

### Introduction



AGE FRIENDLY  
GLASGOW

In March this year, Glasgow City Council joined the World Health Organisation's (WHO) "Age Friendly City" programme in order to help us ensure that Glasgow is an "inclusive and accessible urban environment that promotes active ageing".

We believe that our participation in the WHO programme will enable us to learn from others, and allow us to build on the good practice we can already demonstrate to make Glasgow a truly age friendly city. In order to ensure we reflect the priorities of our citizens, we would like to gather your views and opinions about our current strengths as a city, and what more we can do to improve.

In November 2014, the Council hosted an engagement session with over 30 older people and related stakeholder groups. The suggestions from this session are included throughout this questionnaire.

By completing this questionnaire, you will help us set our priorities for the first stage of our participation in this programme.

The survey should take no longer than 20 minutes to complete and will be available until 10th August 2015. The information gathered will only be used for the purposes of this exercise.

For more information, or to receive a copy in an alternative format, please contact:

Laura Moran  
Strategic Policy and Planning  
Chief Executive's Office  
Glasgow City Council  
City Chambers  
George Square  
Glasgow  
G2 1DU  
Tel: 0141 287 0071  
Email: [Laura.Moran@glasgow.gov.uk](mailto:Laura.Moran@glasgow.gov.uk)

## Communication and Information

We recognise that communication is essential to ensure that our older citizens are aware of the services and resources available to them and that they are able to make their voices heard and influence the decisions affecting them and their community.

Comments about this priority from the engagement session include:

- *Make sure that older people are represented during planning and consultation of policies which affect them.*
- *Provide appropriate sources of information for older people so that they can keep up to date with news and changes in their community and the wider city.*

### 1. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
I can find reliable information about what is happening in the city.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is sufficient public access to computers and how to use them in the city.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information is provided in age friendly formats e.g. large font, paper copies etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help and assistance is available when required from staff in public offices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People at risk of social isolation get one-to-one information from trusted individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 2. In what ways, if any, do you think we can improve communication and information in the city? *(Please use the box below).*

## Transportation

The council recognises that the ability to get around neighbourhoods and the city efficiently and affordably is necessary for citizens to fully participate in the life of the city. We also recognise that our older citizens may have some specific needs and we will work with partners to deliver transport appropriate to these needs.

Comments about this priority from the engagement session include:

- *Take steps to provide safe and accessible transport for older people within the city by listening to problems and using this feedback to inform further strategies.*
- *Train transportation staff to be more aware of older people's needs and how better to support disabled citizens.*

### 3. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
Public transport costs are consistent, clearly displayed and affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport is reliable and frequent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can access all the areas of the city I need to by public transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to the information I need about public transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe on public transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport has priority seating that is respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drivers stop at designated stops, beside the pavement and wait for passengers to be seated before driving off.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus stops are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Train stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alternative transport is available where regular routes by public transport is too limited (For example MyBus).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking and drop-off areas are safe, sufficient in number and conveniently located.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate access to disabled parking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Transportation *continued*

**4. What more, if anything could be done to improve transport in the city? (Please use the box below)**

## Civic Participation and Employment

We know that older people would like to have more support around employment and volunteering opportunities suited to their needs and interests. We also know that many older people provide invaluable support in the form of volunteering and unpaid work for their families and communities.

Increasing numbers of adults are providing unpaid care to their parents and wider families. A key issue for many carers is how they can best balance work commitments with their caring roles.

Comments about this priority from the engagement session include:

- *Encourage older people to take part in volunteering, promoting a range of different opportunities for different abilities and interests.*
- *Make sure that older people know where they can get information and support with issues associated with employment and caring responsibilities.*

### 5. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
A range of flexible options for older volunteers is available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are a range of flexible and appropriately paid employment opportunities for older people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discrimination in employment on the basis of age alone does not take place.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplaces are adapted to meet the needs of older and disabled people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 6. What more, if anything, could be done to improve civic participation and employment in the city? *(Please use the box below)*

## Social Participation

Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to maintain or establish supportive and caring relationships.

Comments about this priority from the engagement session include:

- *Offer support and information about sport, leisure and community activities which older people can be a part of.*
- *Encourage and support Intergenerational campaigns which bring older people and younger generations together to share skills and experiences.*

### 7. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
Venues for events and activities are conveniently located and easily reached by public transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Activities and attractions are affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good information about activities and events is available to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The times of events and activities are convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A wide variety of activities is offered to appeal to a diverse population of older people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have regular contact with my friends and family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 8. What more, if anything, could be done to improve social participation in the city? (Please use the box below)

## Housing

The quality and suitability of housing has a significant impact on the quality of all our lives, but in particular as people get older and spend a greater proportion of time at home. Housing condition, ease of heating, accessibility and design all play an important role in the suitability of housing and its appropriateness in later life.

Comments about this priority from the engagement session include:

- *Develop an accommodation strategy allowing older people with complex needs to remain in their homes.*
- *Use design and new technology to offer solutions to housing issues.*
- *Make sure that information pertaining to housing issues which impact on older people is readily available.*

### 9. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
Sufficient, affordable housing is available in the city which is close to services and the rest of the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient and affordable home maintenance and support services are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home modification options and supplies are available and affordable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 10. What more, if anything, could be done to improve housing in the city? (Please use the box below)

## Outdoor Spaces and Buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and their ability to 'age in place'.

Comments about this priority from the engagement session include:

- *Through the use of innovative design and informed policy, ensure that older people and people with accessibility issues feel welcome and comfortable in public spaces in Glasgow.*
- *Make the outdoor environment welcoming for older people by addressing issues around lighting, accessible toilets, suitable seating, pavement maintenance and safety.*

### 11. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
Pavements are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are enough pedestrian crossings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The pedestrian crossings give enough time to cross.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor safety is promoted by good street lighting.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycle paths are separate from pavements and other pedestrian walkways.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park walk ways are well maintained e.g. even surface, not slippery etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good use is made of parks/green spaces (e.g. events, walking groups etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate outdoor seating.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have adequate access to shops.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public buildings are accessible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel safe in my neighbourhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Outdoor Spaces and Buildings *continued*

**12. What more, if anything, could be done to improve outdoor spaces and buildings in the city? (Please use the box below)**

## Community Support and Health

Currently 13% of older people in the city access social work services. The needs of this population are being planned through the 'Reshaping Care for Older People' and the integration of Health and Social Care. However, we cannot forget the broader population of people who are not in contact with our social work services.

Comments about this priority from the engagement session include:

- *Support older people to take up and maintain physical activity, helping them to retain their independence.*
- *Encourage Active Aging in the wider population.*

### 13. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
An adequate range of health and community support services is offered for maintaining health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and social services are conveniently located and accessible by public transport.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate support for me to stay living in my home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appropriate residential and day care facilities are available to me if required.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential care facilities and designated older people's housing are located close to services and the rest of the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear and accessible information is provided about health and social services for older people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery of services is coordinated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are suitable health and fitness activities available to me in my area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Community Support and Health *continued*

**14. What more, if anything, could be done to improve community support and health in the city? (Please use the box below)**

## Respect and Social Inclusion

Older people have the right to be treated with respect and recognised for the contribution they make to society. And yet, older people report experiencing conflicting types of behaviour and attitudes towards them.

Comments about this priority from the engagement session include:

- *Help to increase social inclusion, by supporting activity which reduces social isolation and loneliness among older people.*
- *Ensure older people are treated with respect and consideration in the services they receive and their wider involvement in local neighbourhoods.*
- *Make sure the diverse needs and views of older people are listened to and acted on.*

### 15. To what extent do you agree or disagree with the following statements?

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't Know/ N/A
Older people are regularly consulted by public services on how to serve them better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is recognition of older people's contribution to the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are cultural and other activities in the city that bring generations together.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older people are visible in the media, and are depicted positively and without stereotyping.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People working in the retail and other commercial services respond helpfully to older people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older people who are less well-off have good access to public, voluntary and private services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Respect and Social Inclusion *continued*

**16. What more, if anything, could be done to improve respect and social inclusion in the city?** *(Please use the box below)*

## Priorities

**17. Please rank your top three most important priorities for the city**

	First	Second	Third
Communication and Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Civic Participation and Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Spaces and Buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Support and Health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respect and Social Inclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**18. What do you think is the one thing that could be done to make Glasgow more age friendly?**

## Priorities *continued*

**19. Please use the box below for any further comments you may have about the Age Friendly Glasgow Programme.**

## About You

**20. Are you responding as...**

- An individual
- An organisation
- Other (please specify)

**21. Gender**

- Male
- Female
- Prefer not to say

**22. Age group**

- |   |                               |
|---|-------------------------------|
| <input type="radio"/> Under 16          | <input type="radio"/> 45 - 54 |
| <input type="radio"/> 16 - 24           | <input type="radio"/> 55 - 64 |
| <input type="radio"/> 25 - 34           | <input type="radio"/> 65 - 74 |
| <input type="radio"/> 35 - 44           | <input type="radio"/> 75+     |
| <input type="radio"/> Prefer not to say |                               |

**23. Post Code**

## About You *continued*

### 24. Ethnicity

- |  |   |
|--|---|
| <input type="radio"/> White Scottish                         | <input type="radio"/> African, African Scottish, African British          |
| <input type="radio"/> White other British                    | <input type="radio"/> Caribbean, Caribbean Scottish or Caribbean Scottish |
| <input type="radio"/> White Eastern European                 | <input type="radio"/> Black, Black Scottish or Black British              |
| <input type="radio"/> Other White                            | <input type="radio"/> Other ethnic group                                  |
| <input type="radio"/> Mixed or multiple ethnic groups        | <input type="radio"/> Prefer not to say                                   |
| <input type="radio"/> Asian, Asian Scottish or Asian British |   |

### 25. Do you have any long-term illness, health problem or disability which affects your daily activities?

- Yes       No       Prefer not to say

### 26. If yes, what type(s) of disability do you have?

- |  |  |
|--|--|
| <input type="radio"/> Visual                       | <input type="radio"/> Hearing                    |
| <input type="radio"/> Learning disability          | <input type="radio"/> Mobility – Wheelchair user |
| <input type="radio"/> Other mobility impairment    | <input type="radio"/> Other physical impairment  |
| <input type="radio"/> Mental health problem        | <input type="radio"/> Long term illness          |
| <input type="radio"/> Other degenerative condition | <input type="radio"/> Prefer not to say          |
| <input type="radio"/> Other, please specify        |  |

### 27. How do you keep yourself healthy and well? (*tick all that apply*)

- |   |   |
|---|---|
| <input type="radio"/> Regular physical activity               | <input type="radio"/> Good heating and ventilation in my home |
| <input type="radio"/> A balanced diet                         | <input type="radio"/> None of the above                       |
| <input type="radio"/> Access to amenities in my local area    | <input type="radio"/> Other ( <i>please specify</i> )         |
| <input type="radio"/> Regular contact with family and friends |   |

### 28. Which of the following best describes you?

- |                                     |   |
|-------------------------------------|---|
| <input type="radio"/> Employed      | <input type="radio"/> Not currently working |
| <input type="radio"/> Self-employed | <input type="radio"/> Looking for work      |
| <input type="radio"/> Volunteering  | <input type="radio"/> Unable to work        |
| <input type="radio"/> Retired       | <input type="radio"/> Prefer not to say     |

Other (*please specify*)

## Further Consultation

**29. Would you be interested in possibly taking part in other Age Friendly Glasgow consultation activity (i.e. events, focus groups etc)**

- Yes  
 No

**30. If yes, please give details**

Name	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
Postcode	<input type="text"/>
Phone number	<input type="text"/>
Email	<input type="text"/>

## Thank You

Thank you for taking the time to participate in this survey. We will use this information, along with other research, to inform our Age Friendly Glasgow Strategy and Action Plan.

Please return your survey to:

**FREEPOST NAT 2359**  
Strategic Policy and Planning  
Glasgow City Council  
City Chambers  
George Square  
Glasgow  
G2 1DU