



Mobility Diary Participant – Roles and Responsibilities

Membership

We are looking for residents to complete mobility diaries over a 2 week period. Participants will come from a variety of ages and backgrounds, including those who own cars, use buses or feel they are isolated.

Participants of other Age Friendly Old Moat research groups (such as auditors or focus group volunteers) are more than welcome to be part of this group in addition to their other roles in project..

Roles and Responsibilities

We will ask participants to keep a diary of any movements they make outside of their home. The purpose of this is to not only see how older people move around the city, but also how they participate with it. The diary keeping period will last 2 weeks, and should not include any extreme deviations from a typical fortnight (such as a long holiday).

The research team will provide you with a diary to write in at the Mobility Diary launch event on 30 July, where we will also explain how the process works and answer any questions you have about the project.

How we will use the information.

All information will be confidential, and your name will not be used when we discuss or analyse your diary either internally or in any of our reports.

You are under no obligation to add anything to the diary which you don't want us to know about.

Details and Contacts

Catherine Morris
Older Peoples Project Officer
Telephone: 0161 448 4281
Email: c.morris@southwayhousing.co.uk

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Project Team Research Assistant
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FIG 06 WHO workshop

This diagram shows a blank matrix which was used to discuss how 'age-friendly' an area is. It was employed during a 45 min workshop after the initial meeting of the project champions group.

We split the group into 2 and for each point discussed what was being done to address this, who was doing it and how it could be done in the future.

It was used to make the group aware of what age friendly means, and discover what initiatives were active in the area at present. It also makes clear the fact that age friendliness need to come from multiple sources, which should include their role in a professional capacity.

WHO Age Friendly Cities Checklist

Solutions

Outdoor spaces and buildings

	National Government	Local Government	3rd Sector Organisations	Community Groups	Resident
Public areas are clean and pleasant.					
Green spaces and outdoor seating are sufficient in number, well-maintained and safe.					
Pavements are well-maintained, free of obstructions and reserved for pedestrians.					
Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.					
Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings, visual and audio cues and adequate crossing times.					
Drivers give way to pedestrians at intersections and pedestrian crossings.					
Cycle paths are separate from pavements and other pedestrian walkways.					
Outdoor safety is promoted by good street lighting, police patrols and community education.					
Services are situated together and are accessible.					
Special customer service arrangements are provided, such as separate queues or service counters for older people.					
Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.					
Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.					
Public transportation costs are consistent, clearly displayed and affordable.					
Public transportation is reliable and frequent, including at night and on weekends and holidays.					
All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles. Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.					
Specialized transportation is available for disabled people.					
Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.					
Transport stops and stations are conveniently located, accessible, safe, clean, wellit and well-marked, with adequate seating and shelter.					
Complete and accessible information is provided to users about routes, schedules and special needs facilities.					
A voluntary transport service is available where public transportation is too limited.					
Taxis are accessible and affordable, and drivers are courteous and helpful.					
Roads are well-maintained, with covered drains and good lighting.					
Traffic flow is well-regulated.					
Roadways are free of obstructions that block drivers' vision.					
Traffic signs and intersections are visible and well-placed.					
Driver education and refresher courses are promoted for all drivers.					
Parking and drop-off areas are safe, sufficient in number and conveniently located.					
Priority parking and drop-off spots for people with special needs are available and respected.					
Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.					

Transport

Using

	<p>Priority parking and drop-off spots for people with special needs are available and respected.</p> <p>Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.</p> <p>Sufficient and affordable home maintenance and support services are available.</p> <p>Housing is well-constructed and provides safe and comfortable shelter from the weather.</p> <p>Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.</p> <p>Home modification options and supplies are available and affordable, and providers understand the needs of older people.</p> <p>Public and commercial rental housing is clean, well-maintained and safe.</p> <p>Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.</p> <p>Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.</p> <p>Events are held at times convenient for older people.</p> <p>Activities and events can be attended alone or with a companion.</p> <p>Activities and attractions are affordable, with no hidden or additional participation costs.</p> <p>Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.</p> <p>A wide variety of activities is offered to appeal to a diverse population of older people.</p> <p>Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.</p> <p>There is consistent outreach to include people at risk of social isolation.</p>	
	<p>A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.</p> <p>The qualities of older employees are well promoted.</p> <p>A range of flexible and appropriately paid opportunities for older people to work is promoted.</p> <p>Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.</p> <p>Workplaces are adapted to meet the needs of disabled people.</p> <p>Self-employment options for older people are promoted and supported.</p> <p>Training in post-retirement options is provided for older workers.</p> <p>Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.</p>	
	<p>Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.</p> <p>Services and products to suit varying needs and preferences are provided by public and commercial services.</p> <p>Service staff are courteous and helpful.</p> <p>Older people are visible in the media, and are depicted positively and without stereotyping.</p> <p>Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.</p> <p>Older people are specifically included in community activities for "families".</p>	

Housing

Social participation

Civic participation and employment

Respect and social inclusion

Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.

Older people are specifically included in community activities for "families".

Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.

Older people are recognized by the community for their past as well as their present contributions.

Older people who are less well-off have good access to public, voluntary and private services.

Communication and information

A basic, effective communication system reaches community residents of all ages.

Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

Regular information and broadcasts of interest to older people are offered.

Oral communication accessible to older people is promoted.

People at risk of social isolation get one-to-one information from trusted individuals.

Public and commercial services provide friendly, person-to-person service on request.

Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type.

Print and spoken communication uses simple, familiar words in short, straightforward sentences.

Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.

Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.

There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.

Community and health services

An adequate range of health and community support services is offered for promoting, maintaining and restoring health.

Home care services include health and personal care and housekeeping.

Health and social services are conveniently located and accessible by all means of transport.

Residential care facilities and designated older people's housing are located close to services and the rest of the community.

Health and community service facilities are safely constructed and fully accessible.

Clear and accessible information is provided about health and social services for older people.

Delivery of services is coordinated and administratively simple.

All staff are respectful, helpful and trained to serve older people.

Economic barriers impeding access to health and community support services are minimized.

Voluntary services by people of all ages are encouraged and supported.

There are sufficient and accessible burial sites.

Community emergency planning takes into account the vulnerabilities and capacities of older people.

Ethical approval

FIG 07 template

Research projects have to follow strict ethical guidelines. This document was submitted and approved by the Manchester Metropolitan University Research Ethics Committee.

Application Number.....

(facultycoding)
(Sep 2007)

Date.....



MANCHESTER METROPOLITAN UNIVERSITY
FACULTY OF ART AND DESIGN

APPLICATION FOR ETHICAL APPROVAL

Introduction

All university activity must be reviewed for ethical approval. In particular, all undergraduate, postgraduate and staff research work, projects and taught programmes must obtain approval from their Faculty Academic Ethics committee (or delegated Departmental Ethics Committee).

APPLICATION PROCEDURE

The form should be completed legibly (preferably typed) and, so far as possible, in a way which would enable a layperson to understand the aims and methods of the research. Every relevant section should be completed. Applicants should also include a copy of any proposed advert, information sheet, consent form and, if relevant, any questionnaire being used. The Principal Investigator should sign the application form. Supporting documents, together with one copy of the full protocol should be sent to the Administrator of the appropriate Faculty Academic Ethics Committee. **Chair Professor Jim Aulich.**

Your application will require external ethical approval by an NHS Research Ethics Committee if your research involves staff, patients or premises of the NHS (see guidance notes)

Work with children and vulnerable adults

You will be required to have a Criminal Disclosure, if your work involves children or vulnerable adults.

The Faculty Academic Ethics Committee meets every (insert period) and will respond as soon as possible, and where appropriate, will operate a process of expedited review. Applications that require approval by an NHS Research Ethics Committee or a Criminal Disclosure will take longer - perhaps 3 months.

1. DETAILS OF APPLICANT (S)

1.1 Principal Investigator: (Member of staff or student responsible for work)

Name, qualifications, post held, tel. no, e-mail

Stefan White, Architect, Senior Lecturer
07903188736
s.white@mmu.ac.uk

1.2 Co-Workers and their role in the project: (e.g. students, external collaborators, etc)

Details (Name, tel. no, email)

Faheem Aftab, Director, Leech Rhodes, Walker Architects

Faheem.Aftab@lrw.co.uk

DDI: +44 (0)161 833 6876

Mob: +44 (0)7780707576

Professor Chris Phillipson, Keele Social Gerontology unit, Keele University

c.r.phillipson@appsoc.keele.ac.uk

01782 734068/734631

1.3 University Department/Research Institute/Other Unit:

Architecture, MSA projects

2. DETAILS OF THE PROJECT

2.1 Title:

An Age-Friendly Old Moat

2.2 Description of Project: (please **outline** the background and the purpose of the research project, 250 words max.)

The research project is investigating the relationship between population ageing and urbanisation, examining the extent to which neighbourhoods and the built environment can play a more positive role in improving the quality of life of older people. The approach draws on the framework and guidelines produced by the World Health Organisation (WHO) in their work developing the idea of age-friendly cities. The proposed project will be based in Manchester which is part of the global network of age-friendly cities maintained by the WHO.

The research team will work with Southways Housing Trust to assess the age-friendliness of Old Moat ward and to gather information to assist with developing proposals to increase its age-friendliness. We will use the current WHO Age-friendly City guidelines to firstly audit Old Moat, and then secondly as a framework for action and thirdly as an evaluative tool for the proposed interventions.

The research will be an inter-disciplinary project drawing on approaches from architecture, urban planning and design, sociology and social geography.

Describe what type of study this is (e.g. qualitative or quantitative; also indicate how the data will be collected and analysed). Additional sheets may be attached.

The study will involve a mixture of qualitative techniques and quantitative data collection via a survey. The qualitative techniques will include focus groups, one-one interviews (in-situ and walking), participants maintaining a mobility and participation diary and workshop activities investigating urban design issues. The quantitative research will involve a community led audit survey.

The Focus groups are the first element of the research and they will be conducted using the World Health Organisation Age-friendly city research guidelines - Attached.

2.3 Are you going to use a questionnaire? YES

The questionnaire will be developed in response to the focus group sessions and is therefore not available at this stage.

2.4 Start Date / Duration of project:

April 2012 - February 2013

2.5 Location of where the project and data collection will take place:

Various locations in the Old Moat Ward
Focus groups will be held at local community room or at Southways Housing Trust premises.

2.6 Nature/Source of funding

Southways Housing Trust

2.7 Are there any regulatory requirements? NO

If yes, please give details, e.g., from relevant professional bodies

3. DETAILS OF PARTICIPANTS

3.1 How many?

60 - e.g:

Focus groups:

6 groups of 10

Some of these participants will also be interviewed on a one-one basis and asked to contribute to a mobility and participation diary.

3.2 Age:

2 groups 50 - 70 (1 tenants, 1 owner-occupier)

2 groups 71 + (1 tenants, 1 owner-occupier)

1 group 16-24

1 group carer assistants to older people requiring care at home

3.3 Sex:

We will attempt to ensure that all genders are proportionally represented, but due to the age-range of the participants this is likely to be biased towards females.

3.4 How will they be recruited?

(Attach a copy of any proposed advertisement)

Southway Housing Trust and Manchester City Council Valuing Older People team are recruiting the participants according to our specification.

Advertisement attached

3.5 Status of participants: (e.g. students, public, colleagues, children, hospital patients, prisoners, including young offenders, participants with mental illness or learning difficulties.)

The participants will all be members of the general public.

3.6 Inclusion and exclusion from the project: (indicate the criteria to be applied).

Vulnerable adults will be excluded from the project.

3.7 Payment to volunteers: (indicate any sums to be paid to volunteers).

A small honorarium may be offered in the form of shopping vouchers

3.8 Study information:

Have you provided a study information sheet for the participants? YES
Please attach a copy of the information sheet, where appropriate

Information sheet is attached

3.9 Consent:

(A written consent form for the study participants MUST be provided in all cases, unless the research is a questionnaire.)

Have you produced a written consent form for the participants to sign for your records?

Yes

Attached

4. RISKS AND HAZARDS

Please respond to the following questions if applicable

4.1 Are there any risks to the researcher and/or participants?

(Give details of the procedures and processes to be undertaken, e.g., if the researcher is a lone-worker.)

Focus groups will be undertaken as a team. One - one interviews will be arranged to ensure interviewer is located and in communication with team.

4.2 State precautions to minimise the risks and possible adverse events:

All interviewers and researchers have been made aware of a wide range of issues affecting older people and have been trained in respectful communication and appropriate language. Focus groups will be used to gauge the appropriateness of lines of questioning and to frame requests for information which might be considered of a personal nature.

4.3 What discomfort (physical or psychological) danger or interference with normal activities might be suffered by the researcher and/or participant(s)? State precautions which will be taken to minimise them:

We do not foresee any physical danger for participants or researchers. Focus groups discussions are unlikely to cause stress to participants.

5. PLEASE DESCRIBE ANY ETHICAL ISSUES RAISED AND HOW YOU INTEND TO ADDRESS THESE:

Ensuring that the views of the community of Old Moat are fairly considered is a considerable challenge. We are following the World Health Organisation guidelines where appropriate to this context as well as using a range of research techniques to attempt to capture a broad picture. The researchers will ensure that full information about the purpose and uses of participants' contributions is given. Being honest and keeping participants informed about the expectations of the group and topic, and not pressurising participants to speak will be a basic rule of the project. A particular ethical issue to consider in the case of focus groups is the handling of sensitive material and confidentiality given that there will always be more than one participant in the group. At the outset moderators will need to clarify that each participant's contributions will be shared with the others in the group as well as with the moderator. Participants need to be encouraged to keep confidential what they hear during the meeting and researchers have the responsibility to anonymise data from the group.

6. SAFEGUARDS /PROCEDURAL COMPLIANCE

6.1 Confidentiality:

- (a) Indicate what steps will be taken to safeguard the confidentiality of participant records. If the data is to be computerised, it will be necessary to ensure compliance with the requirements of the Data Protection Act.

Participant contact data will be held in a spreadsheet in a password protected file kept separate from day to day project business. Each participant will be assigned a unique number to ensure an audit of contributions can be traced, but will be anonymised in all report references using a false name but identifying actual age.

(b) If you are intending to make any kind of audio or visual recordings of the participants, please answer the following questions:

a. How long will the recordings be retained and how will they be stored?

9months

On Leech Rhodes Walker private LAN using a password protected file system

b. How will they be destroyed at the end of the project?

Deleted

c. What further use, if any, do you intend to make of the recordings?

None

6.2 Human Tissue Act:

The Human Tissue Act came into force in November 2004, and requires appropriate consent for, and regulates the removal, storage and use of all human tissue.

a. Does your project involve taking tissue samples, e.g., blood, urine, hair, etc., from human subjects? NO

b. Will this be discarded when the project is terminated? NA

If NO – Explain how the samples will be placed into a tissue bank under the Human Tissue Act regulations:

6.3 Insurance:

The University holds insurance policies that will cover claims for negligence arising from the conduct of the University's normal business, which includes research carried out by staff and by undergraduate and postgraduate students as part of their courses. This does **not** extend to clinical negligence. There are no arrangements to provide indemnity and/or compensation in the event of claims for non-negligent harm.

Will the proposed project result in you undertaking any activity that would not be considered as normal University business? If so, please detail below:

6.4 Notification of Adverse Events (e.g., negative reaction, counsellor, etc):

(Indicate precautions taken to avoid adverse reactions.)

Please state the processes/procedures in place to respond to possible adverse reactions.

In the case of clinical research, you will need to abide by specific guidance. This may include notification to GP and ethics committee. **Please seek guidance for up to date advice**, e.g., see the NRES website at <http://www.nres.npsa.nhs.uk/>

SIGNATURE OF PRINCIPAL INVESTIGATOR

DATE:

.....
SIGNATURE OF FACULTY ACADEMIC ETHICS
COMMITTEE CHAIRPERSON:

.....
DATE:

APPENDIX

Checklist of attachments needed:

1. Participant consent form
2. Participant information sheet
3. Full protocol
4. Advertising details
5. Insurance notification forms
6. NHS forms (where appropriate)
7. Other evidence of ethical approval (e.g., another University Ethics Committee approval)

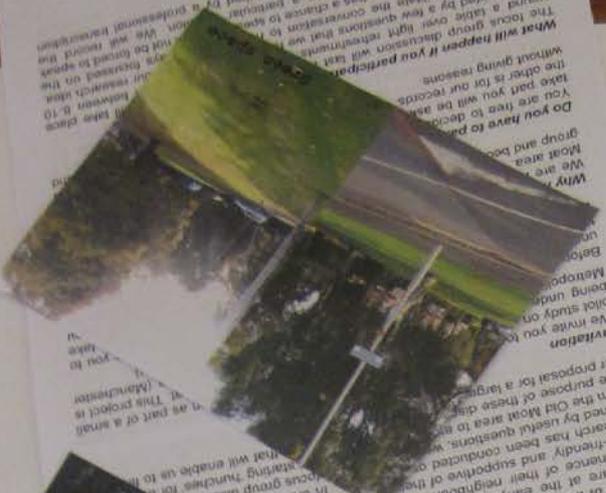
MSAp Sharing the FIG 08 City event

This document shows a part of the work undertaken by Manchester School of Architecture post graduate students who ran a community engagement event in Old Moat on October 12th 2012. Many of the students went on to pursue projects in the area and run additional engagement events.

AGE FRIENDLY OLD MOAT

Do you find you can reach from place to place easily?

- How would you improve it?
- Do you think the traffic calming measures in Old Moat work? Are the speed bumps on Devonshire Road necessary? Do people obey the 20mph limit?
- Do you often see your friends/neighbors on public transport?
- Does the traffic flow on Devonshire Road affect the routes you take around the city?
- Supply of the car-park spaces are sufficient with busy parking. How much of an impact does this have on the area?
- Are there any good neighbours in the area who share services in cooperation?
- Do you find it difficult to park in surrounding streets/cars? Does this affect what you do?
- Are street signs and lighting sufficient?



Information Sheet

Aims of the focus group
We are at the early stages of developing a research project on older people and Age Friendly. In order to ensure that we as they grow older, we are able to provide them with the services and facilities that will enable us to do this.

Invitation
We invite you to take part in a focus group discussion on the Old Moat area to explore the issues that are important to you. The focus group discussion will last for 30 minutes and will be held on a Friday afternoon at 2.00pm. The location will be confirmed to you in a separate letter.

Do you have to pay?
No, you are free to decide whether or not you wish to take part in the focus group and we will not be recording the discussion.

What will happen if you participate?
The focus group discussion will last for 30 minutes and will be held on a Friday afternoon at 2.00pm. The location will be confirmed to you in a separate letter. One of us will facilitate the conversation to ensure that everyone has a chance to speak and that everyone has a chance to speak. The focus group discussion will be recorded by a professional researcher and the recordings will be used to inform the research. The recordings will be destroyed after the project has been completed.

Information Sheet

Aims of the focus group
We are at the early stages of developing a research project on older people's views on the Old Moat area. In order to ensure that we as they grow older, we are able to provide them with the services and facilities that will enable us to do this.

Invitation
We invite you to take part in a focus group discussion on the Old Moat area to explore the issues that are important to you. The focus group discussion will last for 30 minutes and will be held on a Friday afternoon at 2.00pm. The location will be confirmed to you in a separate letter.

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Focus Group Findings

12th October 2012

Age Friendly Cities

is about...

of the focus group of developing a research project on older people's views on the Old Moat area to explore the issues that are important to you. The focus group discussion will last for 30 minutes and will be held on a Friday afternoon at 2.00pm. The location will be confirmed to you in a separate letter.

one of us will facilitate the conversation to ensure that everyone has a chance to speak and that everyone has a chance to speak. The focus group discussion will be recorded by a professional researcher and the recordings will be used to inform the research. The recordings will be destroyed after the project has been completed.



B



A



Perceptions

Findings

What is it like to go to an open building with an active
facilities or activities?
What are the things in the building that you like about what
you see there?
What are the things in the building that you don't like about what
you see there?
What are the things in the building that you think are a problem. What do
you think you can do to solve the problem?
What are the things in the building that you think are a problem. What do
you think you can do to solve the problem?

Let us know how you would like to see the building and its
facilities and activities. We will use your ideas to help us
improve the building and its facilities and activities.

What are the things in the building that you think are a problem. What do
you think you can do to solve the problem?



Allotments



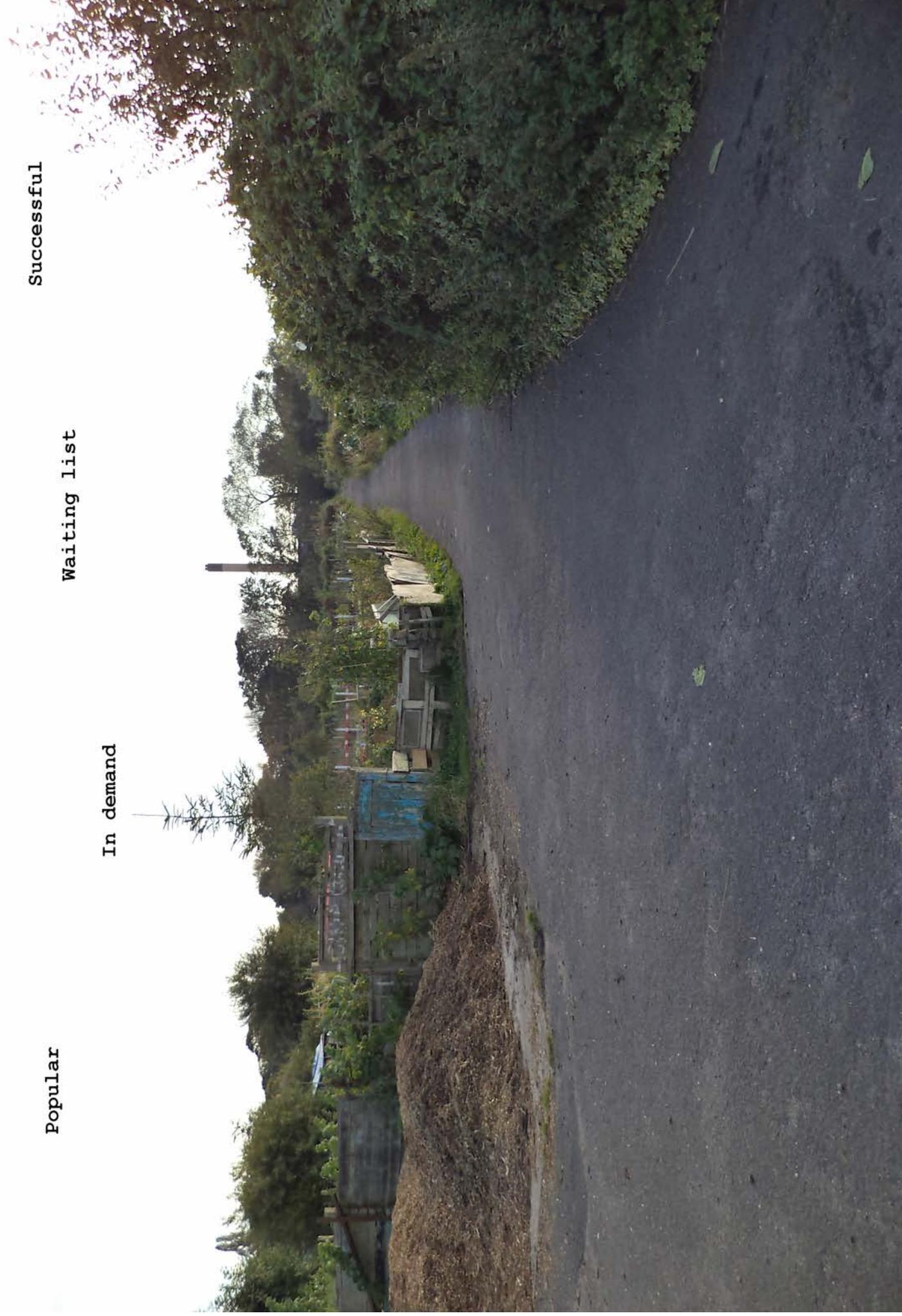
Allotments

Popular

In demand

Waiting list

Successful



Community Facilities

Expensive

Struggle to find social activities

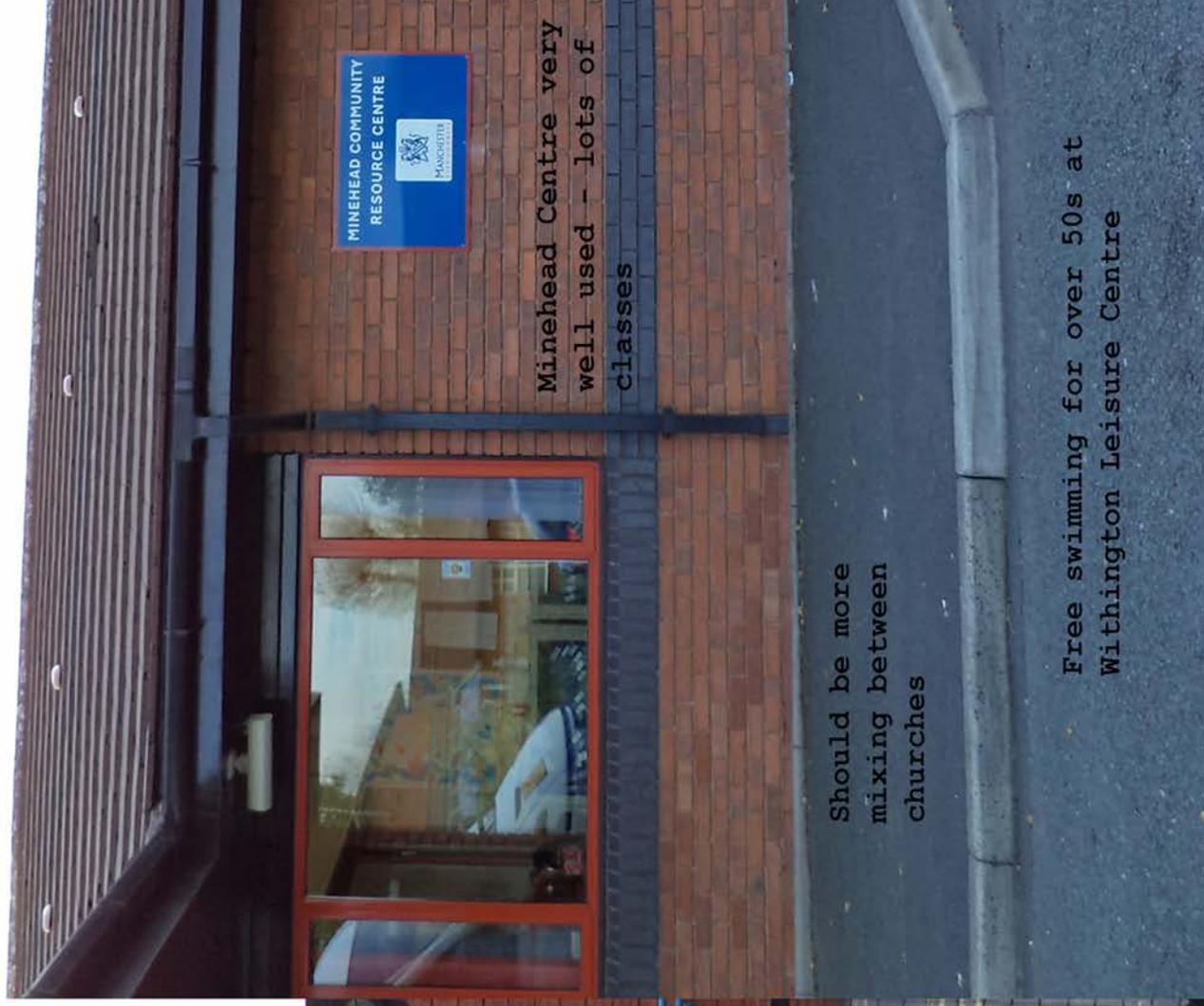
Intergenerational activities

School is community hub

Adult learning centre closed

Door to door communication with residents is key

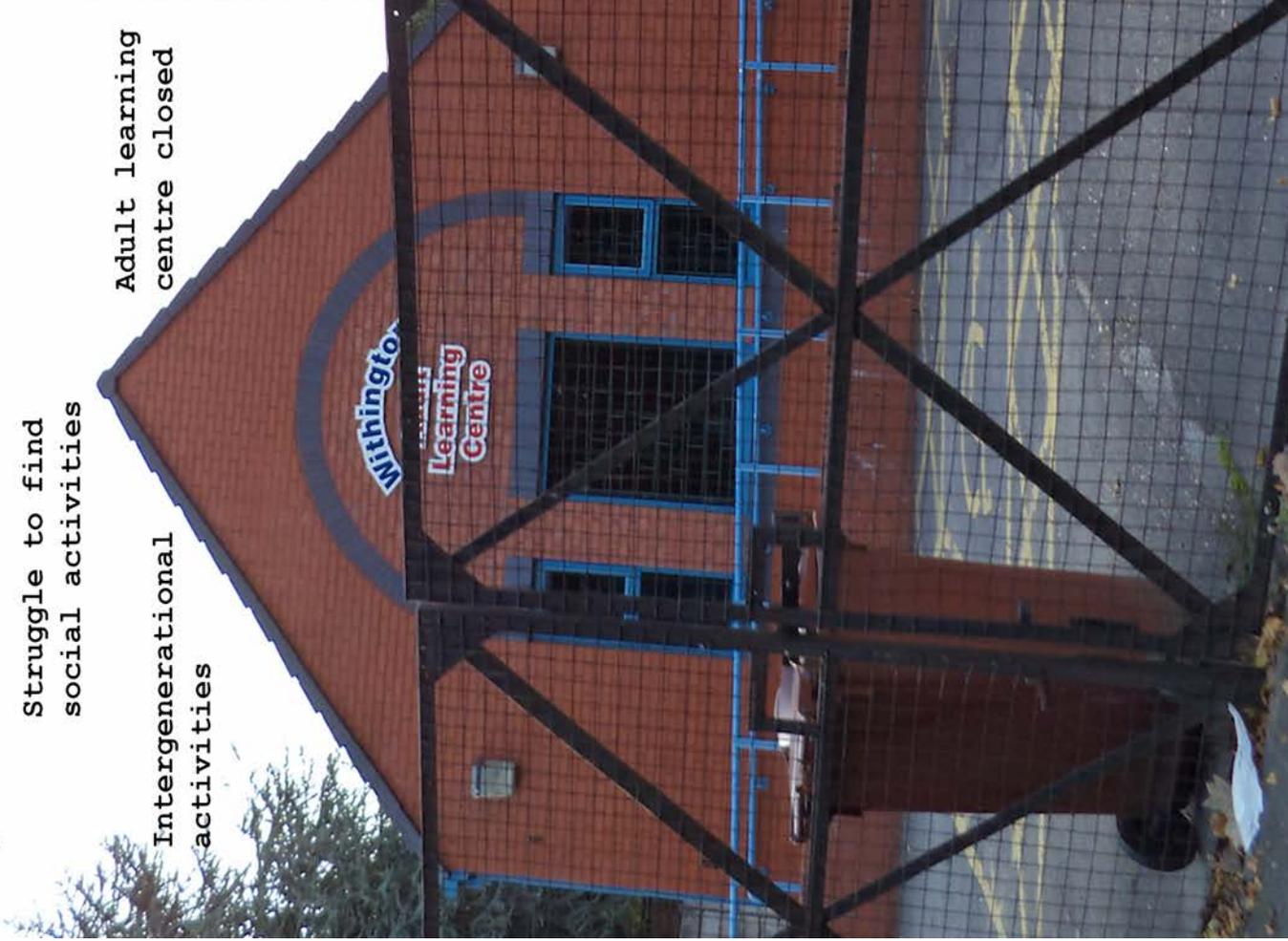
Need more accessible information, no way of finding out what other groups do. Notice-boards are hard to read and out of date



Minehead Centre very well used - lots of classes

Should be more mixing between churches

Free swimming for over 50s at Withington Leisure Centre



Adult learning centre closed

Copson Street

Needs a change of aesthetic

Needs a better variety of shops like in Chorlton, which has a village-feel

Shouldn't close charity shops as this would create empty units

More for the older people

Too many small businesses

Has gone downhill

Has everything residents need

Looks rundown/empty

Looks rundown/empty, no community
More shops needed that are closer to the estate

Shops and charity shops create image of ghetto as streets are seen as abandoned

Needs to be more balance of shops like on Wilmslow Road



Unkept gardens
advertise a
resident's
vulnerability
- easy target
for burglars

People moan
about not
having one, but
those who do,
don't look
after them



Difficult to
maintain

There should be
a 'care and
repair' service
for gardening

"I love my garden"

Handymen and
gardeners
should be CRB
checked

Some gardens
only used for
car parking

Gardens



Too narrow to walk down

Dark, antisocial

Death trap

Houses accessed by ginnels are designed to produce loneliness



Need to have better lighting

Ginnels

The elderly
don't pick up
after their
dogs

Children don't
go out anymore

More care needs
to be taken of
derelict pieces
of land

Community could
maintain green
spaces together

Green space



People need to feel safe in own home. Spyholes/chains should be provided

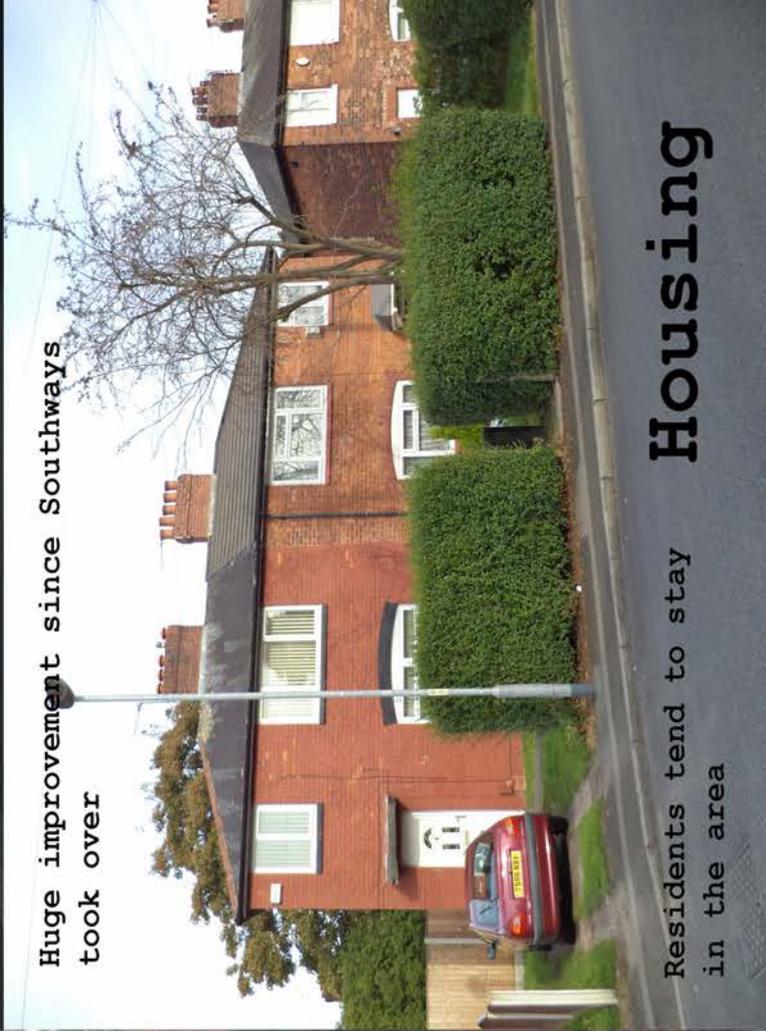


Difficult to find smaller accommodation in the area - people move and become isolated

Light pollution - people leave external lights on



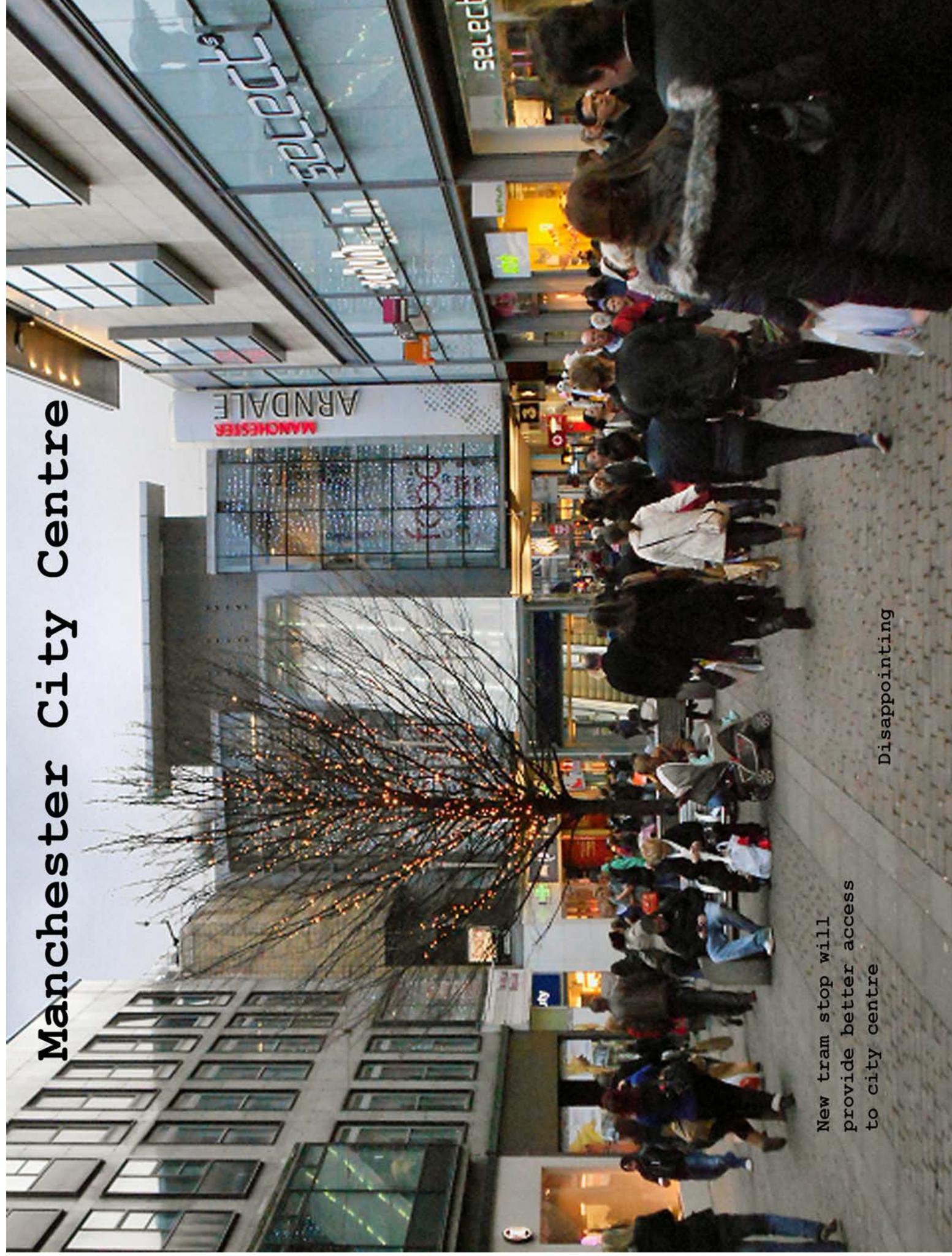
Huge improvement since Southways took over



Residents tend to stay in the area

Housing

Manchester City Centre



New tram stop will
provide better access
to city centre

Disappointing

Mauldeth Road Shops

Difficult to park



Students are
loud/messy/cause
trouble

New residents and
visitors feel
weary/intimidated

Your neighbours



Old Moat Park

Definitely a positive for the area

Difficult to get to

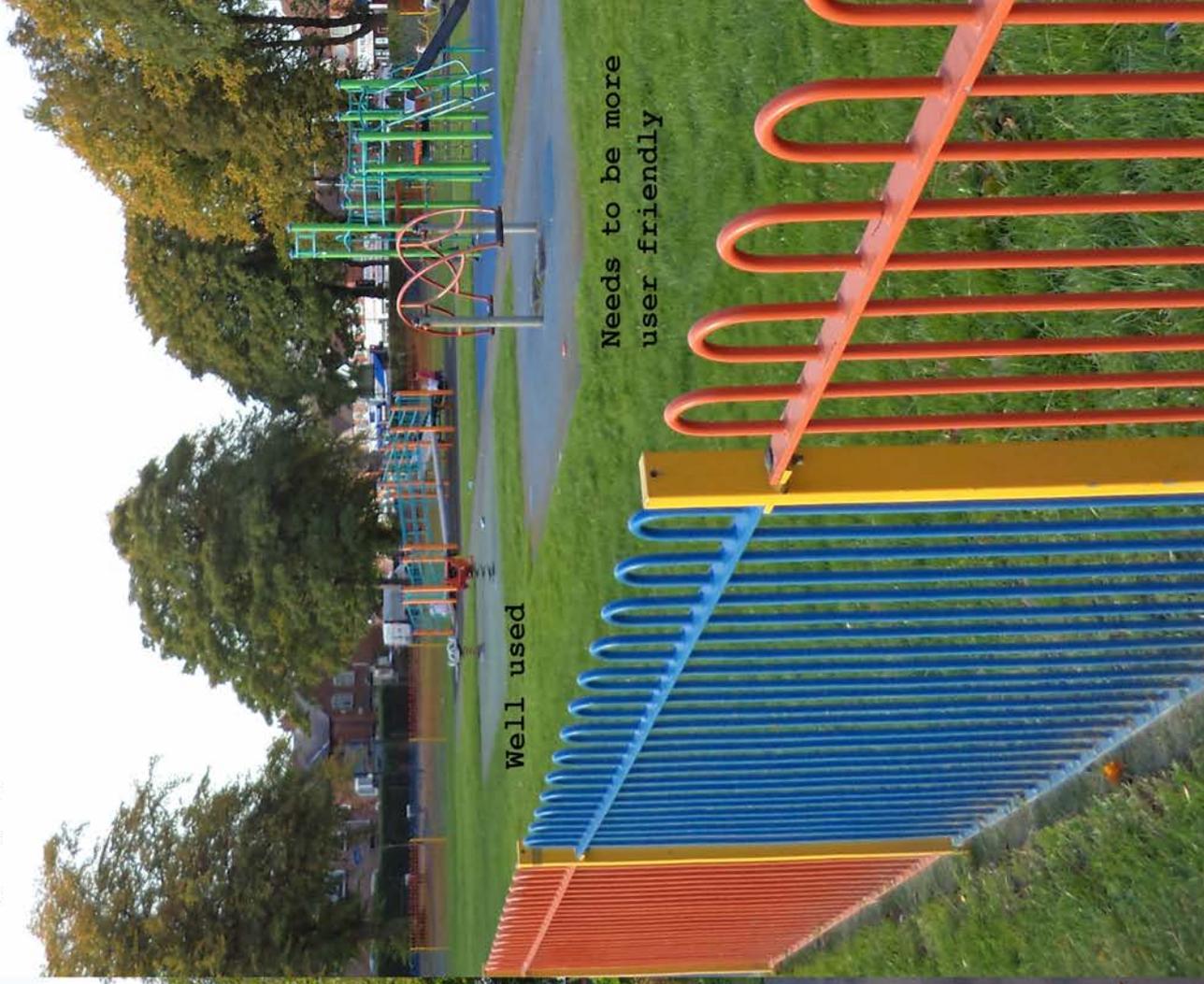
Welcoming

Intimidating

Need to get older people involved with young people's activities

Great for meeting people e.g. parents meet when children play sport

Needs to be accessible to all



Well used

Needs to be more user friendly

Stockport

Needs more
age-friendly pubs
and social spaces

Good accessibility



Streets



Impressive level of recycling compared to other areas

Council response to queries and complaints is poor



More money should be spent on pavements / street lights



Too many parked cars, including on the pavement

Crossing roads is too dangerous



Bin vans are a nuisance

Great cycle lanes

Large communal recycling bins attract pests

Not enough room for visitor parking

Transport

Should be more evening buses

Buses are brilliant



Ring and Ride - not as efficient as it could be

Taxis are expensive but often the only option



Bus around the estate is difficult to get - people get taxis to the shops



Bus stops should have good lighting and panic buttons

Trams need more seating and less standing room

Great public transport going north/south. More difficult going east/west



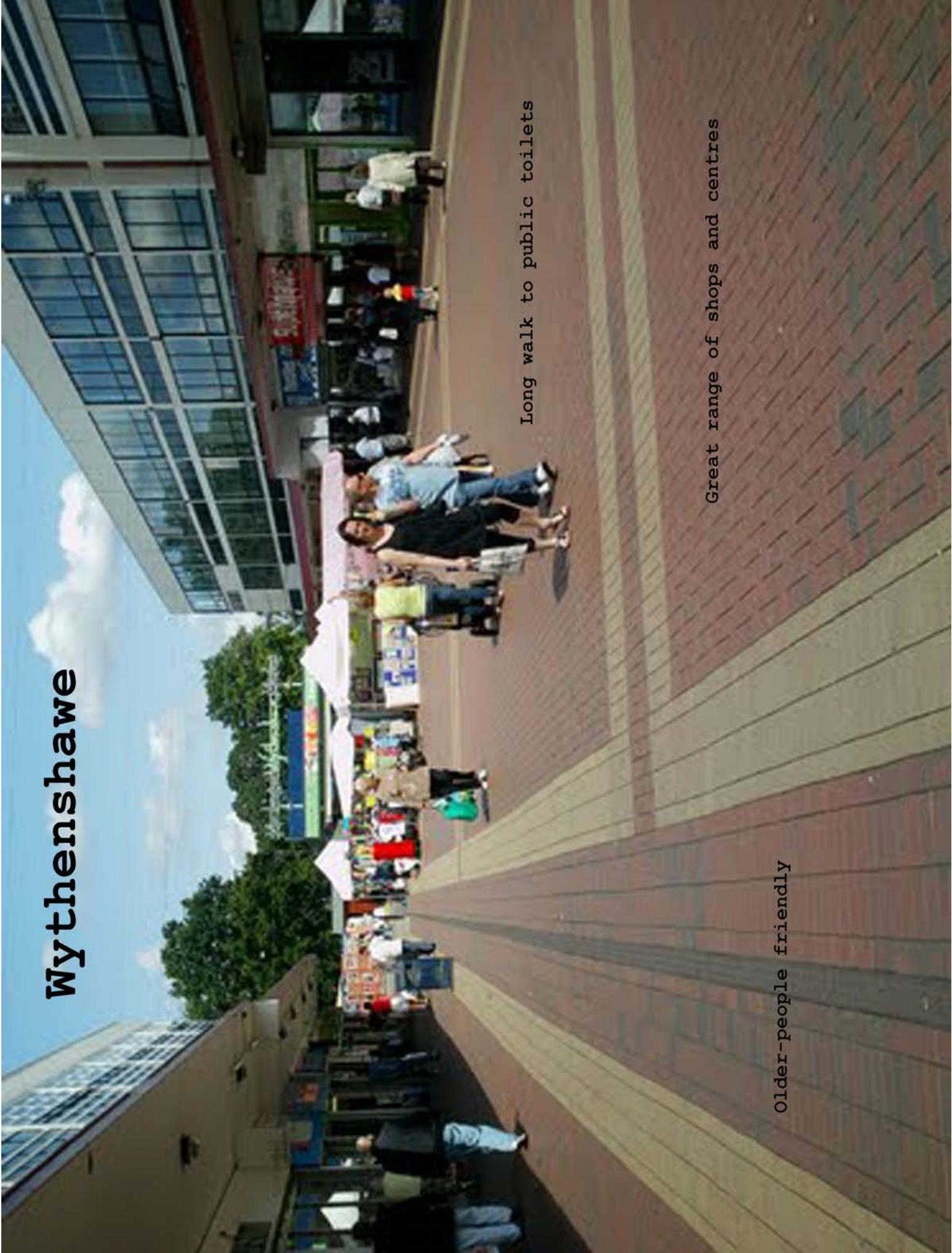
Pavements too narrow

Cars park on pavements

Withington Centre

Busier, less homely
than Copson Street

Wythenshawe



Long walk to public toilets

Great range of shops and centres

Older-people friendly

Character analysis

FIG 09 example

This document shows an example of the character analysis for the Age Friendly Old Moat project. It shows the aspects within the built and natural environment which influence how the area is perceived. This has been achieved through perspective sketch, photographs, measured sections and mapping.

More examples of this are available in the Age Friendly Old Moat Research Portfolio.

Doncaster/Whitchurch

Main access roads within Old Moat estate for both cars and pedestrians, with variety of house sizes. Under developed public green spaces at key junctions.

Outdoor Space

- The grass verges on Doncaster Avenue have recently been renovated with new plants and paths. Spaces are poorly designed and offer little public use.
- There is a public green opposite the school on Old Moat Lane. Part of the area has been developed into a car park.

Housing

- There are renovations ongoing in this area, particularly the concrete construction houses. There is now a patchwork of renovated and non-Southway properties. The difference is striking due to the distinctive cladding on the renovated properties.
- the majority of houses on Doncaster Avenue and Old Moat Lane are semi-detached. [A] Whilst there is a stronger mix of properties on Whitchurch Road.

Access

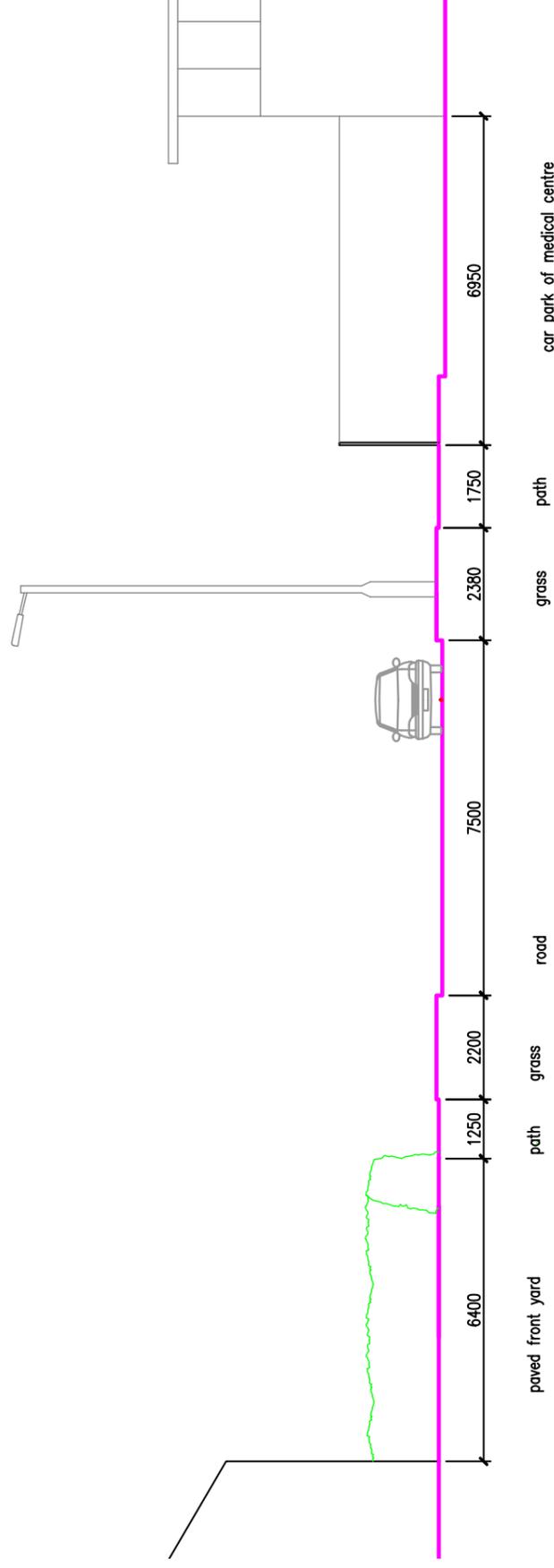
- Old Moat Lane is the main access route from the centre of Old Moat into Withington. [B]
- Whitchurch Road is the main East/West route through Old Moat. Access to Princess Road is poor because of the fast moving traffic and lack of lights. This means that Whitchurch Road is relatively quiet.
- Doncaster Avenue is the main North/South route within Old Moat. The road links Old Moat to Mauldeth Road West. [C]
- Old Moat School on Old Moat Lane is busy during school transit times, and surrounding roads become busy with parked cars.

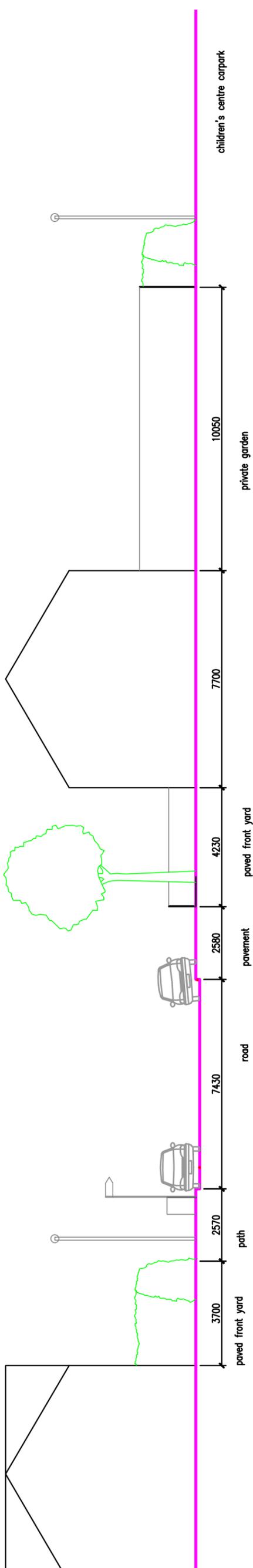
Additional Notes

- Old Moat School has been rebuilt, and will reopen in September 2012. The new school building has an angular, white formand is one of the few contemporary buildings in Old Moat.
- Many facilities are located along these connecting roads, such as the Old Moat SureStart centre and Old Moat Primary School. [D]

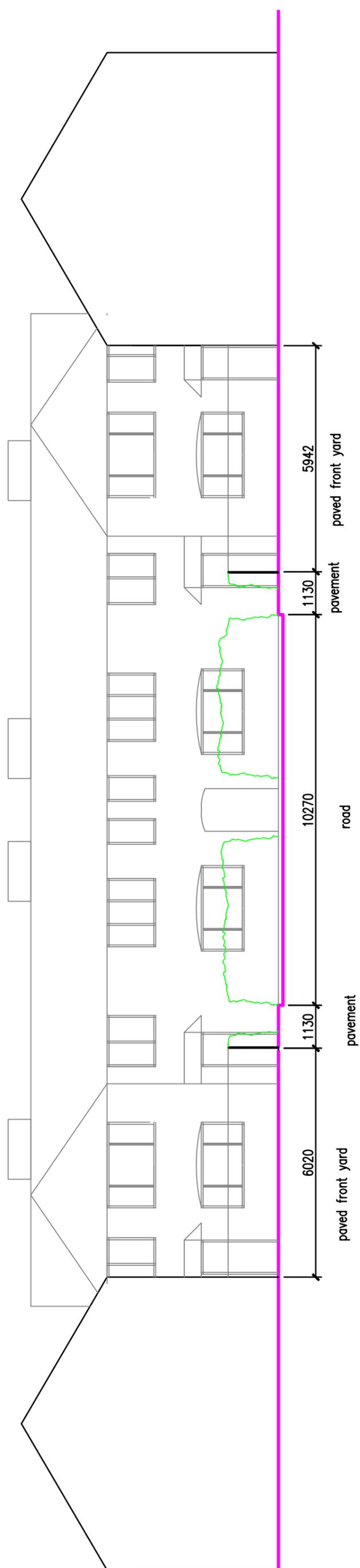


Section AA
Whitchurch Road





Section BB
Old Moat Lane



Section CC
Tarvin Avenue cul-de-sac

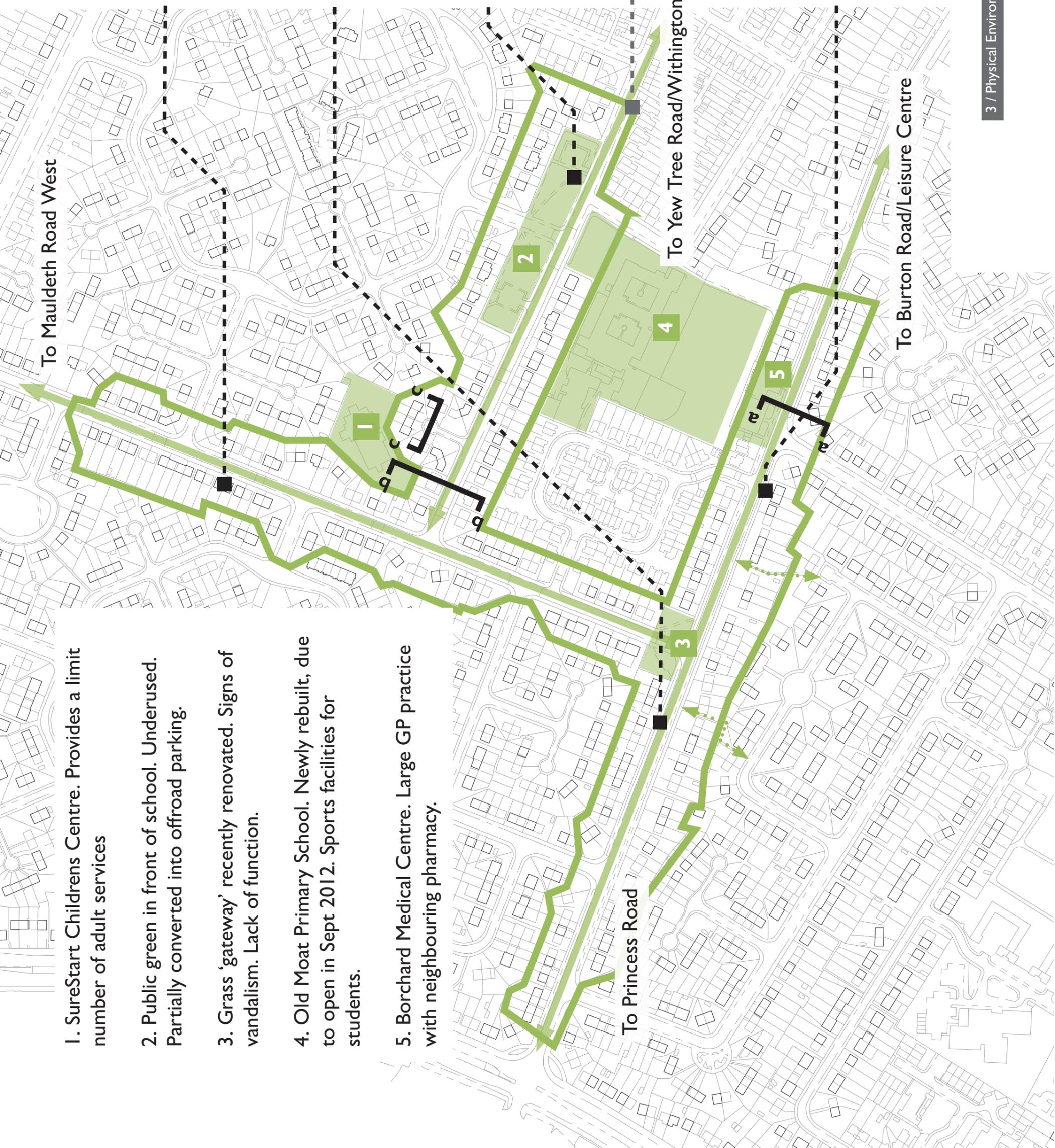
1. SureStart Childrens Centre. Provides a limit number of adult services

2. Public green in front of school. Underused. Partially converted into offroad parking.

3. Grass 'gateway' recently renovated. Signs of vandalism. Lack of function.

4. Old Moat Primary School. Newly rebuilt, due to open in Sept 2012. Sports facilities for students.

5. Borchard Medical Centre. Large GP practice with neighbouring pharmacy.



Asset analysis

FIG 10 example

This page shows an example of the asset analysis undertaken as part of the Age Friendly Old Moat Project. It documents the strengths, weaknesses, opportunities and key contacts at each asset studied.

More example of this are available in the Age Friendly Old Moat Research Portfolio.

03 Withington Library



Public library in the district centre. A number of council resources are housed here, such as the local Neighbourhood Engagement Officers. It is proposed in the South Manchester Development Plan for Withington that the area in front of the library should be converted into a public square.

Strength

- Good range of services including IT suite and large print/audio books.
- Well maintained and staffed. Acts as informal information hub.
- Inclusive, neutral venue. Wide demographic range of users.

Weaknesses

- Computer facilities in high demand. Limited availability.
- Poor communication of activities to wider community.
- Located near to bus services but too far for most pedestrians in Old Moat walk to.
- Limited opening times.

Opportunities.

- Advertise the availability of meeting rooms available for community use.
- Continue to partner with groups to provide cultural programme.

Address

Withington Library
Wilmslow Road
M20 3BN

Contact

Elaine Power [N'hood Delivery Officer]
0161 227 3720
withingtonlibrary@manchester.gov.uk

04 Withington Methodist Church



Large, well maintained church facility in Withington district centre. Houses the offices of neighbourhood facilities such as Withington Assist, Citizens Advice Bureau and South Manchester Universities Hospital Trust.

Strength

- Good accessibility for users with mobility/hearing difficulties. Ramp to entrance, elevator to upper floors, induction loop in main hall.
- Meeting rooms available for hire. Spaces for between 10-100 people.
- Good communication with congregation (250 monthly newsletters sent).
- Active groups based at the church;- Yoga, Zumba, Slimming World, Withington Assist lunch club, Needles and Yarns club, Mens Snooker Club.

Weaknesses

- Heavy traffic on Wilmslow Road and long distance between crossing points makes it difficult to access.
- Religious background may make some people feel excluded.
- Communications only reach people who already use the centre.

Opportunities.

- There is capacity for more groups to use the space.
- Opportunity to improve advertising to wider community.

Address

Withington Methodist Church
439 Wilmslow Road
M20 4AN

Contact

Main Office
0161 445 0804
wmcoffice@btconnect.com

Movement analysis

FIG 11 example

This map shows the hierarchy of movement within the Old Moat estate, and helps us to assess the legibility of the estate. The map shows the following route types;

Primary Vehicular Routes (dual carriageways, motorways)

Secondary Vehicular Routes (busy road and bus routes)

Primary Neighbourhood Access (mostly residential roads with medium traffic levels)

Secondary Neighbourhood Access (residential only roads with little through traffic)

Housing Access cul-de-sac

Pedestrian only link routes

Other routes (such as trainline, cycle routes etc.)



3.5 Movement Hierarchy

FIG 12 Information sheet

This document was offered to the participants of our focus group and provides a background to the project. This was part of our wider ethical commitments undertaken as part of the project. As well as information about why we were undertaking the research and who was funding it, it also provided contact addresses for the research team and a contact at Manchester Metropolitan University who could be reach to complain about any research we were undertaking.

Information Sheet

Focus group on older people and Age Friendly Cities

Aims of the focus group

We are at the early stages of developing a research project on older people's experience of their neighbourhood and the extent to which it is perceived to be 'age-friendly' and supportive of their needs as they grow older. Very little academic research has been conducted on this issue. In order to ensure that our project is framed by useful questions, we are conducting focus group discussions with people from the Old Moat area to explore key themes and starting 'hunches' for the project. The purpose of these discussions is to gain insights that will enable us to fine-tune our proposal for a larger survey on this issue.

Invitation

We invite you to consider taking part in a focus group discussion as part of a small pilot study on developing an Age-friendly City focussing on Old Moat. This project is being undertaken by Faheem Aftab (LRW Architects), Dr Stefan White (Manchester Metropolitan University), and Professor Chris Phillipson (Keele University).

Before you decide whether or not you wish to take part, it is important for you to understand why this research is being done and what it will involve. Please take time to read this information carefully and discuss it with friends and relatives if you wish. Ask us if there is anything that is unclear or if you would like more information.

Why have I been chosen to participate?

We are holding four focus group discussions with 8-10 people from the Old Moat area. You have been chosen to take part because you are in the over 50 age group and because you live in the Old Moat area. We have asked Catherine Morris from Southways Housing Trust to invite people who might be suitable for participation in the focus group and she has contacted you.

Do you have to participate?

You are free to decide whether you wish to take part or not. If you do decide to take part you will be asked to sign two consent forms, one is for you to keep and the other is for our records. You are free to withdraw from this study at any time and without giving reasons.

What will happen if you participate?

The focus group discussion will last for no more than 2 hours. It will take place around a table over light refreshments. It will be a conversation between 8-10 people guided by a few questions that we have prepared about our research idea. One of us will facilitate the conversation to make sure it stays focussed on the questions and that everyone has a chance to speak. You will not be forced to speak if you do not wish to comment on a particular question. We will record the conversation and have the recordings transcribed by a professional transcription service

If you agree to participate, what are we asking you to do?

No preparation is required. All we are asking is that you turn up at the arranged time and engage in a friendly conversation with other focus group participants about the issues we raise. We will ask you to fill out a short questionnaire asking for basic demographic information (e.g., age, occupation, gender, etc.).

What are the benefits of taking part?

By participating in this focus group, you will be given an opportunity to share your thoughts on the important issue of how neighbourhoods can be best adapted to the needs of older people. It will be a chance to engage in a lively discussion for a couple of hours and to participate in the early stages of what we hope will be an interesting project.

We will reimburse you for your travel expenses and light refreshments will be provided at the focus group. To thank you for your time we will send you a £10 voucher in the post.

What are the risks (if any) of taking part?

We do not foresee any risks to participants in taking part in this study.

What if there is a problem?

If you have a concern about any aspect of this study, you may wish to speak to the lead researcher who will do their best to answer your questions. Our lead researcher is Stefan White.

Stefan White
Manchester School of Architecture
Office 16, John Dalton West
Chester Street
All Saints Campus
Manchester M1 6GD

s.white@mmu.ac.uk
0161 247 6954

If you remain unhappy about the research and/or wish to raise a complaint about any aspect of the way that you have been approached or treated during the course of the study please write to Professor Jim Aulich who is the University's contact for complaints regarding research at the following address:

Professor Jim Aulich
Manchester Metropolitan University
Faculty of Art and Design
Room G11, Righton Building
Cavendish Street
Manchester M15 6BG

j.aulich@mmu.ac.uk
0161 247 1928

How will information about you be used?

The information from the focus group will be used to inform a research proposal for larger project on older people and climate change. We may refer to it in an academic journal article. Any further research developed from this focus group will be subject to ethical approval.

Who will have access to information about you?

Only the researchers and a professional transcriber will have access to information about you. The focus group will be recorded and transcribed, but due to the nature of focus groups, there will be no need for us to use your name or attribute anything you say to you personally. Your anonymity and privacy will not be compromised. The data will be stored in a password protected computer for five years. After this time, the material will be destroyed.

Who is funding and organising the research?

This research is being funded by Southways Housing Trust.

Contact for further information:

Mark Hammond
Research Assistant
Leech Rhodes Walker
Riverside
Manchester
M3 5AA

mark.hammond@lrw.co.uk
0161 833 0211

FIG 13 Consent form

For each of the engagement activities, we asked participants to complete and sign this form as part of our ethical commitments throughout the project.

Focus Group Consent Form

Older People and Age-Friendly Neighbourhoods

Please tick box

- 1 I confirm that I have read and understand the information sheet for the above study and have had the opportunity to ask questions.
- 2 I understand that my participation is voluntary and that I am free to withdraw at any time.
- 3 I agree to take part in this study.
- 4 I understand that data collected about me during this study will be anonymised before it is submitted for publication.
- 5 I agree to the interview/focus group being audio taped/video recorded
- 6 I agree to allow the data collected to be used for future research projects
- 7 I agree to be contacted about possible participation in future research projects.

Name of participant

Date

Signature

Researcher

Date

Signature

Focus group

FIG 14 introduction script

This short speech was given prior to each focus group to outline the purpose of the project and inform participants about the ethical issues related to the audio recordings which were being used.

Session Introduction

Good morning/afternoon. My name is Thank you all for coming along today and volunteering your time. What we are doing today is getting information from you about Old Moat. We want to find out how "age-friendly" your community is.

An age-friendly community is a community which enables older persons to live in security, maintain their health and participate fully in society. We are going to talk about many different aspects of the community, including the city environment, buildings, roads, and the different services and activities in the community.

From your experience as an older person; I want to hear about the positive experiences, or good features of the Old Moat, that show the ways in which the area is now "age friendly".

I also want to learn about the negative experiences, or bad features of the city that show the ways in which the neighbourhood is not age-friendly. Finally, I want your suggestions on the ways to improve the "agefriendliness" of Old Moat.

There are no right or wrong answers. Every person's opinion is important.

The session is being tape-recorded so that we don't miss anything you say. Be assured that you will not be personally identified in the final report.

So that we can understand the tape it is important that only one person speaks at a time, and we will make sure that everyone gets a chance to have their say.

FIG 15 Focus group agenda

This is the outline document that we used to deliver the focus groups in the Age Friendly Old Moat project. Whilst the questions are relatively broad, each is followed up by a series of prompts based on the study of the physical environment in the area. This allows us to contextualise the conversation and relate the discussion to the neighbourhood scale.

Focus Group Agenda and Prompts

WARM-UP QUESTION

What is it like to live in Old Moat as an older person?

Ask...

- **Good features?**
- **Problems?**

Topic 1.

OUTDOOR SPACES AND BUILDINGS

Let's talk about outdoor spaces and buildings.

I want to hear about your positive experiences, your negative experiences, and I want to get your ideas for improvements

QUESTIONS

PROMPTS

1.1 – Legibility + Streets

Do you think Old Moat is easy to find your way around? Does anyone who comes to visit find it difficult to find your house?

Does the condition of the pavements affect how you move around Old Moat

Do you think that drivers and cyclists respect you when you are walking around Old Moat?

Do you feel safe living and moving around Old Moat?

Are there any times of the day/night when this is not the case?

Ask about...

- **Design and maintenance of pavements and streets?**
- **Traffic volume, noise?**
- **What are the landmarks which help you navigate in Old Moat**
- **Sense of physical safety?**
- **Street lighting?**

1.2 – Your local high street

Within the area, where would you go for day to day activities, such as shopping or going to the post office?

Do you feel you have a wide range of facilities available within easy reach of you?

Do you think these facilities cater for your needs as an older person?

How often do you use the City Centre?

What is it like to go into buildings, such as public facilities or stores?
Lots of the shops in Withington district centre have shutters down during the day. What would you do to change this?
There are no public toilets in Withington, which older people often cite as a problem. Does this affect how you use/ how often do you use the district centre?

1.3 – Green Space

Do you make use of outdoor space in Old Moat? What are your experiences of this?

Think about 3 scales of green space – Personal (gardens), Community (public landscaping) and Municipal (parks)

Personal scale:

Do you have a Garden?

Who looks after it?

Do you use it?

Front and rear gardens – which one do you use most?

Community Scale:

Does anyone use the allotments on Minehead Avenue?

Could this provide a better community resource?

Municipal Scale:

Do you use the Fallowfield Loop walking/cycling path?

Do you use Old Moat Park? Do you think they cater for your needs?

Hough End fields don't have many facilities for older people. What do you think they should offer?

Do you ever walk cross Princess Road?

Topic 2.

TRANSPORTATION

The next area is transportation in your community. I want to hear about your positive experiences, your negative experiences, and I want to get your ideas for improvements

2.1 - Accessibility

What is your most common method of getting around Old Moat?

What is like trying to get to places you want to visit?

Do you feel you can move from place to place easily?
How would you improve it?
Do you think the traffic calming measures in Old Moat work? Are the speed bumps on Doncaster Road successful? Do people obey the 20mph limits?

2.2 – Public Transport

2.2 – Public Transport
Describe your experience using public transportation -- bus or tram in your community.

Do you often see your friends/neighbours on public transport?

2.3 - Driving

2.3 - Driving
Does anyone in the group drive in your community? If so, what positive and negative experiences do you have of driving?

Does the traffic flow on Princess Road affect the routes you take around the city. Many of the cul-de-sac roads are very narrow with little parking. How much of an issue is this? What do you think can be done about it?
Are there any good neighbours lift schemes/ car share services in operation?
Do you find it difficult to park in Withington district centre? Does this affect where you shop?
Are street signs and traffic signs visible in Old Moat?

2.4 – Ring and Ride

Does anyone in the group use Ring and Ride services. What are your experiences of this?

Who can use ring and ride?

Do you ever get taxis to get to facilities and local services?

Topic 3.

HOUSING

Housing is the next topic we will cover. I want to hear about your positive experiences, your negative experiences, and I want to get your ideas for improvements:

3.1 – Your Home

3.1 – Your Home

Tell me about the house or the apartment where you live.

Do you think you will live in your current house for the rest of your life?

What modification could you see being needed in the future?

What other housing choices would you like to have available to you?

Southways are undertaking a lot of modifications in Old Moat. Does it make it easier for you to live there?

Do you feel secure in your home? If not, why not?

Old Moat is mostly family sized homes. Do you think there is a need for properties built for people in couples or living alone? What, if anything, would make you want to move into a smaller home?

Most homes have 3 bedrooms. What do you use the extra bedrooms for?

Is there sufficient housing for older people?

Topic 4.

RESPECT AND SOCIAL INCLUSION

The next area deals with how the community shows respect for, and includes older people. I want to hear about your positive experiences, your negative experiences, and I want to get your ideas for improvements.

4.1 - Community

Do you feel part of a community in Old Moat?

Do you feel Southways consult you about your needs as an older person, whether you are a tenant or not. Do you have a good relationship with your neighbours

Are there any tensions in the community
There is a high proportion of students and younger people in Old Moat. How has this affected the community?

Southways consultations -
Doncaster Road landscaping by Urban Vision.
Ginnels regeneration
Anything we are unaware of?

4.2 - Respect

In what ways does your community show, or not show, respect for you as an older person?

If you are a volunteer, do you think your duties are valued in the community? If not, how could this be changed?

The Withington Village Action Plan 2010-2020 was produced recently with ideas for improving the high street. Do you know about this plan? Did you feel part of the consultation process for this plan?
Do your friends look up to you for volunteering?
Do you do it because you are passionate about the subject matter?
Do you think other people make assumptions about you because of your age?

4.3 – Inclusion

Do you ever feel excluded from participating in activities in Old Moat because of their costs?

How do you feel customer service is in Old Moat / Withington?

Do you think shop keepers and service providers are adaptive to your needs?

4.4 – Change over time

<p>How has the community changed over the time you have been in the area?</p>	<p>Has the right to buy had an impact on your area?</p>
<p>How has this affected your experiences in the area?</p>	<p>Old Moat has a large proportion of students. Do you think they have a positive or negative impact on the area. What can they do to better serve their community?</p>
	<p>How can we foster more intergenerational activities/respect</p>

Topic 5.

SOCIAL PARTICIPATION

Let's now talk about social and leisure activities. I want to hear about your positive experiences, your negative experiences, and I want to get your ideas for improvements.

5.1 – Existing facilities

<p>Are you involved in social and leisure activities in Old Moat? If so, what do you do?</p> <p>Are social and leisure activities...</p> <ul style="list-style-type: none"> • Affordable? • Accessible? • Frequent? • Convenient times? • Offer choices? • Interesting? <p>Tell me about your participation in other activities, like education, recreation, or religious activities? Are these activities easy to participate in?</p> <p>Do you think that the activities you participate in are hosted in the right place?</p>	<p>Facilities we have identified in the area –</p> <p>Adult Learning Centre Withington Leisure Centre Surestart Centre Withington Library Churches</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------

5.2 – Potential facilities

<p>Are there any other venues you think event could be organised at?</p> <p>Is there anything that isn't currently offered in the area which you would like to attend?</p>	<p>Would you like to be able to use the facilities at the new Old Moat Primary School? If so, what would you like to be able to do there?</p>
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Topic 6.

COMMUNICATION AND INFORMATION

The following topic we will explore deals with information. Again, I want to hear about your positive experiences, your negative experiences, and I want to get your ideas for improvements

6.1 – Communication Channels

Do you know about the events and services on offer in Old Moat?

What are your experiences in getting the information about services or events in Old Moat?

Our research shows that Southways Stories is well read amongst tenants. Could you recommend anything you think is missing from it?
Is the South Manchester Reporter a suitable resource for find out about what's going on?

6.2 – Web Services

Do you look for information about local events and services online?

Do you find this process easy? How could this process be easier?
How do you access the internet? (home, library, work, friends, mobile?)

What are your experiences of using the city council website (also library, adult learning)? Do you think its easy to find what you are looking for?
Do you receive emails for local services, such as the Library 'Full Volume' newsletter? Do you like this method of communication?

6.3 – Potential formats

What other formats would you like to get information from? Do you get any information about events and services from personal interactions? Who do you talk to?

Do you think there needs to be some sort of information hub accessible within Old Moat? What form do you think this would take?
Are there any public notice boards you use/shop window classified you look at? Do you think there should be more? Where should these be located?

6.4 – Person to Person communication

<p>Do you think it's important to be able to talk about your events and services with someone face to face?</p>	<p>Many areas got Community Wardens through the "New Deal of Communities" partnerships</p>
<p>Do you think the area would benefit from Community Wardens?</p>	<p>" neighbourhood wardens patrol the NDC area providing reassurance to residents and ensuring problems are quickly resolved. Wardens provide a visible street presence, attend resident meetings and collect intelligence which is then referred to local agencies for action."</p>

WRAP-DOWN QUESTION

Before we finish, are there any other issues or areas we haven't discussed that you want to raise?

We are looking for volunteers for a series of future consultation exercises. Would anyone like to participate?

Mobility Diaries
Walking interviews.

Would you like to help us by being a community auditors.

If not, why not (too much time? Not enough incentive?)

Participation diary

FIG 16 induction guide

This document was created to explain the participation diary process with our volunteers. Its documents what should be included, the timescale of the study and how we will collect and use the information upon completion.

Age Friendly Old Moat Participation Diary

Thank you for agreeing to take part in a participation diary for our Age Friendly Old Moat project. We really appreciate your help in our project to find out more about the experiences older people have of Old Moat.

What do I have to do?

We are asking you to keep a diary of how what you do in your community. The purpose of this is to not only see how you move around your area and the city, but also what you do, and who you do it with. The diary keeping period will last 2 weeks.

The process is fairly simple. We have provided you with a diary, and we want you to fill it in based on what you do. You can say write anything you like, but it might be worth thinking about who you interact with, where you went, how you got there and your positive and negative thoughts about what you did. Here are some examples of things you might put into your diary.

“In the morning, I went on the 101 bus from Princess Road to meet my daughter in Wythenshawe. We went to Sam’s Café for lunch. I like it there because the staff are always nice to me. On the way home I met a friend at the bus stop and we had a chat.”

“Had a nice, quiet day at home and did the crossword. Got a call from my friend asking if I wanted to come to the coffee morning tomorrow. I might see what the weather is like. It’s a long way to walk if it’s raining.”

At the end of the project we will make a copy of your diary to get a better idea of what you do in Old Moat. If you would prefer to keep it your diary private, we can arrange to meet you to ask you some questions about it. As a small token of thanks, we would like you to keep the diary for your own personal use after the 2 week period has ended.

If you have any questions, feel free to call Mark on 0161 833 0211.

How will you use my diary?

Anything you put into your diary will be confidential. You are under no obligation to tell us about any activity which you do not wish to discuss, and are free to omit any details you wish to be kept private. Whilst we would like to know specifics of where you go (names of shops, buses etc), we would prefer it if you didn’t provide real names in your diary. Descriptions such as neighbour, friend, daughter etc. are fine for our purposes on the project.

We will never refer to you either internally or in any publication by name. Only researchers on the project will have access to your diary and details. The data will be stored in a password protected computer for five years. After this time, the material will be destroyed.

Older People and Age-Friendly Neighbourhoods Participation Diary Consent Form

1. Have you read the information sheet about what we are doing on the project?	<input type="checkbox"/>
2. Have you got any questions about what we are doing?	<input type="checkbox"/>
3. Do you agree to take part in the study?	<input type="checkbox"/>
4. Do you understand that you are free to stop keeping your diary at any time and for any reason? If you do decide to stop, we would appreciate it if you got in touch to tell us you have done so.	<input type="checkbox"/>
5. Your name will never be referred to by name in any publications, and anything from my diary will be credited anonymously. Are you ok with this?	<input type="checkbox"/>
6. Are you happy for the finding from your diary to be used on other research projects in the future?	<input type="checkbox"/>
7. Are you happy for the research team to contact you at a later date about taking part in other research projects in the area?	<input type="checkbox"/>

Participant Name

Date

Signature

Researcher Name

Date

Signature

Participation diary

FIG 17 mapping example

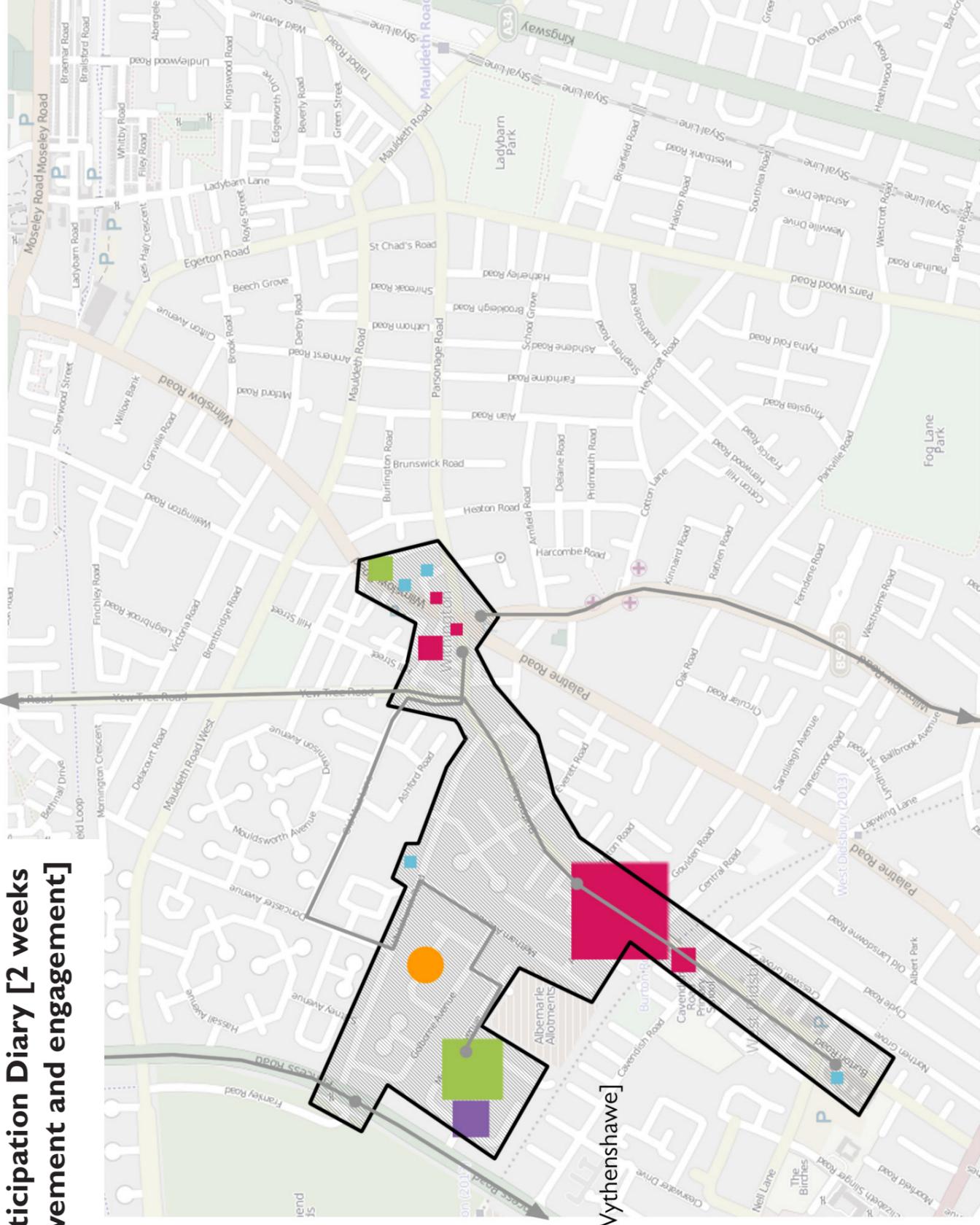
The participation diary was used to develop this map, which each interaction plotted following the colour coded key shown. Using these locations we were also able to calculate the distance travelled between amenities using simple tools like Google Maps.

By defining the locations that the participant had travelled, we were able to suggest the normal pedestrian walking region for each participant.

More example of this are available in the Age Friendly Old Moat Research Portfolio.

[Manchester City Centre]

Participation Diary [2 weeks movement and engagement]



■ ■ [Wythenshawe]

■ ■ [Heaton Moor]

2 Male, Age 86, Lives Alone, Good Health, No Car.
Daily Average - 4122m travelled. 1.71 social interactions.



Transport

- Walked - 20 Trips
- Bus - 8.5 Trips

Home

- 12 social interactions
- 3 visitors - 1 professional, 2 friends
- 9 phone calls made

Friends

- 2 - Dog and Partridge pub [Heaton Moor]
- 3 - Moorgate Avenue [Friend's House]

Shopping

- 8 - Burton Road Newsagents
- 2 - Copson Street
- 2 - Tescos Burton Road
- 1 - Sainsburys Withington
- 1 - Wythenshawe Precinct
- 1 - Subway Cafe Withington
- 1 - Market Cafe Wythenshawe

Services

- 1 - Bank on Wilmslow Road [Withington]
- 1 - Post Office [Withington]
- 1 - Borchardt Medical Centre [GP visit]
- 1 - Withington Community Hospital

Activities

- 2 - Withington Methodist Church [Snooker]
- 5 - Minehead Centre [4x Snooker, 1x Cooking Club]
- 1 - Manchester Town Hall [VOP event]

- 104 - 1.5 Trips
- 111 - 1 Trips
- 142 - 3 Trips
- 179 - 3 Trips

Postal questionnaire

FIG 18 cover letter

This was a letter which accompanied the postal questionnaire which were sent to Southway Housing Trust tenants aged over 50 years old.



Catherine Morris
Older Peoples Project Officer
Southway Housing Trust
Aspen House
825 Wilmslow Road
Didsbury
MANCHESTER M20 2SN
c.morris@southwayhousing.co.uk

Dear [REDACTED] ,

I am enclosing with this letter a confidential questionnaire designed to inform Southway Housing Trust's work in developing Old Moat and Withington as an age-friendly community. It would be very helpful if you could complete the questionnaire and return it in the pre-paid envelope by December 4th.

An age-friendly community is one that helps to develop a good quality of life as we age by enabling us to stay physically, mentally and socially active. This includes work on improving the environment and the variety of services received by older people.

Your replies in the questionnaire will be treated as anonymous. The information gathered will be used to prepare a report for the Southway Housing Trust on developing the Old Moat and Withington community as an age-friendly area.

If you have any questions about the survey please feel free to contact me on 0161 448 4281.

Yours sincerely,

Catherine Morris

**Older Peoples Project Officer
Southway Housing Trust**

Community audit

FIG 19 questionnaire

The community audit format was designed to be as inviting and accessible as possible. We encouraged auditors to add notes and discussion points raised in their one to one sessions in the comment boxes provided.

The answer boxes are number coded, which allows for easier data entry. We found that it was difficult to find out where people lived within Old Moat without taking a postcode or address. Relating these addresses to the data would be very labour intensive. In response to this problem we asked participants to mark an 'X' on the map, with different districts relating to a numeric region. This allowed us to consider the data in response to location in a much simpler way.

Community Audit

How Age-Friendly is your neighbourhood?



An age-friendly community is one that supports all age groups. For older people it should encourage social participation and healthy ageing within the neighbourhood.

So how do you rate the age-friendliness of Old Moat and Withington?

Community Auditor's Name _____

I. Outdoor spaces and buildings

'Outdoor Space' refer to public areas in your neighbourhood. These could include **parks, pavements, outdoor markets** or **community gardens**.

'Buildings' refer to anywhere you go inside that isn't a house. This could be **shops, libraries, places of worship** or **leisure centres**.

Please rate the following items placing one tick on each line in the appropriate box. If you do not use any of these please indicate by choosing not applicable:

Very poor Poor Average Good Excellent Not applicable

	1	2	3	4	5	6
Sufficient outdoor seating	<input type="checkbox"/>					
Shops close to where I live	<input type="checkbox"/>					
Provision of public toilets	<input type="checkbox"/>					
Maintenance of pavements	<input type="checkbox"/>					
Pedestrian crossings	<input type="checkbox"/>					
Street lighting	<input type="checkbox"/>					

Additional Comments

2. Transport in Old Moat/Withington

We want to know what you think about **buses** and the **metrolink**, and what you think of the service they provide.

This section asks about getting around the area and getting to the places and services you need to use. Please rate the following items.

Very poor **Poor** **Average** **Good** **Excellent** Not applicable

Benefit of Ring and Ride services



Reliability and frequency of transport



Public transport which takes you to where you want to go



Information about public transport



Safety on public transport



Additional Comments

■ 3. Living in Old Moat and Withington

This section asks you about what it feels like living in your neighbourhood.

— Would you say this is an area you enjoy living in?

Yes
1

No
2

Don't Know
3

Please give some brief reasons for your answer

.....
.....
.....

— How safe do you feel walking alone in this area during daytime?

Very safe
1

Fairly safe
2

A bit unsafe
3

Very unsafe
4

I don't go out alone
5

— How safe do you feel walking alone in the area after dark?

Very safe
1

Fairly safe
2

A bit unsafe
3

Very unsafe
4

I don't go out at night
5

— Would you say that you are well informed about local affairs?

Yes
1

No
2

Don't Know
3

— Do you feel that you can influence decisions that affect your area?

Yes
1

No
2

Don't Know
3

— Do you ever feel isolated where you live (e.g. you don't get to see friends or family to go to community events as often as you would like to)?

Often
1

Sometimes
2

Rarely
3

Never
4

Additional Comments

4. Respect for older people in Old Moat and Withington

This section asks about whether older people are respected and supported in the area:

Very poor Poor Average Good Excellent Not applicable

The range of services available in the area are tailored to the needs of older people.



There is recognition of older people's contribution to the community.



There are cultural and other activities which bring people of different age groups together.



People working in shops and in public services respond helpfully to older people.



Additional Comments

5. If there was one thing you would like to change about the area to make it easier for you to live in, what would it be?

.....

.....

.....

.....

6. General information

It would be really helpful if you could answer the questions below to help us to understand our survey participants a little better.

– Are you: **Male** ₁ **Female** ₂ – How old were you on your last birthday

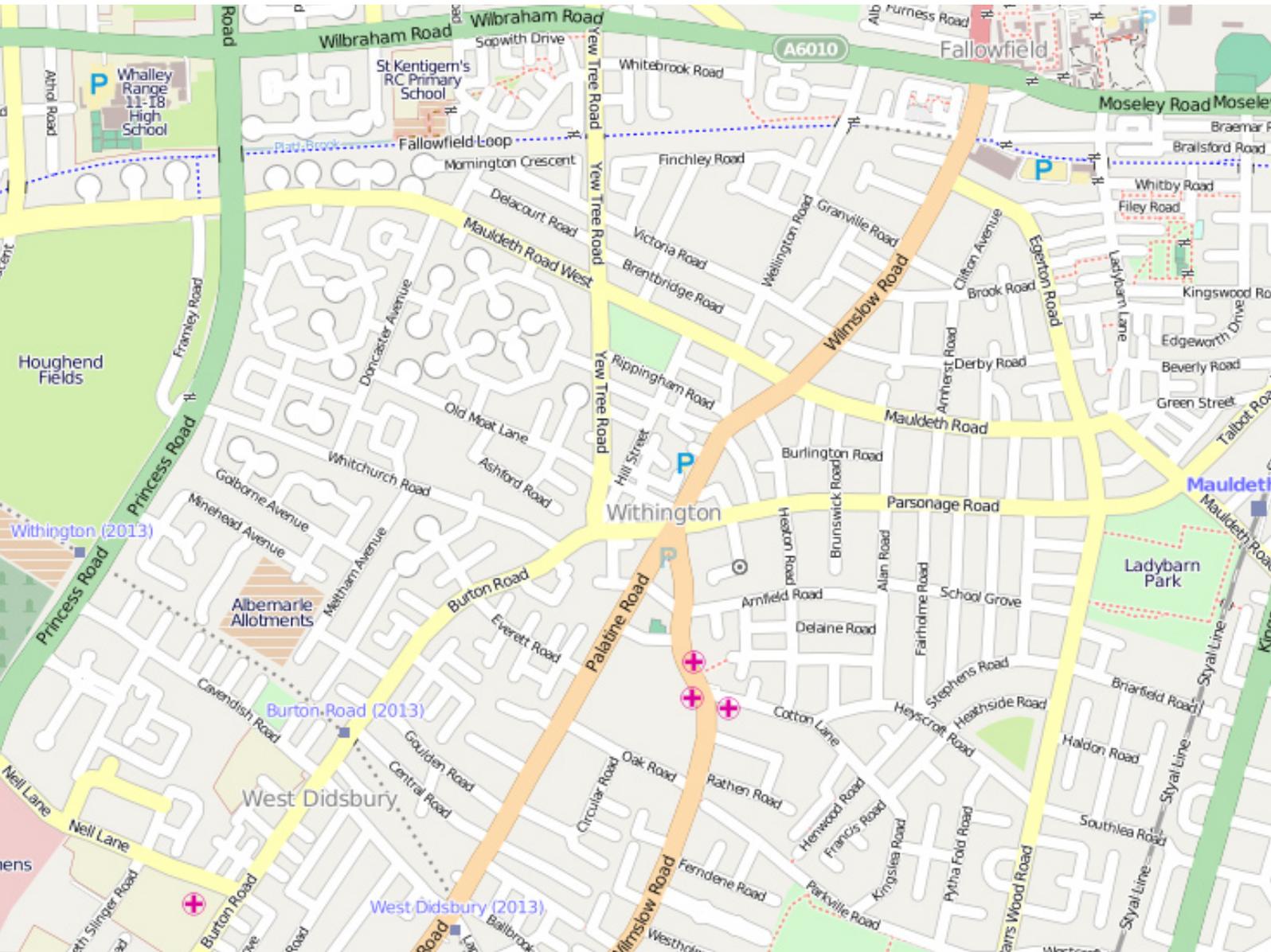
– Do you own your home or rent?

Own ₁ **Have a mortgage** ₂ **Private rental** ₃

Public rental (including Housing Association) ₄

Other (please specify) ₅

– Roughly, where do you live? **[Mark an 'X' on the map]**



– If you live somewhere not on this map, what area do you live in?

— How do you describe your health?

Poor
1

Fair
2

Good
3

Excellent
4

— By yourself and without using any special equipment, how much difficulty do you have walking for half a mile? Do you have:

No difficulty
1

Some difficulty
2

Much difficulty
3

I am unable to do this
4

— Do any of the following people live in your household?

Spouse / partner
1

Other relatives
2

I live alone
3

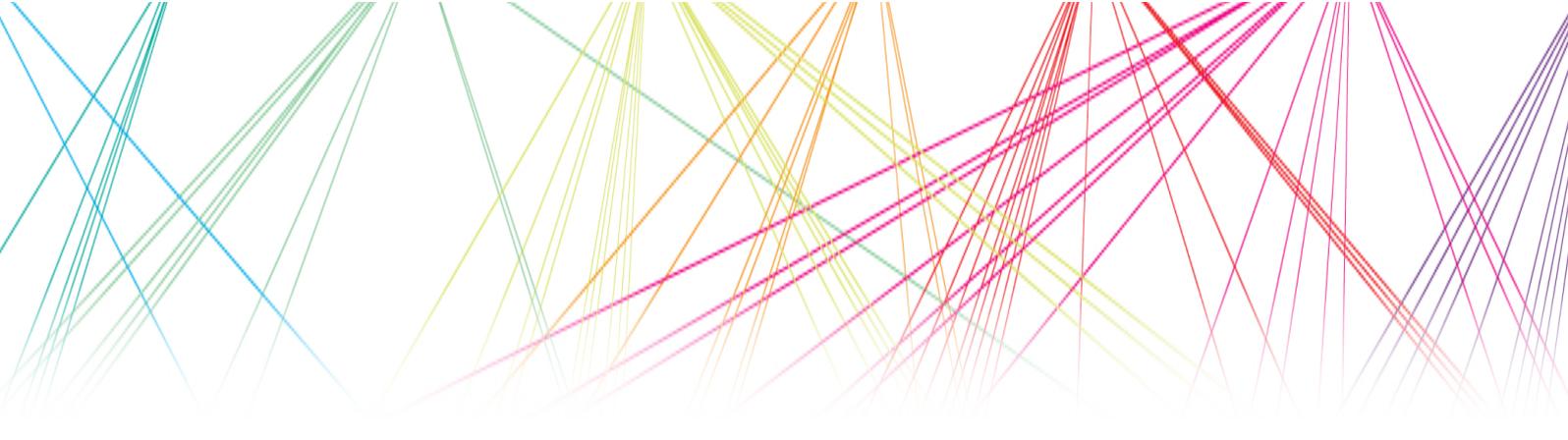
Other

■ **7. Have we missed anything?**

Are there any other comments or suggestions you would like to make about your neighbourhood? Have you got any great ideas for how to improve it? Is there anything you really like about living in South Manchester that you haven't already told us?

Additional Comments

Thank you for your time in helping us with our research



About this questionnaire

This questionnaire is being conducted by Age Friendly Old Moat, a collaborative research project being undertaken by Keele University, Manchester School of Architecture and Leach Rhodes Walker architects on behalf of Southway Housing Trust.

We want to get a better idea of what you think about Withington and Old Moat. This questionnaire is trying to find out what you like and dislike about your neighbourhood, and what you would do to improve it.

If you would like to know more about our project, you can talk to our research assistant Mark Hammond on 0161 833 0211 or mark.hammond@lrw.co.uk

Focus group summary

FIG 20 table

This table sets out how we presented the complex focus group conversations in a way which was easy for the research team to read and draw conclusions from. By using this strict format, we were able to compare the findings of different sessions in response to specific questions raised in the focus group.

Age Friendly Old Moat Focus Group - SESSION GROUP

Topic	Advantages	Barriers to Age-Friendly	Suggestions for improvements
Warm Up Question			
1. Outdoor Space and Buildings	1.1 Legibility and Streets		
	1.2 Your Local High Street		
	1.3 Green Space		
2. Transport	2.1 Accessibility		
	2.2 Public Transport		
	2.3 Driving		

	2.4 Ring and Ride				
3. Housing	3.1 Your Home				
4. Social Participation	4.1 Community				
	4.2 Respect				
	4.3 Inclusion				
5. Respect and Social Inclusion	4.4 Change over time				
	5.1 Existing Facilities				
	5.2 Potential Facilities				

6. Communication and Information	6.1 Communication Channels					
	6.2 Web Services					
	6.3 Potential formats					
	6.4 Person to person					
Additional points						

FIG 2 | Action plan template

This is a blank template which we used to develop the action plan. It shows how you need to combine evidence from different parts of the research to produce key findings and the issues that arise from them. The action points, which were formed in reaction to the issues raised were first developed within the research team and later amended through consultation with residents and service providers.

CATEGORY -

FINDING
no.

PHYSICAL ENVIRONMENT

LITERATURE REVIEW

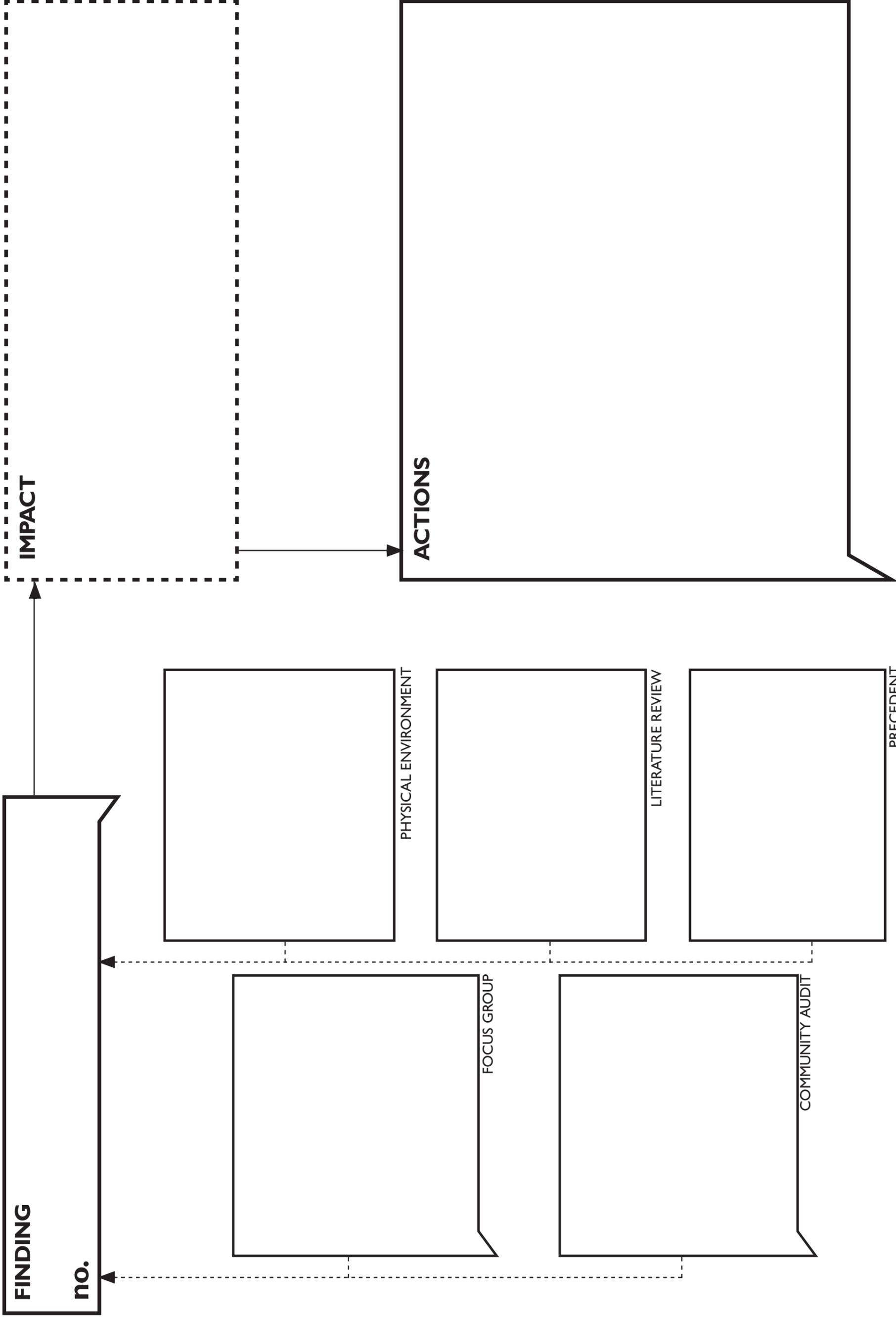
PRECEDENT

FOCUS GROUP

COMMUNITY AUDIT

IMPACT

ACTIONS



AGE FRIENDLY OLD MOAT

