



Telford & Wrekin Council

Are you healthy, safe and independent?

Survey Results

July to September 2015

Report by the
Community Participation Team

Are you healthy, safe and independent?

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Are you healthy, safe and independent?

1 Summary

The 'Are you healthy, safe and independent?' survey was carried out by Telford & Wrekin Council during July to September 2015.

The consultation was viewed as a way of initially raising awareness and starting up conversations with the community about the new direction of the council; being that of working to reduce the need for care and support in the first place by encouraging healthy and safe lifestyles and secondly, when social care needs do arise people need to be supported by family, friends and the community wherever possible. In this way scarce health and social care resources can be directed to those that need it most, at the right time.

In total 980 people completed the survey. Of those respondents whose demographic data we have 61% were female and 39% male. The majority of respondents were aged between 40 – 64 years (48%). 96% of respondents were either White British or Irish and 30% stated they had a long-standing illness or disability.

Being healthy and feeling good

74% responded to say they feel healthy and good or very healthy and very good. More males (79%) than females (72%) stated they felt healthy and good.

The things that people told us about what helps them to be healthy and feel good can be themed in the following ways:

- Exercise, diet, walking and hobbies 68%
- Self or others 48%
- Good work life balance 26%
- Practical support such as GP and health support/appointments, medicine, money or income and good weather 19%

Things that make it difficult to be healthy and feel good include:

- Disability and illness 29%
- Practical issues such as poor diet/over weight, money/cost, getting older, poor transport/, difficulties accessing health/medical appointments/facilities, loneliness/isolation, poor weather, lack of community groups, lack of sleep 27%
- Time issues such as lack of time in general, work commitments, caring responsibilities or a poor work life balance 20%

When asked for ideas on how friends, family or neighbours may be able to support you to overcome any difficulties you have identified respondents suggested they need:

- No suggestions/ideas or no difficulties identified or they can't help 37%
- General help and support 17%
- Practical support such as help with chores, childcare, sharing of information and financial support 10%
- Social support such as do things together, keeping in touch, opportunities to socialise, help to get out more 10%

When asked for ideas on how community or voluntary groups may support you to overcome any difficulties you have identified respondents suggested they need:

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- No difficulties or suggestions or they can't help or help not wanted 70%
- Social support and opportunities such as community or social groups, health hub and community fitness, befriending, sport and leisure and volunteering opportunities 29%
- Practical support such as chores, advice and support, transport and food banks 12%

Being safe and secure

90% responded to say they feel safe and secure or very safe and secure. Females (91%) feel safer than males (86%).

79% of those with a long-standing illness or disability told us they felt very safe and secure or safe and secure compared to 93% who do not have a long-standing illness or disability.

The things that people told us about what helps people to feel safe and secure can be themed in the following ways:

- Personal support such as family, strong community and neighbours, self, friends and colleagues, pets and carers 63%
- Practical support such as security systems, availability to emergency services, secure place of work, money or income, equipment or assistive technology 40%

Things that make it difficult to be safe and secure include:

- Practical issues such as lack of police presence or action, local environment (roads, lighting), lack of money or job security 17%
- Fear of others and crime and scams 14%
- Unsafe community or neighbourhoods 10%
- Disability and illness 9%

When asked for ideas on how friends, family or neighbours may be able to support you to overcome any difficulties you have identified respondents suggested they need:

- Practical support such as general help and understanding, more police, home security, help with childcare and know who to contact in an emergency 15%
- Social support such as look out for each other, communication and be there to talk to 13%
- Community and voluntary groups such as good neighbours or neighbourhood watch, more community or voluntary groups 13%

When asked for ideas on how community or voluntary groups may support you to overcome any difficulties you have identified respondents suggested they need:

- No difficulties/suggestions 43%
- Social and community support such as safe place schemes or groups, neighbourhood watch or community groups, advice and support and education groups, work together and communicate and increase community spirit, reduce isolation 28%
- Practical support such as better policing, improve or repair the local environment, help with transport 15%

Being in control of your own life

71% responded to say they were in control of their own life with a further 24% stating they had some control of their own life. 5% of respondents had little control or no control of their life.

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96% of females stated they were in control or had some control of their lives compared to 92% of males.

Those who report they are in control or have some control seems to increase with age, rising from less than 50% for those aged under 25 years, up to 75% for those who are aged 65 and over.

Of those who report having a long-standing illness or disability 14% state they have little or no control compared with 2% for those who state they have no long-standing illness or disability.

When asked who or what helps you to be in control of your own life the themes can be grouped as follows:

- Personal support such as family, friends/colleagues, carers, strong community or neighbourhood 37%
- Self 34%
- Practical support such as money or income, transport, faith, GP and health support/appointments, equipment, personal alarm 24%
- Being independent 23%

Things that make it difficult to be in control of their own life include:

- No difficulties/suggestions 41%
- Practical issues such as lack of work life balance, lack of money, lack of or poor transport, lack of independence, being in education 22%
- Disability and illness 21%
- Others such as family, caring responsibilities, children, having carers, friends 9%

When asked for ideas on how friends, family or neighbours may be able to support you to overcome any difficulties you have identified respondents suggested they need:

- No difficulties/suggestions, they can't 53%
- Social and emotional support such as family and friend support, just being there, listen and offer advice, better work life balance, better community groups, keeping in contact 30%
- Practical support such as help with shopping and transport, care support, financial support, help with education, police 10%

When asked for ideas on how community or voluntary groups may support you to overcome any difficulties you have identified respondents suggested they need:

- No difficulties/suggestions, they can't 29%
- Practical support such as advice and education, support groups, transport, help with shopping and household chores, organise activities and hobby groups, financial support and advice, health or disability groups, help with childcare, independence and confidence support groups, police 19%

One of the issues through all sections of the survey is long-standing illness or disability. This is the largest reason why people don't feel healthy, safe or in control of their life. The survey does not identify if the illness or disability is why people feel as they do or if the illness or disability prevents the person participating in activities which might help them feel healthy and good, safe and secure or more in control. Each of these two issues would need to be addressed differently and an emerging theme which we may need to explore further.

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When asked how family, friends, neighbours, community or voluntary groups could help with difficulties of being healthy, safe and secure and in control of their own life, in the main respondents told us they had no difficulties, suggestions or ideas or didn't think they could help.

However, the findings also suggest that having personal support is a key theme to keeping people safe and secure and feeling in control of their own life.

A key number of respondents indicated 'time' as an issue in relation to difficulties in being healthy and feeling good, for example lack of time in general, and work commitments, caring responsibilities or a poor work life balance.

People have told us that they would value help with chores, shopping, gardening, housework and transport. Apart from these practical tasks people in general just want friends and family to listen more and give advice. Given the national and local promotion of the benefits of telecare, little mention has been made throughout the survey regarding assistive technology or equipment in general.

Responses indicate people do not really know what help is already available in the community. The suggestion being that community and voluntary groups are advertised more widely. Accessibility is another issue with the need for services to be available at times and places which suite more people, including evenings and weekends and services should be offered in local communities and not in locations which people can not get to.

2 Introduction

The Council's Community Participation Team supported the Commissioning Team (Vulnerable People) with the planning, design and delivery of a consultation to understand from local people what would prevent them from needing care and support services.

The Commissioning Team outlined that the new commissioning approach would be underpinned by two important principles: reducing the need for care and support in the first place by encouraging healthy and safe lifestyles and secondly, when social care needs do arise people need to be supported by family, friends and the community wherever possible. In this way scarce health and social care resources can be directed to those that need it most, at the right time.

The focus of the consultation was agreed as follows:

- To understand from local people what would prevent them from needing care and support services
- To understand from service users what would prevent people from becoming dependent on high cost specialist services

The consultation was viewed as a way of initially starting up a conversation with the community about a new approach which is at odds with the previous language used by the Council. Therefore rather than offering up a tick box menu of options (which would have been easier to analyse) the questions were deliberately open ended to reflect the fact that the Council doesn't hold the key to wellbeing and prevention, local people do and we need to draw out their thoughts and experiences.

As such there was no expectation that there would be definitive solutions but a series of emerging themes which would:

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- Help to shape public facing messages about the role of the Council within the Borough
- Identify themes which require a more in depth conversation with local people
- Create a pool of local intelligence which can be viewed through different lenses of the Council (and its partners). For example work life balance is emerging as a potential barrier to building community capacity which perhaps requires the co-operation of local employers to provide appropriate working practices and policies.
- Sense check the principles which our desk top exercise have identified as key to promoting wellbeing and prevention.
- Help the Council and its partners translate vision and what it needs to achieve into tangible actions which are meaningful to local people

The questions were developed into a short survey. The survey was designed to be delivered individually or in small groups of service users by someone they had an established relationship with. The survey was also appropriate for people to complete on their own, electronically via email or the website or in a paper copy. For those individuals that were meeting with someone to complete their survey good practice principles were observed in a briefing sheet. For all response methods, details were given of where people could get support and advice from should the survey raise any issues for them.

Feedback was needed from the general population as a whole. This was in recognition that they may develop future needs but also they may be the family/friend/community members on whom the wellbeing and prevention principles will depend.

The universal/general population was targeted in the following manner:

- Notification to every household in the July edition of Your Voice
- The Community Panel
- Social media campaign including Face book and Twitter
- Press releases/radio slots
- Promotion of the survey on the Council website and Mylife with direct link to survey
- Councillor engagement with constituents

Recognition was also given that we needed to hear from service users who had experience of health and social services. The Community Participation Team coordinated a programme of targeted surveying with key people and groups. Coordination involved meeting with Commissioners and the Public Health Team to develop an action plan of how to involve providers and advocates and voluntary organisations to access their key service user groups.

Partners of the Adult Safeguarding Board and the CCG were also recruited to distribute and ensure completion of the survey.

The Director of Health, Well being and Care requested all social care staff completed 5 surveys with service users and carers they had direct contact with.

In addition to staff helping us encourage service users and residents to complete the survey, we wanted to hear from staff in their own right as residents what their thoughts and ideas were. An internal communications campaign supported us to do this.

Given the established links between poor preventative health and areas of deprivation, we wanted to make sure we heard from people in those areas within the Borough that are known to have higher levels of deprivation. We were supported in doing this by members of the wider

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Community Participation Team in the 6 targeted intervention areas. These colleagues approached local people in community centres and at residents' groups to get this information.

3 Demographics

Below is a summary of the demographic information of the people who responded to the survey. Not all respondents provided this information so the tables below highlight the number of missing records.

3.1 Gender

	Number	Percentage
Male	304	39%
Female	466	61%
Total	770	100.00%
Data Missing	210	

3.2 Age

	Number	Percentage
17 years or under	6	1%
18 – 24 years	36	5%
25 – 39 years	89	12%
40 – 64 years	354	48%
65 years and over	249	34%
Total	734	100.00%
Data Missing	246	

3.3 Ethnicity

	Number	Percentage
White British	716	95%
White Irish	5	1%
White Other	13	2%
Asian or Asian British – Indian	7	1%
All Other ethnicities	10	1%
Total	751	100.00%
Data Missing	229	

3.4 Disability

	Number	Percentage
I have a long-standing illness or disability	224	30%
I have no long-standing illness or disability	511	70%
Total	735	100.00%
Data Missing	245	

The majority of respondents were female and aged between 40-64 years. The 17 years or under age group is poorly represented along with the 18-24 years group. 96% of respondents were either White British or Irish leaving other ethnicities only making up 4% of the group.

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4 Results

There were 3 sections to the survey;

1. Being healthy and feeling good
2. Being safe and secure
3. Being in control of your own life

5 similar questions were asked in each section.

The first question asked how healthy, how secure or how in control people felt. Then a number of follow up, more probing questions asked, what helps people, what hinders them and what can other people or groups do to help.

Survey questions 1, 6 and 11 asked people to choose specific options, all other questions were 'open' and invited people to give their views in their own words.

To help with the analysis the responses were coded into themes. Throughout the report, result tables show the themes for each question. The tables show the number of themed responses rather than the total number of people who completed survey questions. Some tables show a large 'other' theme. This is because the responses were not able to be themed, such as 'see above'. At the bottom of each table there is a 'non responses' figure that shows the number of people who did not answer that specific question.

Reoccurring words from all the responses are also presented in word clouds so that the reader can see key words and messages at a glance.

Full written responses to all of the open questions can be found in the appendices.

4.1 Being healthy and feeling good

1. Please tell us how healthy and good you feel in general?

	Number	Percentage
Very healthy and feel good	133	14%
Healthy and feel good	563	60%
Unhealthy and not feeling good	190	20%
Very unhealthy and not feel very good	45	5%
Total respondents	931	100.00%
Prefer not to say	40	
No response	9	

74% of respondents told us they feel 'healthy and good' or 'very healthy and good'.

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Theme	Number	Percentage
Regular exercise or sport	260	41%
Healthy diet	238	38%
Family	233	37%
Good work/ life balance	163	26%
Walking/ Dog walking	110	17%
Friends	104	16%
Hobbies	70	11%
Self	58	9%
GP & Health Support/ Appointments	45	7%
Good weather & fresh air	42	7%
Medicine	23	4%
Volunteering & helping others	22	3%
Money or income	22	3%
Pets	10	2%
Carers/ Care staff	8	1%
Neighbours	6	1%
Enough sleep	4	1%
Total respondents	631	100%
No response	65	

The main reasons that people gave for what helps them to be healthy and feel good were regular exercise or sport (41%) and a healthy diet (38%) followed by a good work/ life balance (26%) and going on walks or walking their dog (17%).

Most people (37%) mentioned family in relation to people who help them to be healthy and feel good. 16% mentioned and 9% said that they helped themselves.

When it comes to being healthy and feeling good the results show us that people value the support of their pets as much as they do their neighbours, carers and care staff.

3. Is there anything that makes it difficult for you to be healthy and feel good?

People who told us that they felt 'very healthy and feel very good' or 'healthy and feel good' or very unhealthy and not feeling very good' or unhealthy and not good' were asked this question.

The answers that people gave have been themed in the following way:

Are you healthy, safe and independent?

Anything that makes it difficult for you to be healthy and feel good	People who responded they were very healthy and feel very good or healthy and feel good	
	Theme	Number
Disability or illness	96	16%
Work commitments	61	10%
Lack of time	56	10%
Poor diet/ over weight	40	7%
Money/ cost	36	6%
Poor work/ life balance	21	4%
Getting older	19	3%
Poor transport	17	3%
Difficulties accessing health/ medical appointments/ facilities	12	2%
Caring responsibilities	9	2%
Loneliness/ Isolation	10	2%
Poor weather	11	2%
Childcare responsibilities	6	1%
Enough sleep	6	1%
Lack of community groups	5	1%
Unhealthy lifestyle	3	1%
Lack of exercise	2	0%
Other	115	20%
Total respondents	583	100%
No response	113	

Anything that makes it difficult for you to be healthy and feel good	People who responded they were very unhealthy and not feeling very good or unhealthy and not feeling good	
	Theme	Number
Disability or illness	130	61%
Money/ cost	18	8%
Work commitments	14	7%
Poor diet/ over weight	14	7%
Lack of time	13	6%
Difficulties accessing health/ medical appointments/ facilities	11	5%
Caring responsibilities	11	5%
Getting older	9	4%
Poor transport	7	3%
Loneliness/ Isolation	6	3%
Poor work/ life balance	4	2%
Childcare responsibilities	2	1%
Enough sleep	2	1%
Poor weather	1	0%
Lack of community groups	1	0%
Unhealthy lifestyle	0	0%
Lack of exercise	1	0%
Other	40	19%
Total respondents	212	100%
No response	23	

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The main difficulty experienced by people was a disability or illness at 29%, comments included “Medical problems”, “My disability” and “Ongoing health problems”.

Overall 23% of respondents indicated a time issue in relation to being healthy and feeling good, for example lack of time in general, and work commitments, caring responsibilities or a poor work life balance.

16% of respondents who said they were ‘very healthy and feel very good’ or ‘healthy and feel good’ stated that a disability or illness made it difficult for them. This compares to 61% of people who told us they were ‘very unhealthy and not feeling very good’ or ‘unhealthy and not feeling good’.

The survey does not answer whether the disability or illness is why people feel unhealthy and not very good or whether the disability or illness prevents the person participating in activities which might help them feel more healthy and good.

People who told us that they feel ‘very healthy and very good’ or ‘healthy and good’ stated work commitments (10%) and a lack of time (10%) as things that make it difficult for them to be healthy and feel good.

Those who told us that they feel ‘very unhealthy and not very good’ or ‘unhealthy and not good’ stated money/cost (8%), work commitments (7%) and poor diet/ over weight (7%) as things that make it difficult for them. Example comments are ‘price of healthy food compared to ‘comfort food’, low income, cost of leisure services, prices of leisure centres, gym prices, no child care during sessions’.

4. Please tell us any ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified?

Only people who told us that they felt ‘very healthy and feel very good/ or ‘healthy and feel good’ or very unhealthy and not feeling very good’ or unhealthy and not good’ were asked this question.

The answers that people gave have been themed in the following way:

Are you healthy, safe and independent?



Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	Total of respondents	
	Number	Percentage
General help & support	95	17%
No suggestion/ ideas	91	16%
No difficulties identified	75	13%
Practical help with chores	44	8%
They can't help	43	8%
Do things together	24	4%
Keeping in touch	20	4%
Help with childcare	13	2%
Opportunities to socialise	12	2%
Help to get out more	8	1%
Don't want them to help	5	1%
Help to eat well	4	1%
Sharing of information	3	1%
Financial support	1	0%
Other	152	27%
Total respondents	566	100%
No response	414	

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Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	People who responded they were very healthy and feel very good or healthy and feel good	
	Theme	Number
No difficulties identified	72	19%
No suggestion/ ideas	67	18%
General help & support	55	15%
Practical help with chores	22	6%
They can't help	20	5%
Do things together	17	5%
Keeping in touch	16	4%
Help with childcare	11	3%
Opportunities to socialise	10	3%
Help to get out more	5	1%
Don't want them to help	5	1%
Help to eat well	2	1%
Sharing of information	2	1%
Financial support	0	0%
Other	86	23%
Total respondents	375	100%
No response	321	

Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	People who responded they were very unhealthy and not feeling very good or unhealthy and not feeling good	
	Theme	Number
General help & support	39	23%
They can't help	22	13%
No suggestion/ ideas	20	12%
Practical help with chores	18	11%
Do things together	7	4%
Keeping in touch	4	2%
No difficulties identified	2	1%
Help with childcare	2	1%
Opportunities to socialise	2	1%
Help to get out more	2	1%
Help to eat well	1	1%
Sharing of information	1	1%
Financial support	1	1%
Don't want them to help	0	0%
Other	54	32%
Total respondents	167	100%
No response	68	

Most people told us that they did not have any suggestions or any difficulties (13%), or did not feel their friends, families or neighbours could help them (8%).

Example comments were:

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- “They can't help can they. I can't ask them to stay at home to look after me or my children. They have jobs and families themselves”,
- “I have no local family and I wouldn't expect my neighbours to support me” and
- “Embarrassed to ask people who already have their own issues/lives to deal with”.

17% of people told us that they would value general help and support from friends, family and neighbours, with 8% stating help with chores like shopping, gardening, housework and transport.

This issues were highlighted more frequently by people who told us that they were ‘very unhealthy and not feeling very good’ and ‘unhealthy and not feeling good’.

5. Please tell us any ideas on how community or voluntary groups may support you to overcome any difficulties you have identified?

Only people who told us that they were ‘very healthy and feel very good/ or ‘healthy and feel good’ or very unhealthy and not feeling very good’ or unhealthy and not good’ were asked this question.

The answers that people gave have been themed in the following way:

Are you healthy, safe and independent?

Ideas on how community or voluntary groups may support you to overcome any difficulties you have identified	People who responded they were very healthy and feel very good or healthy and feel good	
	Theme	Number
No difficulties or suggestions	132	36%
Community or social support groups	56	15%
Health hub & Community fitness	21	6%
Advice & support	23	6%
Sport & leisure opportunities	22	6%
Volunteering opportunities	15	4%
Better bus and transport services	6	2%
They can't help	9	2%
Help not wanted	7	2%
Better childcare	7	2%
Help with household chores	5	1%
Befriending/ reduce isolation	3	1%
Home from hospital scheme	2	1%
Food bank	1	0%
Neighbourhood watch	1	0%
Other	78	21%
Total respondents	364	100%
No response	332	

Ideas on how community or voluntary groups may support you to overcome any difficulties you have identified	People who responded they were very unhealthy and not feeling very good or unhealthy and not feeling good	
	Theme	Number
No difficulties or suggestions	37	24%
Community or social support groups	25	16%
Health hub & Community fitness	13	8%
Help with household chores	11	7%
Advice & support	10	6%
Better bus and transport services	8	5%
They can't help	5	3%
Help not wanted	4	3%
Befriending/ reduce isolation	4	3%
Sport & leisure opportunities	3	2%
Volunteering opportunities	1	1%
Better childcare	2	1%
Home from hospital scheme	0	0%
Food bank	0	0%
Neighbourhood watch	0	0%
Other	78	29%
Total respondents	157	100%
No response	78	

32% of people told us that they did not have any difficulties or could not offer any suggestions as to how community or voluntary groups could help them. 3% of people said that voluntary or

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community groups could not help them and 2% said that they did not want help from these groups.

People who did offer suggestions wanted more or better child friendly and age and disability specific community and social support groups (15%), general advice and support (6%), more health hub and community fitness groups (6%) and more sport and leisure opportunities (5%).

Example comments were:

- “More women only groups and singles groups”,
- “More free activities like walking groups etc over the weekend and evenings”,
- “Do family sporting events, cycle rides, fun runs”,
- “Have more specialist sessions at leisure centres” and
- Have 'Disability Champions' with training at key facilities e.g. town park”.

4.2 Being safe and secure

6. Please tell us how safe and secure you are in general?

	Number	Percentage
Very safe and secure	223	24%
Safe and secure	610	66%
Unsafe and not secure	77	8%
Very unsafe and not very secure	19	2%
Total respondents	929	100%
Prefer not to say	25	
No response	26	

In general most people (90%) feel ‘very safe and secure’ or ‘safe and secure’.

The table below shows the make up of the people who responded.

Gender	Very Safe	Safe	Unsafe	Very Unsafe
Male	23%	63%	11%	3%
Female	25%	66%	8%	1%
Age Band				
17 years or under	33%	67%	0%	0%
18 – 24 years	42%	48%	9%	0%
25 – 39 years	26%	66%	8%	0%
40 – 64 years	23%	63%	12%	2%
65 years and over	23%	67%	7%	2%
Disability				
I have a long-standing illness or disability	21%	58%	17%	4%
I have no long-standing illness or disability	26%	67%	7%	1%

Females feel safer than males. 91% of females told us that they feel ‘very safe and secure’ or ‘safe and secure’ compared to 86% of males.

79% of people with a long-standing illness or disability told us they felt ‘very safe and secure’ or ‘safe and secure’ compared to 93% of those without a long-standing illness or disability.

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Anything that makes it difficult for you to be safe and secure	People who responded they were very safe and secure or safe and secure	
	Number	Percentage
Theme		
Unsafe community or neighbourhood	51	9%
Lack of police presence or action	49	9%
Local environment (Inc. roads, lighting)	40	7%
Disability or illness	33	6%
Fear of other people	33	6%
Fear of crime	31	6%
Lack of money or job security	18	3%
Internet or telephone scams	6	1%
Other	53	9%
Total respondents	563	100%
No response	270	

Anything that makes it difficult for you to be safe and secure	People who responded they were very unsafe and not very secure or unsafe and not secure	
	Number	Percentage
Theme		
Disability or illness	22	26%
Unsafe community or neighbourhood	13	15%
Fear of other people	12	14%
Fear of crime	11	13%
Local environment (Inc. roads, lighting)	7	8%
Lack of police presence or action	6	7%
Lack of money or job security	3	3%
Internet or telephone scams	0	0%
Other	14	16%
Total respondents	86	100%
No response	10	

Overall the biggest reason respondents gave for what makes it difficult to be safe and secure was an unsafe community or unfriendly neighbourhood (10%). This included the perception of the amount of crime in the area and the number of recent break-ins or assaults to some more specific issues around difficult or unfriendly neighbours; anti-social behaviour and drug dealing/use.

Linking this back to question 7 where 28% of respondents said a strong community and friendly neighbourhood helped them feel safe. This demonstrates the importance of how a good or bad neighbourhood can effect how safe and secure people feel.

This was followed closely by people who said a disability or illness made it difficult for them to be safe and secure (9%). This varied from 6% for those who felt safe and secure to 26% to those who stated they did not feel safe and secure.

A lack of police presence or police action was also given as a reason for it to be difficult to feel safe and secure (8%).

Are you healthy, safe and independent?

Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	People who responded they were very safe and secure or safe and secure	
	Theme	Number
Good neighbours or neighbourhood watch	41	12%
Look out for each other	31	9%
General help and understanding	31	9%
They can't/ I don't have any	16	5%
More policing	10	3%
More community or voluntary groups	12	3%
Communication/ Be there to talk to	12	3%
Help with home security	7	2%
I have no difficulties	7	2%
Help to get out	3	1%
Help with childcare	2	1%
Know who to contact in an emergency	0	0%
Other	42	12%
Total respondents	354	100%
No response	479	

Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	People who responded they were very unsafe and not very secure or unsafe and not secure	
	Theme	Number
Look out for each other	13	22%
They can't/ I don't have any	10	17%
General help and understanding	7	12%
More policing	6	10%
Know who to contact in an emergency	2	3%
Good neighbours or neighbourhood watch	1	2%
More community or voluntary groups	1	2%
Communication/ Be there to talk to	0	0%
Help with home security	1	2%
I have no difficulties	0	0%
Help to get out	0	0%
Help with childcare	0	0%
Other	11	19%
Total respondents	59	100%
No response	37	

People told us that friends, family or neighbours could help generally, looking out for each other (11%), being helpful and understanding (9%) and being good neighbours or having a neighbourhood watch (10%).

7% of people said that they did not have people who could help them or that their friends, family or neighbours could not help them to feel safe and secure.

Example comments show that some people do not have a strong support network around them:

- “They can't, they are only just surviving”

Are you healthy, safe and independent?

Ideas on how community or voluntary groups may support you to overcome any difficulties you have identified	People who responded they were very safe and secure or safe and secure	
	Theme	Number
No difficulties/ suggestions	167	47%
Better policing	38	11%
Safe place schemes or groups	31	10%
Neighbourhood watch or community groups	31	9%
Advice, support & education groups	20	6%
Improve or repair the local environment	11	3%
Work together and communicate	8	2%
Increase community spirit	7	2%
Reduce isolation	5	1%
Help with transport	1	0%
Other	45	13%
Total respondents	354	100%
No response	479	

Ideas on how community or voluntary groups may support you to overcome any difficulties you have identified	People who responded they were very unsafe and not very secure or unsafe and not secure	
	Theme	Number
No difficulties/ suggestions	11	21%
Safe place schemes or groups	9	17%
Better policing	7	13%
Advice, support & education groups	5	10%
Improve or repair the local environment	4	8%
Neighbourhood watch or community groups	3	6%
Work together and communicate	1	2%
Reduce isolation	1	2%
Increase community spirit	0	0%
Help with transport	0	0%
Other	15	29%
Total respondents	52	100%
No response	44	

43% of people told us that they had no difficulties or could not offer any suggestions about how community or voluntary groups could support them.

When asked about support from voluntary and community groups, better policing was stated by 11% of people in relation to helping them to feel safe. Safe place schemes (10%) and neighbourhood watch or community groups (9%) were also suggested.

Example comments tend to relate to visual deterrents to crime or the idea that encouraging communities to come together will make them safer and stronger and were:

- “Visible policing”
- “Greater visibility of police officers. More emphasis on tackling minor misdemeanours”
- “A good well run neighbourhood watch group is important”, “develop community spirit”.

Are you healthy, safe and independent?

4.3 Being in control of your own life

11. Please tell us how in control of your own life you are in general?

	Number	Percentage
In control of my own life	660	71%
Have some control of my own life	227	24%
Have little control of my own life	39	4%
Have no control of my own life	10	1%
Total respondents	936	100%
Prefer not to say	10	
No response	34	

71% of people told us that they were 'in control' of their own life with a further 24% stating they had 'some control'. 5% of people had 'little control' or 'no control' over their life.

The table below shows the make up of the people who responded.

Gender	In control	Some Control	Little control	No control
Male	68%	24%	5%	3%
Female	71%	25%	3%	0%
Age Band				
17 years or under	40%	60%	0%	0%
18 – 24 years	47%	44%	9%	0%
25 – 39 years	60%	35%	5%	0%
40 – 64 years	70%	24%	5%	1%
65 years and over	75%	19%	3%	3%
Disability				
I have a long-standing illness or disability	51%	36%	10%	4%
I have no long-standing illness or disability	78%	20%	2%	0%

96% of females stated they were 'in control' of their lives or had 'some control' of their lives. This was slightly less for males where 92% said they were 'in control' or had 'some control' over their lives.

Survey responses seem to suggest that older people tend to feel more 'in control' of their lives. Less than 50% of under 25 year olds felt in control of their lives compared to 75% for those aged 65 years and over.

Similar to the previous sections, those who report having a long-term illness or disability also report lower levels of control with 14% reporting they have 'little control' or 'no control' compared to 2% for those who state they have no long-standing illness or disability.

12. Who and what helps you to be in control of your own life?

Only people who told us that they felt 'in control of my own life' or 'some control of my own life' were asked this question.

Are you healthy, safe and independent?

Anything that makes it difficult for you to be in control of your own life	People who responded that they were in control or had some control of their own life	
	Theme	Number
No difficulties/ suggestions	265	44%
Disability or illness	116	19%
Lack of work/ life balance	64	11%
Lack of money	63	10%
Family	24	4%
Having caring responsibilities	17	3%
Children	12	2%
Lack of or poor local transport	7	1%
Lack of independence	6	1%
Being in education	6	1%
Having carers	3	0%
Friends	2	0%
Other	68	11%
Total respondents	604	100%
No response	283	

Anything that makes it difficult for you to be in control of your own life	People who responded that they had little control or no control of their own life	
	Theme	Number
Disability or illness	20	50%
Lack of work/ life balance	6	15%
Lack of money	5	13%
Family	3	8%
Having caring responsibilities	3	8%
Children	2	5%
No difficulties/ suggestions	1	3%
Lack of or poor local transport	1	3%
Lack of independence	1	3%
Having carers	1	3%
Being in education	0	0%
Friends	0	0%
Other	5	13%
Total respondents	40	100%
No response	9	

41% of respondents stated they did not have any difficulties in being in control of their life.

For people who responded that they had little control or no control of their own life, time is a key issue (28%) such as work life balance, caring and children responsibilities.

The main reason given for what makes it difficult to be in control of your life was a disability or illness (21%). This rises from 19% of those who reported being 'in control' or having 'some control' to 50% of respondents who stated they have 'little control' or 'no control' over their life.

Other factors which led people to feel that they had little or no control were a poor work/life balance (11%) and a lack of money (10%). This can be related back to the previous question

Are you healthy, safe and independent?

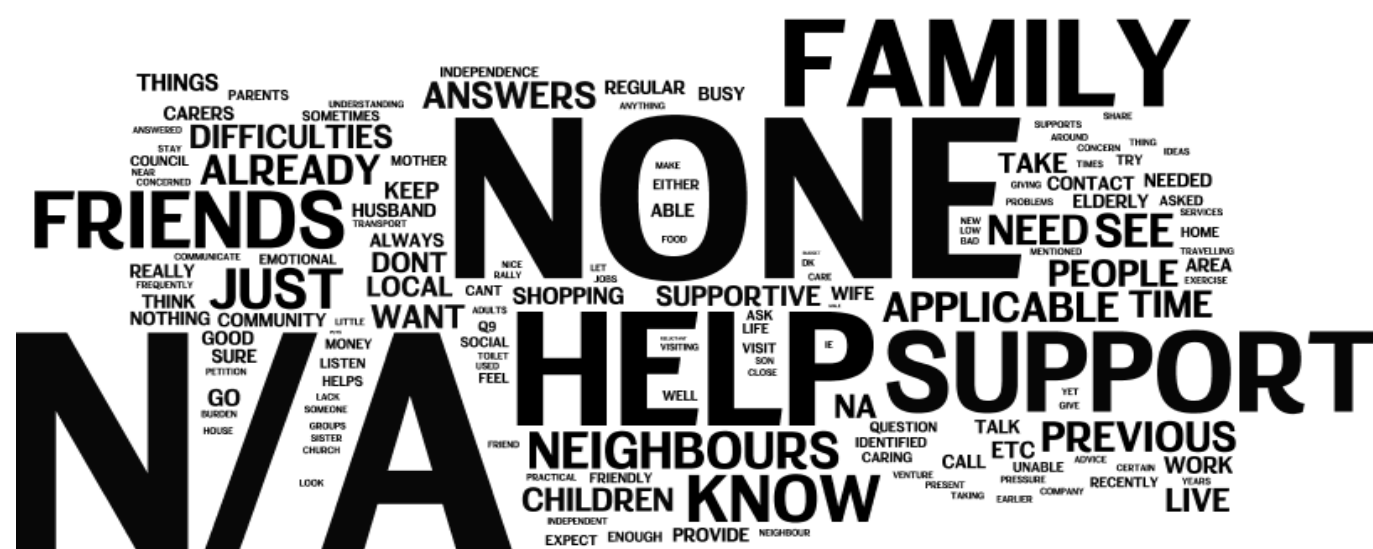
where people stated having enough money and being in work or education helped them to be in control of their life.

Family (4%), caring responsibilities (3%) and children (2%) were also mentioned as themes which limited the amount of control that people felt over their own lives.

14. Please tell us any ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified?

Only people who told us that they felt 'in control of my own life' or 'some control of my own life' or 'little control of my own life' or 'no control of my own life' were asked this question.

The answers that people gave have been themed in the following way.



Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	Total of respondents	
Theme	Number	Percentage
No difficulties/ suggestions	115	30%
They can't	87	23%
Family and friend support	55	14%
Just being there	28	7%
To listen and offer advice	16	4%
Help with shopping and transport	16	4%
Care support required	14	2%
Better work/ life balance	6	2%
Financial support	6	1%
Better community groups	5	1%
Keeping in contact	4	1%
Help with education	1	0%
Police	1	0%
Other	32	8%
Total respondents	380	100%

Are you healthy, safe and independent?

No response	600	
Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	People who responded that they were in control or had some control of their own life	
Theme	Number	Percentage
No difficulties/ suggestions	111	32%
They can't	79	23%
Family and friend support	52	15%
Just being there	24	7%
To listen and offer advice	15	4%
Help with shopping and transport	15	4%
Care support required	12	3%
Better work/ life balance	4	1%
Financial support	4	1%
Better community groups	5	1%
Keeping in contact	4	1%
Help with education	1	0%
Police	1	0%
Other	29	8%
Total respondents	347	100%
No response	540	

Ideas on how your friends, family or neighbours may be able to support you to overcome any difficulties you have identified	People who responded that they had little control or no control of their own life	
Theme	Number	Percentage
They can't	6	21%
No difficulties/ suggestions	4	14%
Family and friend support	3	11%
Just being there	3	11%
Care support required	2	7%
Better work/ life balance	2	7%
Financial support	2	7%
To listen and offer advice	1	4%
Help with shopping and transport	1	4%
Better community groups	0	0%
Keeping in contact	0	0%
Help with education	0	0%
Police	0	0%
Other	1	4%
Total respondents	28	100%
No response	21	

32% of people told us that they did not have any difficulties or that they could not offer any suggestions about how a people could help them. 14% felt that friends, family and neighbours could not help them over come any difficulties.

People told us that family can help them to be more in control of their live. Details of how were not given. Just being there (7%), listening and offering advice (4%) and help with shopping and transport (4%).

Are you healthy, safe and independent?

Ideas on how community or voluntary groups may support you to overcome any difficulties you have identified	People who responded that they were in control or had some control of their own life	
	Theme	Number
No suggestion/ ideas	165	27%
Being more visible or accessible	21	3%
Advice and education	16	3%
They can't	11	2%
Support groups	12	2%
Transport	10	2%
Help with shopping and household chores	10	2%
Organise activities and hobby groups	9	1%
Financial support and advice	5	1%
Help with childcare	4	1%
Health or disability groups	3	0%
Independence and confidence support groups	2	0%
Neighbourhood watch or community groups	2	0%
Police	1	0%
Other	69	11%
Total respondents	335	100%
No response	552	

Ideas on how community or voluntary groups may support you to overcome any difficulties you have identified	People who responded that they had little control or no control of their own life	
	Theme	Number
No suggestion/ ideas	6	15%
Advice and education	4	10%
They can't	2	5%
Organise activities and hobby groups	2	5%
Being more visible or accessible	1	3%
Transport	1	3%
Help with shopping and household chores	1	3%
Independence and confidence support groups	1	3%
Support groups	0	0%
Financial support and advice	0	0%
Health or disability groups	0	0%
Help with childcare	0	0%
Neighbourhood watch or community groups	0	0%
Police	0	0%
Other	10	25%
Total respondents	26	100%
No response	23	

When asked how voluntary or community groups could help them over come any difficulties there were a lot of no suggestions or ideas and people who didn't know how voluntary groups could help or did not want any help from voluntary groups.

From those that did offer a suggestion community and voluntary groups needing to be more visible and more accessible (3%) was a theme. There were a number of respondents who

Are you healthy, safe and independent?

raised the issue of not knowing what groups were available or even how to find out what was available.

Example comments were:

“Being able to access groups during the evening and weekends”

“A list of events at my local community centre...”

“Knowing where to go for advice if you do have a problem”.

Other replies included general advice and education groups (3%), support groups (2%), activity and hobby groups (2%), transport (2%) and help with household chores (2%).