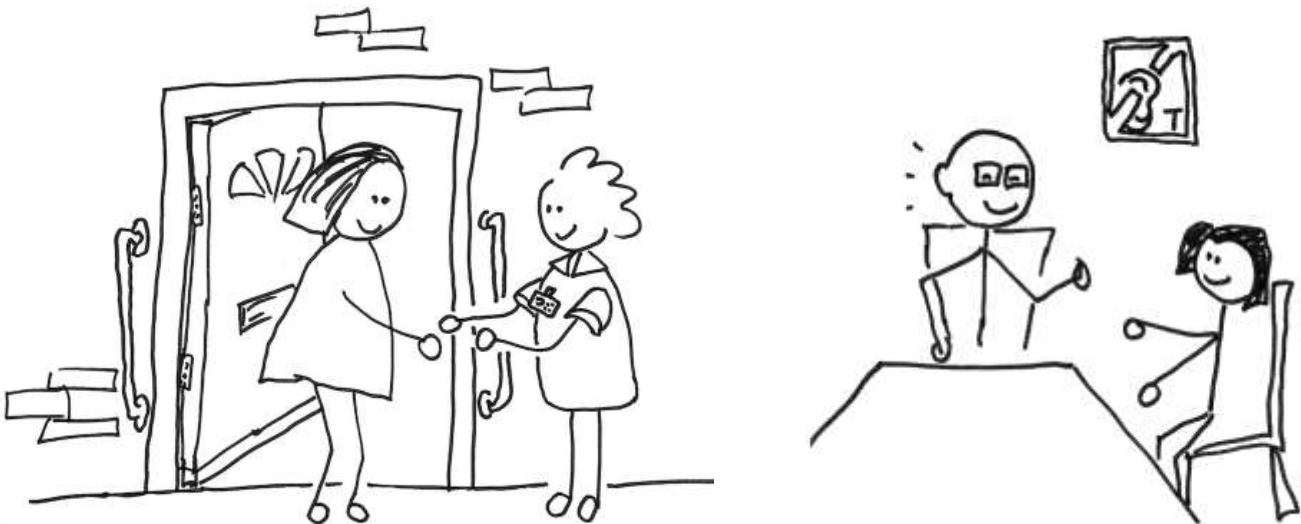




**OLDER LONDONERS AND THE LONDON PLAN:
LOOKING TO 2050**

**A REPORT FOR THE GREATER LONDON AUTHORITY
2016**



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The views contained in this document remain the views of the consultants, and do not represent the views or policies of the GLA.

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INTRODUCTION

Three Dragons, Mead Solutions and Celandine Strategic Housing were commissioned to carry out this study for the Greater London Authority (GLA) in 2015 with a view to providing a ‘think piece’ on older persons’ issues in relation to spatial planning in London, the results of which could feed into the full review of the London Plan for the period up to 2050.

The research was to *“provide an understanding of the range of implications, both positive and negative, of London’s ageing population, including the economic and social implications, as well as housing, health and social care, environment and transport.*

It will also identify how the London Plan can support older Londoners. It will evaluate published research, stakeholder views and available data to develop a view of this future population and the possible options for policy. The study will be a key input to a wider policy development process including boroughs, developers and other stakeholders”.

The study was based on a comprehensive literature and data review, including analysis of all London Borough Local Plans and Supplementary Planning Documents (SPDs). This was supplemented by consultation with local authorities, stakeholders and representatives of older Londoners through workshops and a survey. We have used this information to make recommendations about how the Spatial Planning System could make life more rewarding for older Londoners and have prepared a series of case studies which seek to give these rather dry recommendations a human face (see Chapter 4).

We have drawn heavily on two earlier publications commissioned by the GLA: these are “The economic contribution of older Londoners” and “an Age Friendly City: how far has London come?” We commend the GLA for the enthusiasm with which it has integrated issues faced by older Londoners into all aspects of policy making. There is much more still to be done but the enthusiasm and commitment of the GLA team is not in doubt.

Because Spatial Planning alone cannot guarantee quality of life we have strayed beyond our brief and also commented on issues such as access to and paying for care which we believe will be of great importance to older Londoners.

We also ask what is the wider role of the GLA in meeting the needs of older Londoners? The Freedom Pass is one example where a GLA policy initiative has had a major impact on older Londoners’ quality of life. We were struck by the complexity of issues facing Londoners as they age and the perceived difficulty in getting reliable independent advice. Our stakeholders saw a strong potential role for the GLA as an information provider and we make recommendations about where the GLA should advise, signpost enquirers to services offered by others and give consideration to becoming a service provider.

EXECUTIVE SUMMARY

Older Londoners are the fastest growing population group in London. By 2041 there will be more than 1.65m people aged 65 and over – 16% of the total population of London. Older Londoners are not a homogenous group and these needs to be acknowledged when developing policies to meet the needs of older people.

Through paid work, caring and volunteering older Londoners already contribute around £9bn to economic activity in the capital. Employment and self-employment are likely to become more significant as more older Londoners work into their sixties and seventies. An increase in paid employment among older Londoners would have a significant impact on their spending power and it is not unreasonable to expect their overall contribution to London's economy to more than double by 2050 – to around £20 bn (in today's prices).

Many older Londoners will be juggling work and caring responsibilities and flexible employment patterns will be important if they are to maximise their contribution to economic activity and social welfare. Volunteering is also an important source of personal satisfaction and a practical contribution to society and the GLA should take steps to encourage volunteering among older Londoners.

Older households in London are among the wealthiest in the country. Although it should not be forgotten that many older Londoners live in poverty. They are also likely to be home owners, there are no published forecasts about tenure by age for the period to 2050. Looking at current tenure patterns, 2011 Census data shows that home ownership is the predominant tenure among households aged 50 and over, with more than 60% of households being home owners. A household aged 50 in 2011 will be aged 80 in 2041 (the end of the next London Plan period). It therefore seems likely that for most of the London Plan period home ownership will be the predominant tenure among older households. By the end of the Plan period those who are 80 and over will continue to be predominantly home owners but if present tenure patterns continue there will be a growing minority of younger older households (aged 65-79) who will be either private or affordable renters.

Older people who have retired or work part time also have more leisure time and more flexibility about when to take it than younger, working people. Nationally the older consumer market is forecast to grow by 81% from 2005 to 2030 compared with 7% growth in the market among 18-59 year olds¹. Similar trends can be expected in London. A recent discussion paper by the RIBA "Silver Linings: the active third age and the city" suggests that prosperous, time-rich older Londoners could make a significant contribution to regenerating London's high streets.

It seems likely that older Londoners will encompass the very rich and the very poor but that most older Londoners will fall somewhere between the two extremes and will have some assets but possibly not enough to maintain quality of life and pay for care and support should they have an extended period of frailty at the end of life. Management of personal assets will therefore be extremely important to older Londoners. This is an area which is

¹ "Silver Linings: the active third age and the city" RIBA 2015

fraught with uncertainty with little consumer confidence in those products (be they annuities, investment vehicles or equity loan schemes) which are currently available.

If older Londoners are to make prudent use of their assets and have sufficient confidence to make use of assets to pay for care (for instance through equity loans secured against property) they will need to have access to products they can trust. This is not the case at present and it may be that the Mayor will need to consider whether there is a role for the GLA either in providing a signposting and advice service about products currently available or extending the role of the London Housing Bank to include offering a savings and loan service to older Londoners.

Sight and hearing loss are the two main conditions affecting the health and wellbeing of older people, each impacting on more than 600,000 older Londoners. Sight loss which cannot be corrected with spectacles affects 20% of people aged 75 and over and 50% of people aged 90 and over. Hearing loss is the most common health problem which affects older Londoners. 40% of people aged 50 and over have some form of hearing loss and this rises to 70% of people aged 70 and over.

Whilst the technology to correct sight loss is very good, that to address hearing loss is much less well advanced and requires improved understanding by both users and people communicating with them. Two-fifths of people who have retired early report that this was due to problems with hearing loss. The London Plan (through the Accessible London Supplementary Planning Guidance) already seeks to encourage support for people with hearing loss in some circumstances (notably hotels) but more could be done to make this a routine part of building design and maintenance.

After hearing loss, the single most frequently occurring problem for older people is falling, with around 260,000 older Londoners expected to fall in 2015. Injuries acquired through falling are a major cause of hospital admission among older people and can lead to reduced independence and mobility arising from loss of confidence and incomplete recovery. Sensitive spatial planning can do much to reduce the risk of falls.

Dementia currently affects around 70,000 older Londoners, most of whom will be living in the community, albeit needing access to support.

The average course of dementia is 10 years and at any one time about 60% of people living with dementia will be living in the community though potentially in need of increasing levels of care and support. The remaining 40% are likely to require some form of care home accommodation. London currently does not have enough care homes to meet existing need and this position will worsen if local plans do not encourage provision of care homes to meet the need identified in the London Plan.

London is a vibrant place in which to grow old and ability to move about the City and access transport is important to older Londoners. A recent survey of older Londoners carried out by the GLA as part of the Age Friendly London research found that transport was the most cited item, with older Londoners praising the extension of the Freedom Pass, improved

accessibility of rail and underground stations, pedestrian crossing countdowns and more courteous and helpful bus driver behaviour.²

There was however room for improvement with many pedestrian crossings still allowing too little time for older persons to cross safely, too much parking on pavements and broken or uneven pavements. More work needs to be done to improve accessibility of those rail and tube stations which have not yet been modified and those stations and transport hubs which have not yet taken steps to make help available to frail, confused or disoriented travellers need to put measures in place to do so.

Older Londoners also attach considerable importance to provision of public toilets and seating in public places. These are important not just for people travelling long distances across the capital but also to help older Londoners access and enjoy their local High Street or park and to attract tourists from abroad or elsewhere in the UK.

Persons with mobility problems are increasingly likely to make use of mobility scooters. And London's transport and planning authorities need to make provision for increasing numbers of mobility scooter users of all ages when planning infrastructure developments (including roads, shopping centres and transport networks).

Climate change is forecast to lead to more extreme weather conditions by 2050 with likely more frequent periods of extreme hot weather. Older people suffer more from extremes of temperature than do younger people and this will affect people both at home and at work and when travelling around the City. Older people (and other groups including menopausal women) are particularly likely to benefit from the ability to control the temperature of their working and living environments and new developments should be planned with this in mind.

Older Londoners and Local Plans

The World Health Organisation (WHO) has provided a Checklist of Essential Features of Age-friendly Cities. We have focussed on 5 key themes of particular relevance to planning. These themes are Housing, Outdoor Spaces and Buildings, Transportation and Community, Communication and Information, and Community and Health/Social Services

The main focus of older persons' policies for all London boroughs is on housing. Most boroughs seek to provide housing for older people. However only 6 Boroughs – Camden, Harrow, Hillingdon, Islington, Merton and Tower Hamlets have policies that specifically address older people's housing need. The remaining boroughs that refer to older persons' housing do so in the context of wider housing choice or group their housing needs together with other vulnerable groups such as those with mental health issues.

10 London Boroughs have local plan policies dealing with community and health/ social services which refer specifically to the needs of older people. There are fewer older persons' policies relating to the built environment. 6 boroughs – Barking and Dagenham, Enfield, Havering, Lewisham, Merton and Richmond, require good urban design to meet the needs of older people, 2 Boroughs - Lewisham and City of London - have policies dealing

² "An Age Friendly City – How far has London Come?", Anthea Tinker and Jay Ginn, Kings College London, 2015

with provision of public conveniences. Only 3 Boroughs – Enfield, Haringey and Redbridge – have transport policies relating to older people. We did not find any London Boroughs with planning policies which seek to address difficulties in communication which affect people suffering from loss of sight or hearing.

It was apparent from our stakeholder workshops that this paucity of specific policies was not due to lack of interest among local authority planners, although a number of contributors referred to the importance of achieving a coherent approach across the range of local authority strategies and to the pivotal role of elected members in giving priority to the needs of Older Londoners.

The GLA has recently provided substantial additional information to London Boroughs in Further Alterations to the London Plan 2015 (FALP), Minor Alterations to the London Plan 2016 (MALP), Accessible London Supplementary Planning Guidance (SPG), the Social Infrastructure SPG and the Housing SPG, all of which provide information which is relevant to the needs of older Londoners. At the time of our survey most London Boroughs had not had time to put these into action and this could usefully be kept under review.

We also looked at the Key Performance Indicators (KPIs) used in the GLA Annual Monitoring Report and found very few which addressed the specific needs of older people. It will be essential for the GLA to revisit the KPIs and identify new indicators which are relevant to older age groups.

RECOMMENDATIONS

Working Older Londoners

- There will be more older workers wanting and expecting to work in London. They could be supported by ensuring that transport options take account of factors like reduced visual acuity, impaired hearing and reduced mobility and that work environments are able to respond to the needs of older workers.

Older Londoners as Carers

- Many carers report difficulties in travelling on foot or by public transport with the person they care for. Travel is important for leisure, social activities and for the ability to attend hospital visits.

Older Londoners as Volunteers

- Volunteers and the older people they befriend benefit from age-friendly neighbourhoods with plenty of seats and public toilets, convenient car parking for disabled people and good access to public transport.

Paying for Care

- The GLA and the London Boroughs should consider providing care workers with an element of priority access to affordable housing and (to enable them to do their jobs) free travel across London.

- Care workers in London should have access to proper training. They are now required to receive at least the National Living Wage. Ideally their salaries should be comparable with the starting salary for teachers.

Sight and Hearing Loss

There is much that can be done to provide an environment which supports the needs of people with sight or hearing loss and recognises the ongoing contribution which they can make to society and the economy.

- Shops, theatres, cinemas, hotels and workplaces should be required to install and maintain hearing loops. At present this requirement only applies to hotels (see Accessible London Supplementary Planning Guidance (SPG)).
- Reduction of background noise can make life easier for people with hearing loss and buildings should be designed and furnished so as to minimise reverberation.
- People with either sight or hearing loss benefit if both audible and visual clues are provided to aid journeys by public transport and navigation of public spaces.
- Care needs to be taken in ensuring that changes to improve physical access do not disadvantage people with sight loss. For example shared space developments where kerbs are removed from roads and replaced with level or sloping surfaces delineated mainly by visual clues could reduce the safety of people with sight loss.

Falls

- More should be done to provide a safe environment within the home and workplace and in public places
- Provision of attractive public spaces can also encourage older people to take or resume regular exercise to maintain flexibility and muscle strength.
- All new build homes should be required to meet Building Regulations Part M category 2 or 3 as proposed in the Minor Alterations to the London Plan 2015.

Dementia

- London Boroughs should use their planning powers to facilitate provision of additional care homes with a focus on dementia and should take active steps to meet the need set out in the 2015 London Plan
- Provision of care homes for people living with dementia should be monitored through the London Plan Annual Monitoring Report and progress measured against stated targets.

Obesity

- Local Plans should put in place measures to encourage healthy lifestyles including provision and maintenance of attractive public spaces such as parks and green spaces and include support for walking and cycling and reduction of fast food outlets.

Moving about the Capital

- Local Plans should seek to encourage the provision of public toilets, including the use of schemes where businesses allow non customers to use their toilets, and should seek to encourage additional seating in public places and at transport interchanges.
- Storage and charging of mobility scooters requires space within the home environment. This factor should be taken into account when reviewing carparking and residential space standards.
- Consideration should be given to whether the London Plan should set space standards to accommodate scooter storage within specialist older persons housing schemes.

Effects of Climate Change

- Older people are particularly likely to benefit from the ability to control the temperature of their working and living environment and new developments should be planned with this in mind.
- Section 5 of the London Plan and supporting SPGs provide guidance on climate change and how new developments and the built environment should be modified to respond to climate change

Co-ordinating Responses to an Ageing Population

The Mayor should consider whether:

- there is a role for the GLA in providing or commissioning a signposting and advice service about products currently available to meet older people's needs
- and, more radically, whether the role of the London Housing Bank should be extended to include offering a savings and loan service to older Londoners.

Action for London boroughs

Housing

If they have not already done so boroughs should:

- Adopt the London Plan benchmark requirements for specialist accommodation for older people;
- Provide clear definition of the different types of specialist accommodation for older people within local plans;
- The importance of accessibility for older people, in terms of both location and the physical layout of properties, should be included in policies;

Built Environment

Borough policies on the built environment need to be much more specific in terms of meeting the needs of older people. If they have not already done so boroughs should address the following three issues should be specifically addressed in new local plans:

- Pedestrian and scooter accessibility including more pedestrianised areas/ wider pavements
- More seating in public spaces
- More public conveniences.

Transportation

The majority of boroughs' transport policies do not specifically address the needs of older people. As such, it is recommended that the following three issues are included in future transport policies:

- Adequate parking spaces and/ or drop off areas in residential and other developments, especially for car-free developments;
- Improvements to transport accessibility
- Scooter parking and charging points

Communication and Information

- Both the London Plan and the Local Plans of individual London Boroughs should include policies which enable persons with sight or hearing loss to remain socially and economically active. There is a particular need for improved guidance from the GLA in relation to hearing loss.

Community and Social Facilities

The WHO checklist refers to a number of recommendations requiring an adequate number of social and community facilities located accessibly. The Age Friendly London Survey identifies a need for more community/day centres (services provided in such centres) along with more affordable activities. London boroughs should:

- Work with health commissioners to identify suitable opportunities for providing new or upgraded GP practice premises to replace services in locations or premises that do not meet modern requirements in terms of access, space and facilities.
- Identify opportunities to co locate health and community services that older people use regularly when areas are being redeveloped. For example GP practice services, social work, community health services (falls, podiatry, diagnostics, dialysis, dental) pharmacy, opticians and information/advice hubs.
- Ensure that accessible venues with flexible space are widely distributed throughout localities by supporting the development of new venues in under-served areas.

Monitoring

Both the GLA and the London boroughs should ensure that key monitoring indicators include those of specialist relevance to older people. In particular the GLA should amend the following Key Performance Indicators (KPIs):

KPI 4 - Increase the supply of new homes; does look at Wheelchair Housing and Lifetime Homes provision but does not monitor by type of housing or look at specialist provision for older persons and compare performance against target. This additional information should be added to the KPI.

KPI 6 - Reduction in health inequalities focuses on life expectancy but does not address quality of life or period of healthy years.

KPI 7 - Sustaining economic activity is only interested in Londoners of working age, a concept which is now outdated following recent reforms to pension age and employment legislation. It also makes no attempt to measure voluntary or informal activity. This KPI is in urgent need of revision.

KPI 11 - Increased employment opportunities for those suffering from disadvantage in the employment market does not address issues concerning older Londoners who are excluded from participation in the labour market and this KPI, taken together with KPI 7 should be urgently revised to ensure that the London Plan seeks to measure the proportion of older Londoners who are economically active and to take steps to ensure that this rises from its present 11% to the 17% achieved by international comparators such as Stockholm.³

KPI 12 - Improving the provision of social infrastructure and related services takes as its target to reduce average class sizes in primary schools. This target is valid but irrelevant to older persons. This KPI should be amended to include information on the supply and accessibility of community facilities. We recommend a policy requirement that accessible venues with flexible space that can be used by all age groups for community activities are widely distributed across the LA area and a monitoring target that all residents live within a 10 minute bus ride of an accessible community venue.

The GLA and the boroughs – working together for older people

Much more needs to be done to ensure that the GLA's aspirations feed through into Local Plans at borough level. Possible ways to do this could include

- Awareness raising with local plan teams to understand the reasons why older people are good for their local economy and community and how spatial planning can help them to remain active for longer
- Setting up improved dialogue at local level between the boroughs and their local older people's groups, with a particular focus on spatial planning issues

³ "The Economic Contribution of Older Londoners" GLA Economics: Alasdair Barrett July 2013

CHAPTER 1 – OLDER LONDONERS IN 2050: WHAT THE NUMBERS TELL US

1.1 Population and Households

Although London is still a young city, older Londoners are the fastest growing population group **and by 2041⁴ there will be more than 1.6m people aged 65 and over⁵.**

Most older people, including those aged 85 and over, will continue to live in households containing two or more people – mainly couples and families with adult children. But by 2041 there are also 532,000 single person older households aged 65 and over⁶

Looking more specifically at the oldest old (households aged 75 and over) the number of older person households (aged 75 and over) is forecast to double between 2011 and 2041:

- middle aged households (aged 45-74) will increase by 61%
- younger households (aged 15-44) will decrease by 0.6%⁷

1.1.1 Housing Tenure

There are no published forecasts about tenure by age for the period to 2050. Looking at current tenure patterns, 2011 Census data shows that home ownership is the predominant tenure among households aged 50 and over, with more than 60% of households being home owners. Home ownership is lower among households aged 35-49 (49%) and even lower among households aged 25-44 (29%).⁸

A household aged 50 in 2011 will be aged 80 in 2041. It therefore seems likely that **for most of the current and next London Plan period home ownership will be the predominant tenure among older households.** By the end of the Plan period the very elderly (80 and over) will continue

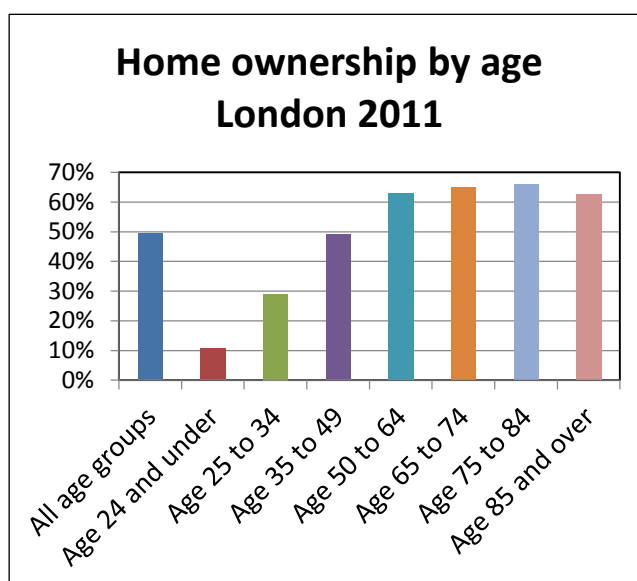


Chart 1.1 Home Ownership by Age of head of household: London 2011

⁴ Although our brief required us to look to 2050 published household, population projections are only available to 2041 and POPPI health projections to 2036. The current London Plan runs to 2036, the next one will run to 2041

⁵ GLA 2014 trend-based population projections (long-term migration scenario).

⁶ ibid

⁷ ibid

⁸ Tenure by Ethnic Group by Age <http://www.nomisweb.co.uk/census/2011/dc4201ew>
ONS Census 2011

to be predominantly home owners but there will be increasing numbers of younger older households (aged 65-79)

who will be either private or affordable renters (although the Housing and Planning Bill 2015 proposals to support home ownership may impact on tenure).

Tenure has implications both for need to go on working (home owners have lower housing costs and therefore more flexibility about when to retire) and ability to pay for care and support services (home owners can make use of equity in their property to help fund care and support).

1.1.2 Accessibility of London's housing stock

There is limited information available on whether older Londoners are living in suitably accessible accommodation. The London Plan has included requirements to deliver Lifetime homes and wheelchair accessible homes since 2004. This has recently been updated to reflect that Government has introduced new 'optional' accessibility standards into Part M of the Building Regulations⁹. However 85% of London's housing stock was built before the concept of Lifetime Homes was developed in 1992 and 90% of London's housing stock was built before Lifetime Homes standards were introduced in the 2004 London Plan¹⁰ suggesting much of London's existing stock will not be suitable for people with mobility issues.

1.1.3 Under-occupancy

Older person households are more likely to under-occupy housing than their younger counterparts. 54% of older home owners in London and 16% of older renters are under-occupying by 2 or more bedrooms.¹¹

1.2 Working Older Londoners

Older Londoners make a valuable contribution to London's social and economic capital. 11% of Londoners aged 65 and over are currently either employed or self-employed and this proportion is expected to increase as the state pension age rises.

Older Londoners are already more likely to be in work than older people in the rest of England. London's employment rate of those aged above 65 is the second highest of all the

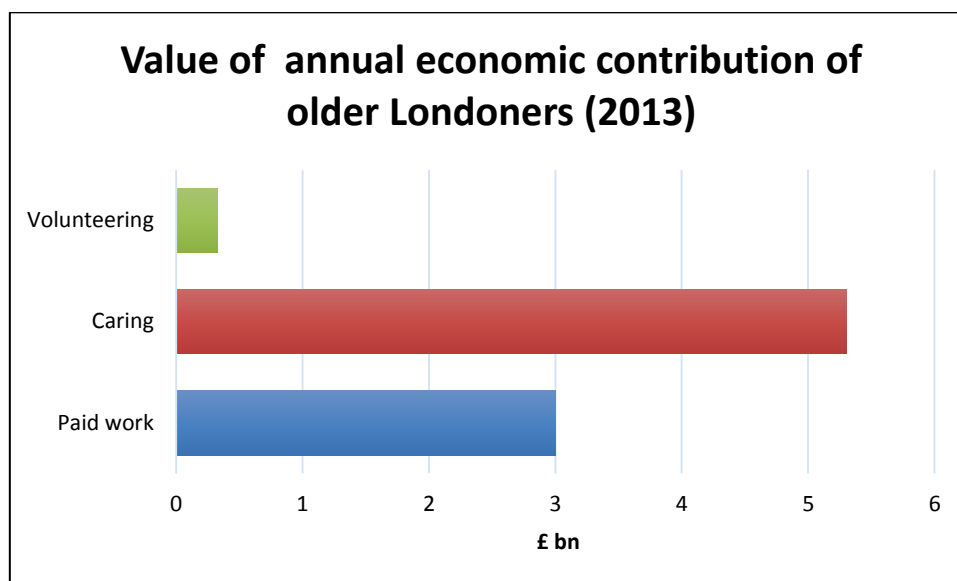
⁹ See The Minor Alterations to the London Plan 2016 and the Mayor's Housing Supplementary Planning Guidance 2016.

¹⁰ *ibid*

¹¹ Census age-by-occupancy-rating-bedrooms-by-tenure-national-to-regions ONS created 24/2/14 based on 2011 census

regions but lags behind competitor cities such as Stockholm where 17% of older people are in paid work.¹²

Chart 1.2 Annual economic contribution of older Londoners 2013



The paid work of older Londoners (aged 65 and over) contributes an estimated £3bn per year to the capital.¹³

Given that the population of older Londoners aged 65-74 (those older Londoners most likely to be working) is expected to increase by 66% by 2041¹⁴, if the employment rate for this age group could increase to 17% comparable with their Swedish equivalents, **they could add £7bn per year to London's Gross Value Added.**

“A New Vision for Older Workers, Retain, Retrain, Recruit”¹⁵ shows the benefits to the whole economy and to employment levels if people stay in work later in life. The report also shows **about half of respondents to a survey wanting to still be working between the age of 65 and 70, preferably part time.**

In order to continue working beyond traditional retirement age some workers may need to re-train or up-skill to take up different roles or to use new technology. This will require a change of attitude on the part of employers.

Under the requirements of the Disability Discrimination Act 2005 and the Equality Act 2010 employers are required to adapt the workplace to meet the needs of staff members with disabilities. This will include older Londoners who are affected by disability as they age.

¹² “The Economic Contribution of Older Londoners” GLA Economics: Alasdair Barrett July 2013

¹³ ibid

¹⁴ GLA 2014 trend based Population Projections (long term migration scenario)

¹⁵ “A New Vision for Older Workers: Retain, Retrain, Recruit” Report to Government by Dr Ros Altmann CBE March 2015

Implications for spatial planning

- There will be more older workers wanting and expecting to work in London. They could be supported by ensuring that transport options take account of factors like reduced visual acuity, impaired hearing and reduced mobility and that work environments are able to respond to the needs of older workers.

1.3 Older Londoners as Carers

The largest group of carers for older people are their spouses and partners.

Provision of informal care peaks in the decade from 65-74: 20% of older Londoners aged 65-74 are providing informal care. 87% of informal care offered by older Londoners is provided to family members, with only 13% offered to a friend, neighbour or other person.¹⁶

The Economic Contribution of Older Londoners¹⁷ puts the value of care provided by older Londoners aged 55 and above at £4.7bn. Taking into account a further £0.6bn of grandparental care¹⁸ provided by older Londoners the **total economic contribution of care provided by older Londoners is £5.3 bn per year.**

Many carers feel compelled to give up paid employment prematurely to provide care, with damaging consequences for their income and social integration.

- Greater flexibility in working hours, location and leave could enable more older workers to stay in work for longer including the large numbers who take on caring responsibilities.

Implications for spatial planning

- Many carers report difficulties in travelling on foot or by public transport with the person they care for. Travel is important for leisure, social activities and for the ability to attend hospital visits.

1.4 Older Londoners as Volunteers

39% of older Londoners aged 65-74 are active as either formal or informal volunteers. This falls to about one-quarter at aged 75 and over. **The total economic contribution made by volunteering by older Londoners is estimated at £330m per annum.**¹⁹

Benefits most valued by older Londoners who volunteer are that they really enjoy it (60%), get satisfaction from seeing the results (58%) and meet people and make friends (46%).²⁰

¹⁶ "The Economic Contribution of Older Londoners" GLA Economics: Alasdair Barrett July 2013

¹⁷ ibid

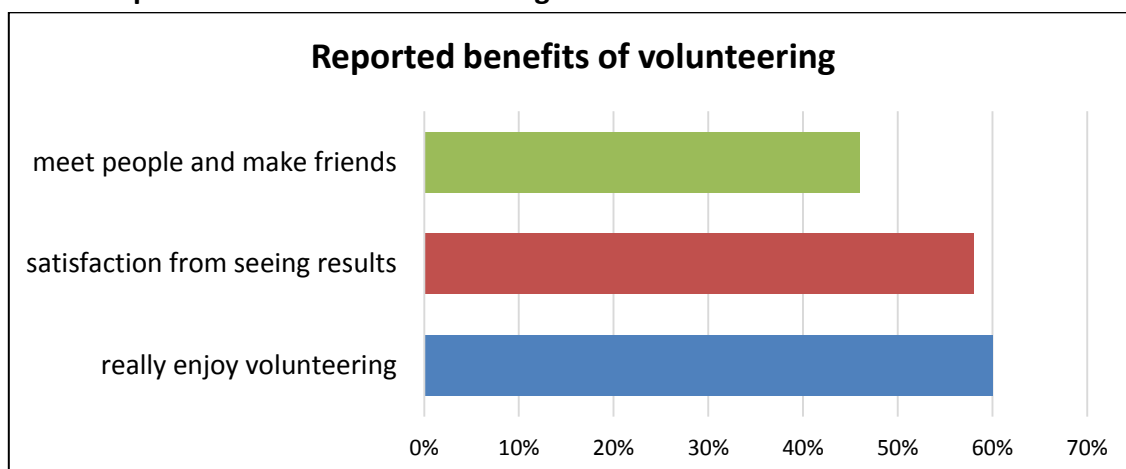
¹⁸ ibid

¹⁹ "The Economic Contribution of Older Londoners" GLA Economics: Alasdair Barrett July 2013

²⁰ Fig 26 Ibid

Older Londoners were enthusiastic about the Freedom Pass which entitles them to travel, off-peak, free of charge to carry out volunteering and leisure pursuits.

Chart 1.3 Reported benefits of volunteering



There is scope for older Londoners to become more involved in a range of volunteering activities including befriending the growing number of very old people. Ways to encourage volunteering include:

- Providing readily accessible information in digital and non-digital form about opportunities for volunteering.
- Recognising the contribution made by volunteers through certificates, events or “Hall of Fame” records. Team London already does this for younger Londoners providing a volunteering CV and an Awards system.

Implications for spatial planning

Volunteers and the older people they befriend benefit from age-friendly neighbourhoods with plenty of seats and public toilets, convenient car parking for disabled people and good access to public transport.

1.5 Older Tourists

There were 750,000 older visitors (aged 65 and over) to London in 2012-13.²¹

Older and disabled people from all over the UK, Europe and North America are travelling more. The UK Travel Survey proved that disabled people and their families spent more than £ 1.8 billion on UK travel in 2009.²² GLA guidance in “Accessible London” seeks to ensure that London’s hotels are responsive to the needs of older tourists. More could be done to ensure that transport and visitor attractions are accessible for older customers and that they feel safe there. The issue of steep steps and lack of handrails in London cinemas and theatres was highlighted at the stakeholder workshop.

²¹ “London Tourism Report 2012-13” London & Partners

²² “Accessible London: Achieving an Inclusive Environment” Supplementary Planning Guidance GLA October 2014

1.6 Older Londoners at Consumers

Some older households in London are among the wealthiest in the country. ONS data on wealth shows that individuals aged 45-64 and 65 and over are more likely to live in households where total household wealth exceeds £500,000 than individuals aged 44 and under. Older people who have retired or work part time also have more leisure time and more flexibility about when to take it than younger, working people. Nationally the older consumer market is forecast to grow by 81% from 2005 to 2030 compared with 7% growth in the market among 18-59 year olds²³. A recent discussion paper by the RIBA “Silver Linings: the active third age and the city”²⁴ suggests that prosperous time-rich older Londoners could make a significant contribution to regenerating London’s high streets.

Through paid work, caring and volunteering older Londoners already contribute around £9bn to economic activity in the capital. Employment and self-employment are likely to become more significant as more older Londoners work into their sixties and seventies. An increase in paid employment among older Londoners would have a significant impact on their spending power and it is not unreasonable to expect that their overall contribution to London’s economy to more than double by 2050- to around £20 bn (in today’s prices).

However some older Londoners are likely to face tensions between working, volunteering and providing informal care. Greater acceptance of part time work will be required and so too will more mechanisms for sharing the tasks of formal and informal care. This in turn means recognising that family members, particularly primary carers, cannot work and carry out the bulk of care unaided and more use will need to be made of volunteers and paid support.

Third Agers and the High Street

After struggling economically for decades, ceding ground first to out of town offers and then to online retail the social purpose of the High Street was significantly undermined. However intrinsic urban characteristics remained that allowed the active Third Age to lead a revival: central locations at the heart of traditional communities and a comparatively varied and characterful urban framework able to host a mix of uses and frame public life.

Third Agers could invigorate our High Streets and shift the balance back towards diverse, prosperous and active hubs for inter-generational communities.

RIBA Silver Linings p23

1.7 Wealth, Poverty and Ability to Pay for Care

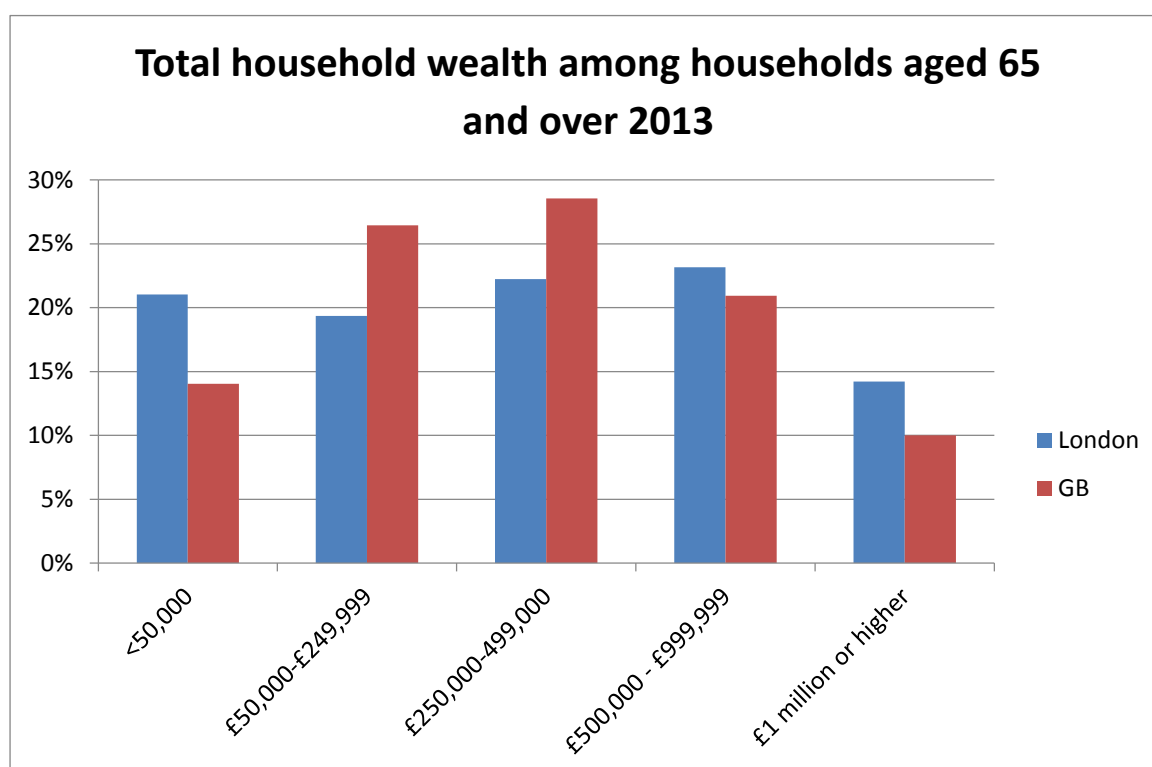
London has greater extremes of wealth and poverty than the national average. Among households aged 65 and over London has higher proportions of households with total assets

²³ “Silver Linings: the active third age and the city” RIBA 2015

²⁴ Ibid

of £500,000 or more (37% compared with a national average of 31%) and those with assets of less than £50,000) 21% compared with a national average of 14%)²⁵.

Chart 1.4 Total Household Wealth among Households aged 65 and over 2013



At the time of writing changes to the system for funding eligible social care needs have been put on hold. However, on the assumption that social care will continue to be means tested in some form, it is reasonable to assume that future funding policy will have four features:

- Only those people who pass a threshold in terms of **level of need** will be **eligible** to request financial assistance with care costs.
- Means testing of assets will determine the contribution that eligible individuals will make to their care costs. The market value of a person’s home will be taken into account if their needs are such that they have to move out of their home into residential accommodation.
- There will be a ceiling on the amount that an eligible individual with assets pays in their lifetime for care costs but this will be set at a level that many people will never reach.
- Financial assistance will be directed at care and support with public funds for other costs such as adapting housing, private transport, cleaning or gardening limited or non-existent.

The squeeze on social care funding is likely to continue with consequences for the range and quality of publicly commissioned and funded services. This is likely to accelerate demand for more flexible, consumer responsive services. Larger numbers of people will seek ways to

²⁵ Total Household Wealth by Region and Age Group ONS : 04 June 2013

fund their own care or use direct payments from public funds to create their own support system.

We can expect to see an increase in the number, range and quality of care providers. A broad range of accredited suppliers is likely to develop which could include sports centres, social clubs, taxi services, cafes and restaurants, gardeners, care and cleaning companies. The distinction between personal care, performance of household tasks and provision of social support may well have broken down as people look to a single agency to provide a range of services.

It looks as if, regardless of tenure, the Mayor will need to assume that older Londoners will encompass the very rich and the very poor but that most older Londoners will fall somewhere between the two extremes and will have some assets but possibly not enough to maintain quality of life and pay for care and support should they have an extended period of frailty at the end of life.

Management of personal assets will therefore be extremely important to older Londoners. This is an area which is fraught with uncertainty with little consumer confidence in those products (be they annuities, investment vehicles or equity loan schemes) which are currently available.

If older Londoners are to make prudent use of their assets and have sufficient confidence to make use of assets to pay for care (for instance through equity loans secured against property) they will need to have access to products they can trust. This is not the case at present and it may be that **the Mayor will need to consider whether there is a role for the GLA either in providing a signposting and advice service about products currently available or extending the role of the London Housing Bank to include offering a savings and loan service to older Londoners.**

Upgrading formal and informal care

London is already heavily dependent on care workers to provide formal care for older Londoners. Generally paid the minimum wage and provided through an impersonal bureaucratic structure, even talented and dedicated care workers cannot currently provide a quality service. Nor can care workers afford to live near clients who often require them at anti-social hours. If frail older Londoners are to be able to remain in their own homes this situation will need to change.

Providing a quality care service will not come cheap. Since the July 2015 Budget announcement that a national living wage is to replace the minimum wage, widespread concern has been expressed by service providers about the affordability of care. Older Londoners will need to accept that good quality home based care from known carers with whom they have a personal relationship will cost a higher hourly rate than currently. Those who need only a small amount of help may wish to consider the various options currently available such as sharing their own home with an unpaid informal carer (eg Homeshare see below).

Shared Lives: Homeshare

Homeshare matches up someone who needs a small amount of help to continue living independently with someone in housing need who can offer support or companionship. Usually no rent is charged but household bills are shared and the homesharer will help out round the house by cooking meals, running errands, shopping trips and providing company.

Homeshare schemes are running with support from the London Boroughs of Bromley, Ealing, Hackney, Haringey, Lewisham, Merton, Newham, Richmond, Tower Hamlets and Waltham Forest.

<http://sharedlivesplus.org.uk/about-shared-lives-plus/home-share>

The GLA should give consideration to the following options:

- Providing care workers with an element of priority access to affordable housing and (to enable them to do their jobs) free travel across London.
- Ensuring that care workers in London have access to proper training and receive at least the National Living Wage. Ideally their salaries should be comparable with the starting salary for teachers.

1.8 Health and Wellbeing

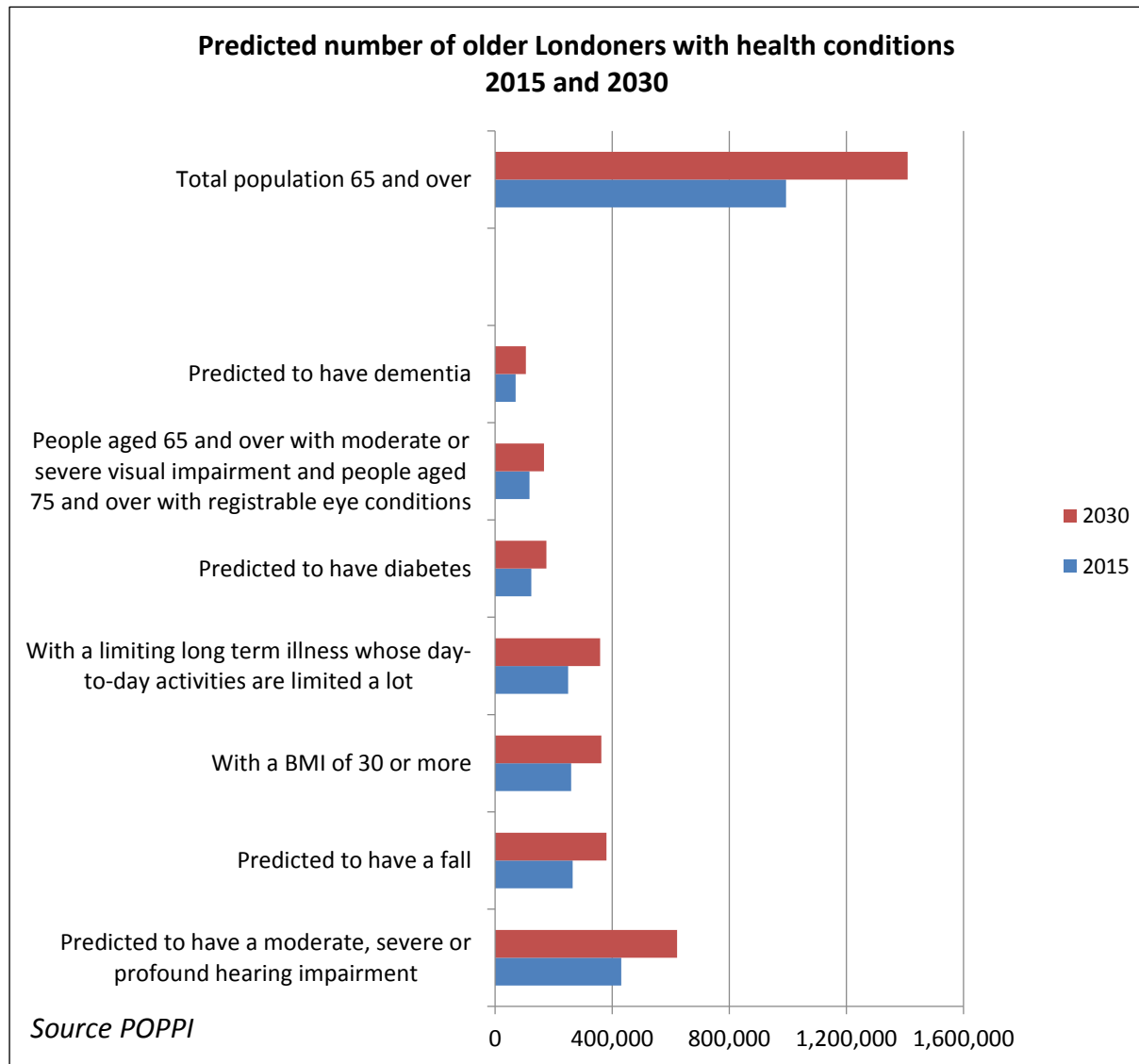
In this section of our report we draw primarily on data from Projecting Older People Population Information (POPPI) which is a national dataset available at borough and regional level. POPPI take national prevalence rate by age for specified disabilities and illnesses and provides forecasts of number of people suffering from individual ailments or disabilities up to 2030. It is free to local authorities and other public sector users. Private sector users may have to pay for access.

1.8.1 Sight and Hearing Loss

Sight and hearing loss are the two main conditions affecting the health and wellbeing of older people, each impacting on more than 600,000 older Londoners. Sight loss which cannot be corrected with spectacles affects 20% of people aged 75 and over and 50% of

people aged 90 and over.²⁶ Hearing loss is the most common health problem which affects older Londoners. 40% of people aged 50 and over have some form of hearing loss and this rises to 70% of people aged 70 and over.²⁷

Chart 1.5: Health of Older Londoners (Source: *Projecting Older People Population Information (POPPI)*)



Two-fifths of people who have retired early report that this was due to problems with hearing loss.²⁸ Whilst the technology to correct sight loss is very good, that to address hearing loss is much less well advanced and requires improved understanding by both users and people communicating with them.

Employers have a particular responsibility to ensure that staff who are losing their hearing can continue to function effectively and businesses which make provision for those who are

²⁶ POPPI accessed 2015

²⁷ *ibid*

²⁸ "Access to Work" Policy Statement RNID 2014

hard of hearing (such as loops or subtitles) can expect that this should more than pay for itself in increased custom.²⁹

Provision for people with hearing loss in public places and workplaces is still relatively poor. In 2010, a national accessibility survey of 1,518 retail outlets discovered that 62% of businesses had no loops and of those that had loops, 38% were either not working, switched off or not signed.³⁰

Use of Hearing Loops in Eastbourne

In 2012 Hearing Link Eastbourne worked with local businesses and media, the council and the audiology service to improve awareness of the benefits of hearing loops and the importance of ensuring they were maintained and worked correctly.

Hearing aid users carried out an audit of hearing loops in the town. Backed by a well thought out media strategy the campaign delivered significant improvement in hearing loop coverage in the town and encourages hearing aid users to make better use of the loop facility in their hearing aid.

Let's Loop Eastbourne, October 2013

Implications for spatial planning

There is much that can be done to provide an environment which supports the needs of people with sight or hearing loss and recognises the ongoing contribution which they can make to society and the economy.

- Shops, theatres, cinemas, hotels and workplaces should be required to install and maintain hearing loops. At present this requirement only applies to hotels (see Accessible London Supplementary Planning Guidance (SPG)).
- Reduction of background noise can make life easier for people with hearing loss and buildings should be designed and furnished so as to minimise reverberation.
- People with either sight or hearing loss benefit if both audible and visual clues are provided to aid journeys by public transport and navigation of public spaces.
- Care needs to be taken in ensuring that changes to improve physical access do not disadvantage people with sight loss. For example shared space developments where kerbs are removed from roads and replaced with level or sloping surfaces delineated mainly by visual clues could reduce the safety of people with sight loss.

²⁹ British Film Council reported in "Access to the Cinema for People with Hearing Loss" Action on Hearing Loss 2014

³⁰ Lets Loop Eastbourne October 2013

1.8.2 Falls

Older people are more at risk of falling with around 260,000 older Londoners expected to fall in 2015³¹. Not all falls are serious enough to warrant hospital admission but they can result in reduce mobility and loss of confidence. Regular exercise can reduce the frequency and severity of falls. People with mobility problems or who have a history of falls may need home adaptations such as stair lifts or accessible bath/shower. Level access into and within properties is also important. Constraints on public finances make it likely that all older Londoners who have more than minimum assets will need to finance home adaptations out of their own resources.

Implications for spatial planning

- More should be done to provide a safe environment within the home and workplace and in public places
- Provision of attractive public spaces can also encourage older people to take or resume regular exercise to maintain flexibility and muscle strength.
- Require all new build homes to meet Part M category 2 or 3 as proposed in the MALP.

1.8.3 Dementia

Estimates vary as to the current prevalence of dementia among older Londoners with figures ranging from 35-70,000 being quoted (Chart 1.6 above uses POPPI data: a figure of 70,000 people in 2013 which includes an estimate of people with undiagnosed dementia). By 2030 the number is likely to have grown to 105,000.³²

The average course of dementia is 10 years and at any one time about 60% of people³³ living with dementia will be living in the community albeit with the need for increasing levels of care and support.

The remaining 40% are likely to require some form of care home accommodation or hospital admission. London currently does not have enough care homes to meet existing need³⁴ and this position will worsen if local plans do not encourage provision of care homes to meet the need requirements set out in the 2015 London Plan.

³¹ POPPI *ibid*

³² POPPI accessed 2015

³³ American research suggests that on average, a person with Alzheimer's disease will spend more years (40 percent of the total number of years with Alzheimer's) in the most severe stage of the disease than in any other stage. Much of this time will be spent in a nursing home, as nursing home admission by age 80 is expected for 75 percent of people with Alzheimer's compared with only 4 percent of the general population. Taken from Arrighi HM, Neumann PJ, Lieberburg IM, Townsend RJ. Lethality of Alzheimer disease and its impact on nursing home placement. *Alzheimer Dis Assoc Disord* 2010;24(1):90–5

³⁴ Para 3.50B Further Alterations to London Plan (FALP) GLA March 2015

Implications for spatial planning

- London Boroughs should use their planning powers to facilitate provision of additional care homes with a focus on dementia and should take active steps to meet the need set out in the 2015 London Plan
- Provision of care homes for people living with dementia should be monitored through the London Plan Annual Monitoring Report and progress measured against stated targets.

1.8.4 Obesity

Obesity is a major risk factor for a range of health problems including Type 2 diabetes and cardio-vascular disease.

Londoners are less obese than residents in any other region in England but across all age groups there are still 20% of Londoners who are obese and a further 38% who are overweight.³⁵

Increasing levels of obesity in middle age have implications for morbidity and life expectancy which can be expected to come into play during the period to 2050. People from deprived areas and some BAME groups are more at risk of obesity. There is also some international evidence to suggest that baby boomers are less fit and take less exercise than previous generations³⁶.

Implications for spatial planning

- Public Health England is leading a campaign to reduce obesity across all age groups. Recommended measures to tackle obesity include support for walking and cycling and reduction of fast food outlets.
- Local Plans should put in place measures to encourage healthy lifestyles including provision and maintenance of attractive public spaces such as parks and green spaces...

1.8.5 Alcohol Use

Use of alcohol is a contributory factor to poor health amongst all age groups. ONS data on drinking habits shows that in 2012 men and women aged 65 and over were more likely to drink frequently (on at least 5 days a week) than other age groups³⁷.

Harm reduction policies in London have tended to focus on younger age groups, the impact of the night time economy and licensing decisions. Research has highlighted that older

³⁵ Obesity Data from Public Health England <http://www.noo.org.uk/visualisation> accessed 23/11/15 - Adjusted prevalence of underweight, healthy weight, overweight, and obesity among adults in England, 2012-2014

³⁶ Dana E. King et al. The Status of Baby Boomers' Health in the United States The Healthiest Generation?. *JAMA Internal Medicine*, 2013; 1
DOI: [10.1001/jamainternmed.2013.2006](https://doi.org/10.1001/jamainternmed.2013.2006)

³⁷ "Drinking Habits Amongst Adults 2012" ONS Statistical Bulletin December 2013

people face barriers to treatment and may benefit from having services geared to the needs of their age group.³⁸

1.9 Moving about the Capital

Older Londoners have strong views, both positive and negative, about transport facilities in the capital. A recent survey of older Londoners carried out by the GLA as part of the Age Friendly London research found that transport was the most cited item, with older Londoners praising the extension of the Freedom Pass, improved accessibility of rail and underground stations, pedestrian crossing countdowns and more courteous and helpful bus driver behaviour.³⁹

There was however room for improvement with many pedestrian crossings still allowing too little time for older persons to cross safely, too much parking on pavements and broken or uneven pavements. More work needs to be done to improve accessibility of those stations which have not yet been modified and those stations and transport hubs which have not yet taken steps to make help available to frail, confused or disoriented travellers need to put measures in place to do so.

Older Londoners also attach considerable importance to provision of public toilets and seating in public places. These are important not just for people travelling long distances across the capital but also to help older Londoners access and enjoy their local High Street or park.

Mobility scooters

Persons with mobility problems are increasingly likely to make use of mobility scooters. Recent research for the Department of Transport⁴⁰ found that the market for mobility scooters is growing by 5-10% pa and there are now an estimated 300-350,000 UK users. 53% of scooter users are under 65 years old and 21% of all scooter users have had an accident whilst on their scooter. The research recommends that

- Transport and planning authorities need to make provision for increasing numbers of mobility scooter users of all ages when planning infrastructure developments (including roads, shopping centres and transport networks).
- Future legislation should account for the fact that mobility scooters are not primarily road vehicles – they are more commonly used on the pavement.
- More research is needed to clarify the safety issues associated with increased pavement use of scooters, in particular stopping distances.
- Greater availability of local (community based) and national training schemes for mobility scooter users are required, particularly given the growth in online purchase.

³⁸ “Working with Older Drinkers” Tilda Goldberg Centre and University of Bedfordshire S Wadd et al, August 2011

³⁹ “An Age Friendly City – How far has London Come?”, Anthea Tinker and Jay Ginn, Kings College London, 2015

⁴⁰ “Mobility Scooters: a Market Study” Research Institute for Consumer Affairs (Rica), May 2014

Whilst mobility scooters are currently the most commonly used option for older people who are no longer able to drive and wish to retain the flexibility of having their own form of transport they have many disadvantages, including offering minimal protection from cold, rain and wind, making them unsuitable for all year round use.

It seems likely therefore that if, as is widely forecast, driverless cars become a viable transport option during the Plan period, many older Londoners will make use of driverless cars rather than of mobility scooters. It is beyond the scope of this report to predict what will be the predominant forms of transport used by older Londoners, **but we strongly recommend that the GLA and the Boroughs together with the appropriate statutory authorities, take steps to plan for a wider range of transport modes on London's roads and pavements, including driverless cars and mobility scooters.**

Implications for spatial planning

- Local Plans should seek to encourage the provision of public toilets, including the use of schemes where businesses allow non customers to use their toilets, and should seek to encourage additional seating in public places and at transport interchanges.
- Storage and charging of mobility scooters will require space within the home environment and the wish to cater for scooter storage is a possible factor encouraging older Londoners to remain in family sized accommodation which offers garage or external storage areas. This factor should be taken into account when reviewing residential space standards
- It may also be appropriate to consider whether the London Plan should set space standards to accommodate scooter storage within specialist older persons housing schemes.

1.10 Effects of Climate Change

As people age they are less able to regulate their body temperature in hot and cold conditions Climate change is forecast to lead to more extreme weather conditions by 2050 with likely more frequent periods of extreme hot weather. This will affect people both at home and at work and when travelling around the City.

It has been suggested that due to climate change, in the future deaths from heat waves could become as prevalent as death from cold weather. There is already evidence of an increasing number of skin cancers among older men.⁴¹

Overheating in our homes is becoming more prevalent due to:

- Increasing average temperatures and hotter summers,
- Increasing housing densities, and
- Changing construction methods - including improved energy efficiency and air tightness standards for winter; increasing glazing proportions.

⁴¹ Cutaneous melanoma in older persons, Public Health England, V. Poirier, T. Jones, A. Ives, J. Newton-Bishop and J. Verne, 2014

These causes of overheating are amplified in London where increasing air temperatures are exacerbated by the urban heat island effect and higher development densities, and unfavourable external conditions (noise and air quality) which result in dwellings being harder to ventilate.

At the same time winter cold remains a problem as the statistics for excess winter deaths of people aged 65 demonstrate⁴². While the planning system has limited control over existing housing, it should be recognised that some housing stock can be difficult to insulate and heat which has particular implications for the older people on a limited budget.

Implications for spatial planning

- Older people are particularly likely to benefit from the ability to control the temperature of their working and living environment and new developments should be planned with this in mind.
- Section 5 of the London Plan and supporting SPGs provide additional guidance on climate change and how new developments and the built environment should be modified to respond to climate change.

1.11 Co-ordinating Responses to an Ageing Population

Our research has indicated that whilst much is being done to cater for specific needs of older Londoners there is little evidence of a co-ordinated strategy to meet the needs of an ageing population more generally. We agree with the comment by NESTA in “5 Hours a day: systemic innovation for an ageing population.”⁴³

“We need to better align policy changes – the wiring of the system – with the growth of promising innovations that are emerging from beneath”.

Older People Want:

- To have a purpose.
- To have a sense of well-being
- To feel at home and connected to others

Nesta: 5 hours a day (Jan 2013)

NESTA goes on to identify the importance of co-ordinated change across a variety of systems:

Systemic change requires shifts across four key areas:

- **Product and service innovation:** new technologies, products and services to meet demand in new ways across public and private markets;

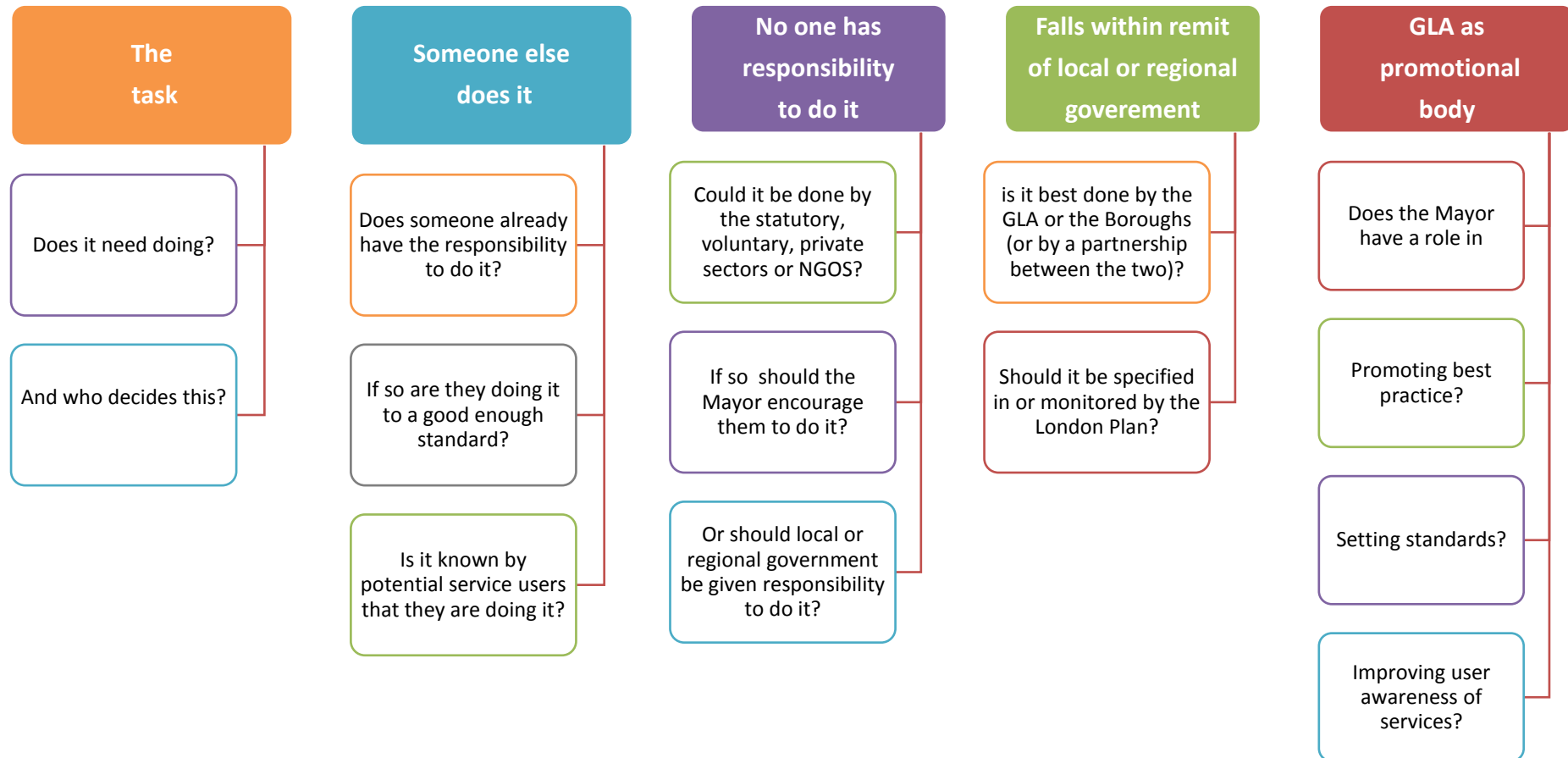
⁴² Office of National Statistics. Excess winter mortality in England and Wales 2014/15

⁴³ NESTA in “5 Hours a day: systemic innovation for an ageing population” Halima Khan February 2013

- **Market innovation:** new business models, organisational forms and recalibrated markets to enable new solutions to be developed;
- **Political innovation:** political leadership combined with new policies, regulations and infrastructure to create the conditions for systemic change; and
- **Cultural innovation:** new social norms and behavioural change to drive new demands and to create a social movement for change.

We believe that there is a possible role for the GLA (or some other relevant authority) in providing political and cultural leadership to move forward and develop a co-ordinated approach to dealing with the range of issues which affect older people. Chart 1.5 below sets out a possible decision-making framework which would help to ensure that the range of challenges facing older Londoners are coherently addressed.

Chart 1.6 DECISION-MAKING STRUCTURE TO IDENTIFY WHO ADDRESSES WHICH ISSUES CONNECTED WITH OLDER PERSONS WELFARE



CHAPTER 2 – OLDER LONDONERS: PLANNING POLICY REVIEW

We have carried out a desktop assessment of the planning policies relating to older persons of all the London boroughs. The policies are found in the relevant Local Development Framework and Local Plan documents for each borough and are collated in Appendix 1.

A matrix has been prepared, at Appendix 2, which sets out the policies against 5 themes broadly relating to the World Health Organisation (WHO) Checklist of Essential Features of Age-friendly Cities (2007). A copy of the full checklist is provided at Appendix 3. The WHO checklist covers

- Outdoor spaces and buildings
- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community and Health Services

We have focussed on 5 key themes of particular relevance to planning. These themes are Housing, Outdoor Spaces and Buildings, Transportation and Community, Communication and Information, and Community and Health/Social Services. This does not mean that those themes which have been omitted are not important to ensuring the general welfare of older people, simply that it is not immediately obvious that the spatial planning system can directly influence them. The matrix compares the policies relating to older people for each borough against these themes and gives a clear view of the main focus of the policies which are summarised below.

2.1 Key Findings

2.1.1 Housing

Most boroughs seek to provide housing for older people but only the London Boroughs of Camden, Harrow, Hillingdon, Islington, Merton and Tower Hamlets have specific policies that directly address older peoples housing need. The remaining boroughs that refer to older persons housing do so in the context of wider housing choice or group the housing needs of older people together with other vulnerable groups such as those with mental health issues.

This raises two specific issues with regard to how older persons housing is dealt with by individual boroughs: the level of older persons housing required and how older persons housing is defined.

With regard to the level of older persons housing required, 2015 London Plan⁴⁴ and the Mayor's Housing Strategy⁴⁵ identify the housing need of older people in London. Also, for the first time, the 2015 London Plan introduces indicative requirement benchmarks for the provision of housing for older people which it requires Local Plans to translate into specific targets.

The plans identify that the population of over 64s is set to increase by two thirds to 1.5 million by 2036, including almost 90,000 who will be over 90 and notes that an insufficient supply of purpose built older people's housing. The London Plan sets out a target for purpose built housing for older people comprising: 2,600 market, 1,000 shared ownership and 300 affordable homes per annum. In addition, there is an annual requirement for 400 – 500 new bedspaces in care homes.⁴⁶

Boroughs are required to demonstrate in their Local Development Framework (LDF) and other plans and strategies how they have addressed their benchmarks for market, shared ownership and affordable requirements for older persons housing as set out in Annex 5 of the London Plan.

As these benchmarks were only published in 2015, this information would not have been available for the drafting of most of the borough plans. It is reasonable to assume that these figures will be taken into consideration as existing local plans are updated or new plans drafted.

The second issue relates to how older persons' housing is defined. As mentioned, a large proportion of boroughs either simply include older persons' housing with the wider housing choice requirement, or group older people together with other vulnerable people. Even where there are specific policies for older people, the description of the housing varies. Across the boroughs, older person housing is referred to as 'specialist', 'supported', 'sheltered', 'care homes', 'special residential accommodation', 'residential accommodation for care' and so on. Each of these can mean different types of accommodation, meeting different types of need.

While this document does not seek to define older persons housing, **it is recommended that a standardised approach is taken by all boroughs in terms of the types of accommodation covered, following that used within the London Plan.**

The London Plan, for example, uses 'Specialist Accommodation for Older People' as the overarching description⁴⁷ and this is broken down into three categories of accommodation:

- Sheltered Accommodation comprising self-contained accommodation specifically designed and managed for older people in need of no or a low level of support.
- Extra Care accommodation (also known as close care, assisted living, very sheltered or continuing care housing) comprising self-contained accommodation and associated facilities designed and managed to meet the needs and aspirations of people who by

⁴⁴ Further Alterations to the London Plan (FALP) GLA March 2015

⁴⁵ "Homes for London: The London Housing Strategy" GLA June 2014

⁴⁶ Para 3.50B FALP GLA March 2015

⁴⁷ Annex 6: Glossary FALP GLA March 2015

reason of age or vulnerability have an existing or foreseeable physical, sensory, cognitive or mental health impairment.

- Residential/ Nursing Care (including end of life/ hospice care and dementia care) comprising nursing or residential care homes providing non self-contained residential accommodation for people who by reason of age or illness have physical, sensory or mental impairment, including high levels of dementia.

These categories broadly cover the different types of older person housing/ accommodation available and their inclusion within planning policy will both help boroughs identify and meet need.

Linked to both the level and type of older persons' housing is the issue of downsizing. The majority of older people will remain in their own homes as they get older but the provision and availability of specialist accommodation for older people may provide opportunities for people to downsize to more manageable homes. Which could, in turn, free up larger properties thus enabling mobility within the wider housing market to make better use of housing stock in a city with a constrained land supply. The Mayor's Housing Strategy seeks to encourage downsizing by improving the choice and quality of such products.⁴⁸

In terms of the location of older persons housing, a small number of boroughs require that such facilities are located close to local shops and with reasonable public transport accessibility. In addition, almost all boroughs require that new housing is built to Lifetime Homes standards (or the like) and that circa 10% of new residential buildings are wheelchair accessible or adaptable.

In 2015 the Government introduced new 'optional' Building Regulations on access; M4(2) Accessible and Adaptable dwellings and M4(3) Wheelchair user dwellings. M4(2) is similar to Lifetime Homes standard and M4(3) is similar to London's wheelchair accessible or easily adaptable standard. The Mayor has adopted the Government's new standards in his Minor Alterations to the London Plan. This alteration applies M4(3) to 10% of homes with the remainder being required to meet M4(2), essentially continuing the historic London Plan approach which is currently reflected in local plans.

Following the assessment of the London boroughs' policies on older persons' housing/ accommodation and the publication of the FALP and the Mayor's Housing Strategy, the following is recommended for each borough:

- The London Plan benchmark requirements for specialist accommodation for older people should be adopted;
- The different types of specialist accommodation for older people should be defined within local plans;
- The importance of accessibility for older people, in terms of both location and the physical layout of properties, should be included in policies;

⁴⁸ Para 3.10 "Homes for London: The London Housing Strategy" GLA June 2014

- The above should be incorporated into specific policies for older persons housing/ accommodation.

2.1.2 Built Environment

There are fewer older persons' policies relating to the built environment across the London boroughs than housing policies. The most common policy requires good urban design to meet the needs of older people (6 boroughs – Barking and Dagenham, Enfield, Havering, Lewisham, Merton and Richmond), provision of public conveniences (2 boroughs - Lewisham and City of London) while the other policies relate to fear of crime; burial space; improved accessibility for tourists; increased access to open space; protection of local shops and services; inclusive public buildings and adapting the historic environment to meet the needs of older people.

While only 6 boroughs refer specifically to older persons with regard to urban design, most Councils include accessibility and inclusivity requirements within their urban design policies and as such there is an overriding requirement for this as part of new developments.

The WHO checklist incorporates a number of built environment requirements which reflect good urban design practice, but also include burial space, public conveniences etc. The Age Friendly London survey results highlight an overall need for more public conveniences and more seating in public areas as well as ensuring pavements are level and not broken and uneven. The needs of mobility scooter users also should be taken into consideration in both public and private developments, with requirements to ensure ease of manoeuvre and adequate width of pavements to allow use by both scooters and pedestrians.

Based on this survey and the WHO checklist it is recommended that, as well as the overriding urban design policy requirement of inclusive and accessible developments, borough policies on the built environment need to be much more specific in terms of meeting the needs of older people. It is recommended that the following three issues should be specifically addressed in new local plans:

- Pedestrian and scooter accessibility including more pedestrianised areas/ wider pavements
- More seating in public spaces
- More public conveniences.

London Plan Policy 7.5C Public Realm deals with seating and public toilets. More recent guidance by the GLA "Accessible London: achieving an inclusive environment" provides specific guidance relating to seating in public spaces⁴⁹, to provision of public toilets⁵⁰ and to

⁴⁹ Paras 4.2.6, 4.2.9, 4.2.22 "Accessible London: achieving an inclusive environment" Supplementary Planning Guidance GLA October 2014

⁵⁰ Para 4.7 (plus others) "Accessible London: achieving an inclusive environment" Supplementary Planning Guidance GLA October 2014

pedestrianising public spaces.⁵¹ There is however no reference to maintenance of public spaces including repair of broken or uneven pavements.

2.1.3 Transportation

Only three boroughs (Enfield, Haringey and Redbridge) have transport policies relating to older people. Two relate to parking provision for residential developments while the third seeks to improve public transport for older people.

The WHO checklist makes reference to parking recommendations including that parking and drop off areas should be safe, sufficient in number and conveniently located. The Age Friendly London survey results highlight the need for cheaper parking spaces as well as parking spaces that are easier to manoeuvre into. In addition, improvements to transport accessibility such as increasing the number of pedestrian crossings as well as increasing the crossing times for pedestrian crossings are highlighted.

In addition, there is no policy provision in London for the storage/ parking and charging for mobility scooters in both public and private developments.

FALP requires that 1 in 5 new parking spaces must provide an electric charging point to encourage the take up of new electric vehicles.⁵² It is not known whether this could be used for scooter charging.

The majority of boroughs' transport policies do not specifically address the needs of older people. As such, it is recommended that the following three issues are included in future transport policies:

- Adequate parking spaces and/ or drop off areas in residential and other developments, especially for car-free developments;
- Improvements to transport accessibility
- Scooter parking and charging points

Both FALP⁵³ and Accessible London⁵⁴ refer to the importance of providing adequate car parking to meet the needs of electric and car club vehicles, bicycles and parking for disabled people. There is no specific mention of scooter users (unless they fall into the category of electric vehicles). This point should be clarified.

2.1.4 Communication and Information

Older people will not access good quality services unless they know they exist and where to look for information. The WHO checklist specifically requires that "a basic effective communication system reaches community residents of all ages and regular and widespread distribution of information is assured and a coordinated, centralized access is provided."

⁵¹ Para 4.2.6 "Accessible London: achieving an inclusive environment" GLA October 2014

⁵² Policy 6.13 Parking FALP GLA March 2015

⁵³ *ibid*

⁵⁴ Paras 4.3.7 – 4.3.24 "Accessible London: achieving an inclusive environment" Supplementary Planning Guidance GLA October 2014

Under the heading of civic participation and employment it also specifies that “workplaces are adapted to meet the needs of disabled people”. This is of particular importance for older people who are suffering sight and hearing loss, the two disabilities which affect the largest number of older persons, including those who are in employment.

We did not find any London Boroughs with specific policies in place relating to how people with full or partial loss of sight or hearing could be assisted through the planning system.

Accessible London sets out clear guidance as to how public places should be planned to meet the needs of blind and partially sighted people⁵⁵ but is much less specific about the needs of people who are deaf and hard of hearing. The only mentions of policies relating to deaf people are in Appendix 9 “Accessible Hotels” where it is stated that Accessible Management Plans should identify the approach and policy for providing, maintaining and reserving equipment such as . . . hearing loops and in section 4.8 on student accommodation where providers should consider how rooms can be adapted for students who are blind or partially sighted, deaf or hard of hearing and students with assistance dogs. It is not immediately clear why hotels are the only public places which should maintain hearing loops and we recommend that this provision should be extended to all buildings used by the public as well as to places of employment.

We recommend that both the London Plan and the Local Plans of individual London Boroughs should include policies which enable persons with sight or hearing loss to remain socially and economically active. There is a particular need for improved guidance from the GLA in relation to hearing loss.

2.1.5 Community and Social Facilities

A number of boroughs (10) incorporate policies which seek to ensure access to community, health and other facilities and to maintain healthy lifestyles.

The WHO checklist refers to a number of recommendations requiring an adequate number of social and community facilities located accessibly. The Age Friendly London Survey identifies a need for more community/day centres (services provided in such centres) along with more affordable activities⁵⁶. This ties in with the need for social interaction which was also highlighted as a key concern. Adequate health and other social care facilities are also highlighted as concerns. It is therefore recommended that the following three issues are specifically addressed for older people in any future policies;

- Work with health commissioners to identify suitable opportunities for providing new or upgraded GP practice premises to replace services in locations or premises that do not meet modern requirements in terms of access, space and facilities.
- Identify opportunities to co locate health and community services that older people use regularly when areas are being redeveloped. For example GP practice services, social work, community health services (falls, podiatry, diagnostics, dialysis, dental) pharmacy, opticians and information/advice hubs.

⁵⁵ paras 4.2.6, 4.2.8, 4.2.18, 4.2.20, 4.3.30, 4.5.4,4.7.5 “Accessible London: achieving an inclusive environment” Supplementary Planning Guidance GLA October 2014

⁵⁶ “Age Friendly London Survey Results” Sue Johnson GLA 2015

- Ensure that accessible venues with flexible space are widely distributed throughout localities by supporting the development of new venues in underserved areas.

Accessible London requires Boroughs to record the number of community centres as part of Town Centre Health Checks.⁵⁷ The recently published Social Infrastructure SPG makes mention of the accessibility of local or neighbourhood services such as community centres⁵⁸ but makes no mention of ensuring that adequate facilities are provided.

2.2 Monitoring

The London Plan Annual Monitoring Report⁵⁹ contains 24 Key Performance Indicators (KPIs), several of which could be expected to pick up issues relating to the wellbeing of older people and their participation in economic activity in the capital. These include:

KPI 4	Increase the supply of new homes
KPI 6	Reducing health inequalities
KPI 7	Sustaining economic activity
KPI 11	Increased employment opportunities for those suffering from disadvantage in the employment market
KPI 12	Improving the provision of social infrastructure and related services

It is therefore disappointing that the only mention of matters likely to be relevant to older persons is supply of lifetime and wheelchair housing. Supply of care homes and specialist housing for older people, for which there are policies and benchmarks in the London Plan, is not a KPI.

KPI 4 - Increase the supply of new homes; does look at Wheelchair Housing and Lifetime Homes provision but does not monitor by type of housing or look at specialist provision for older persons and compare performance against target. This additional information should be added to the KPI.

KPI 6 - Reduction in health inequalities focuses on life expectancy but does not address quality of life or period of healthy years.

KPI 7 - Sustaining economic activity is only interested in Londoners of working age, a concept which is now outdated following recent reforms to pension age and employment legislation. It also makes no attempt to measure voluntary or informal activity. This KPI is in urgent need of revision.

KPI 11 - Increased employment opportunities for those suffering from disadvantage in the employment market has as its stated goal “Increased employment opportunities for those suffering from disadvantage in the employment market” and takes as the target for measurement

⁵⁷ para 4.5.8 “Accessible London: achieving an inclusive environment” Supplementary Planning Guidance GLA October 2014

⁵⁸ Page 28 Social Infrastructure SPG GLA May 2015

⁵⁹ London Plan Annual Monitoring Report 11, 2013-14 GLA March 2015

“To reduce the employment rate gap between Black, Asian and Minority Ethnic (BAME) groups and the white population and reduce the gap between lone parents on income support in London vs the average for England and Wales”.

Whilst these are undoubtedly valid aims they do not address issues concerning older Londoners who are excluded from participation in the labour market and this KPI, taken together with KPI 7 should be urgently revised to ensure that the London Plan seeks to measure the proportion of older Londoners who are economically active and to take steps to ensure that this rises from its present 11% to the 17% achieved by international comparators such as Stockholm.⁶⁰

KPI 12 - *Improving the provision of social infrastructure and related services takes as its target to reduce average class sizes in primary schools.* Again this is a target which is valid but irrelevant to older persons. This KPI should be amended to include information on the supply and accessibility of community facilities. We recommend a policy requirement that accessible venues with flexible space that can be used by all age groups for community activities are widely distributed across the LA area and a monitoring target that all residents live within a 10 minute bus ride of an accessible community venue.

2.3 Conclusions

Collectively, the majority of London boroughs fail to adequately address the existing and future needs of older people in terms of housing, the built environment, transport and social and community facilities. Although some boroughs do include specific housing policies for older persons, there are few which also include policies relating to older persons’ needs regarding the built environment, transport and social and community facilities.

The best performing boroughs are considered to be LB Enfield, LB Haringey, LB Havering, LB Lewisham, LB Merton and LB Redbridge which provide the broadest array of policies relating to older people however not all of the issues identified within this report are addressed and specific older persons policies are very limited. However, we recognise that general accessibility standards will help meet needs throughout the population.

At the local authority workshop there was some discussion as to whether it was appropriate to have policies targeted at the specific needs of older people or whether their needs should be picked up under general policies relating to Accessibility, Social Infrastructure etc. We recognise that policies which seek to improve overall Accessibility will benefit older people but because older people generally suffer from multiple problems, some of which (eg hearing loss) currently have very limited recognition in policy we believe it will continue to be appropriate to set and monitor policies which relate specifically to the needs of older people.

The recommendations set out in this report, along with policies specifically directed at older persons needs will go some way to address the requirements of the FALP and Mayor’s

⁶⁰ “The Economic Contribution of Older Londoners” GLA Economics: Alasdair Barrett July 2013

Housing Strategy but will also address the planning related issues set out in the WHO checklist and the Age Friendly London survey.

The GLA, through FALP and SPG has provided copious and authoritative guidance on how to meet the needs of older people. There are some gaps, including the needs of deaf and partially hearing persons and changes in technology such as the increased role of mobility scooters (and potentially driverless cars) which will need to be taken into account and kept under constant review.

Much more needs to be done to ensure that the GLA's aspirations feed through into Local Plans at Borough level. Possible ways to do this could include

- Awareness raising with local plan teams to understand the reasons why older people are good for their local economy and community and how spatial planning can help them to remain active for longer
- Setting up improved dialogue at local level between the Boroughs and their local older people's groups, with a particular focus on spatial planning issues
- Setting and monitoring clear targets in relation to the number of older people who are economically active, provision of social facilities for older people and extending the measure of life expectancy to include healthy years. Those factors such as provision of older persons housing, where there is already a FALP target should be added to the London Plan Annual Monitoring Report as a matter of urgency.

CHAPTER 3 – SURVEY OF STAKEHOLDERS

3.1 Introduction

In undertaking this research all stakeholders were invited to take part in a survey which would canvass views on spatial planning and barriers to developing planning policies for older people in London with a view as to how this can be taken forward towards 2050. A number of key themes have emerged from the survey.

- For local authorities and other stakeholders: the need to raise awareness around London-wide planning guidance and the issues which impact on older people. There is a role for GLA to act as information hub to provide this along with training and information for officers and members through targeted training sessions, interactive electronic information, visits and information regarding successful schemes.
- For older residents: a role for GLA to act as a focal information and advice point on a range of topics including equity release; adaptations; pensions; access to housing and the range of housing options.
- The need to support those employed as carers to live and work in London.

3.2 Organisations Taking Part

In August 2015 all Greater London local planning authorities, GLA and approximately 56 stakeholder organisations were invited to take part in a survey via Survey Monkey. That is 90 organisations in total. Some organisations, U3A in particular, also invited individual members to respond. 32 responses were received from a minimum of 24 organisations; a response rate of 27% which can be considered good for an online survey and reasonable conclusions can be drawn from the data.

Table 3.1: Types of Organisation Taking Part in Survey

What type of organisation are you completing this survey on behalf of?		
Answer Options	Response Percent	Response Count
Local Authority - Planning Department	26.7%	8
Local Authority - other department	26.7%	8
Charity	3.3%	1
Developer	3.3%	1
Consultant	3.3%	1
Trade Association	10.0%	3
Other commercial organisation	3.3%	1

Other (please specify)	23.3%	7
answered question		30
skipped question		2

“Other” comprises respondents who describe themselves as a member of U3A and/or an older London resident.

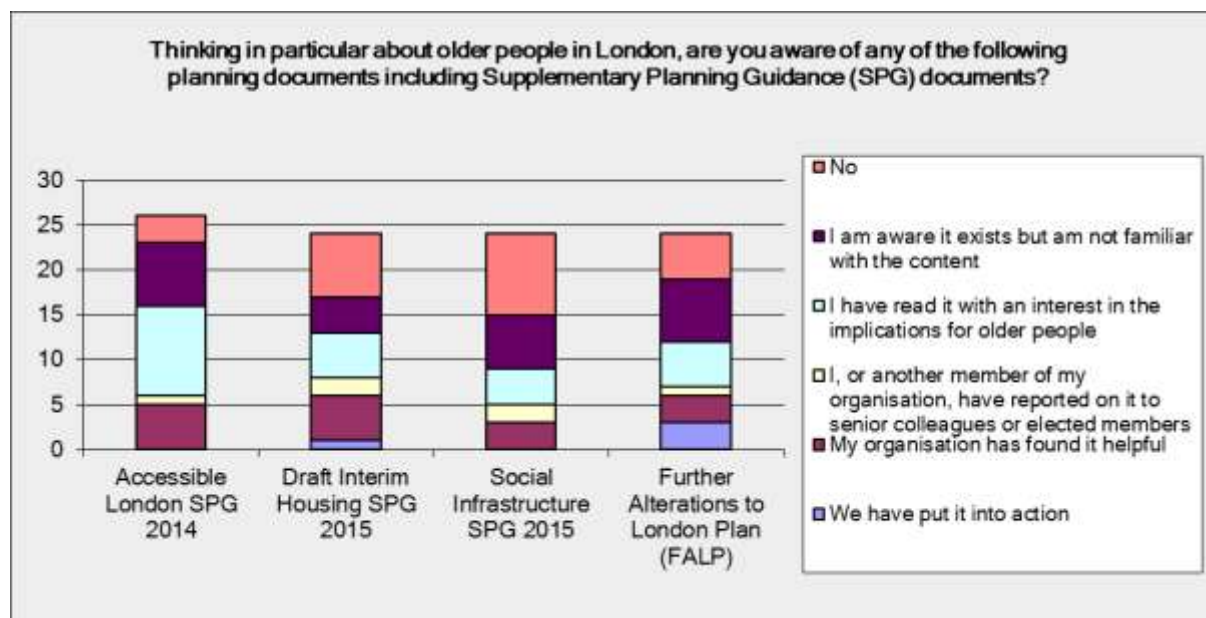
3.3 Awareness of Planning Documents

Respondents were asked about their awareness of planning documents affecting older people in London and 4 key documents in particular were specified:

- Accessible London SPG 2014
- Draft Interim Housing SPG 2015
- Social Infrastructure SPG 2015
- Further Alterations to the London Plan (FALP)

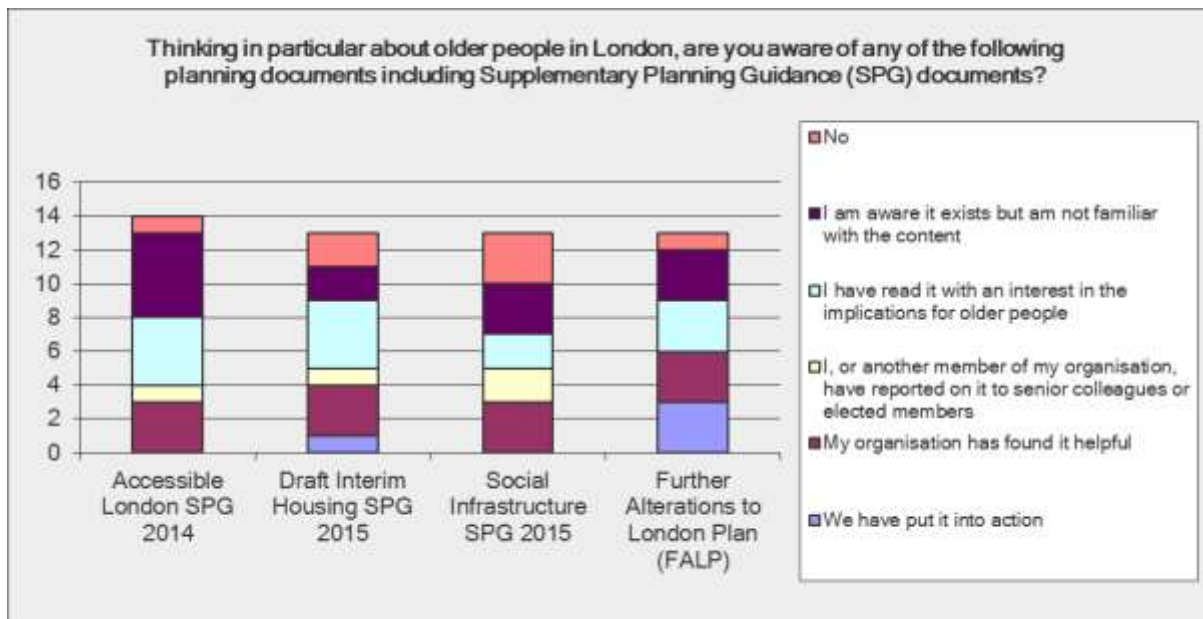
Of the 26 responses to this question, greatest awareness was shown around Accessible London SPG and Further Alterations to London Plan, although a significant proportion were not aware of any of the documents.

Table 3.2: Awareness of Planning Documents (All respondents)



When looking at just local authorities a greater proportion of respondents were aware of the documents, although there remained some that weren't. However, when taking Planning Officers alone, all were aware of all 4 documents.

Table 3.3: Awareness of Planning Documents (LAs only)



3.4 Other Sources of Information

Respondents were asked about the sources of information they regularly used to keep up to date with issues affecting older people.

Table 3.4: Sources of Information about Older People's Issues

What other sources of information about older people's issues do you regularly use?		
Answer Options	Response Percent	Response Count
Housing LIN (Housing Learning & Improvement Network)	25.0%	6
International Longevity Centre	16.7%	4
WHO website section on 'age friendly cities'	12.5%	3
Own organisational research or resource	8.3%	2
Age UK / Age Concern	16.7%	4
General press and online	8.3%	2
Educational institutions / university research	8.3%	2
Other local organisation's research	8.3%	2
Formal medical/ social care organisation such as	8.3%	2

NICE		
Official statistics such as ONS	8.3%	2
Other	16.7%	4
No information regularly used	37.5%	9
<i>answered question</i>		24
<i>skipped question</i>		8

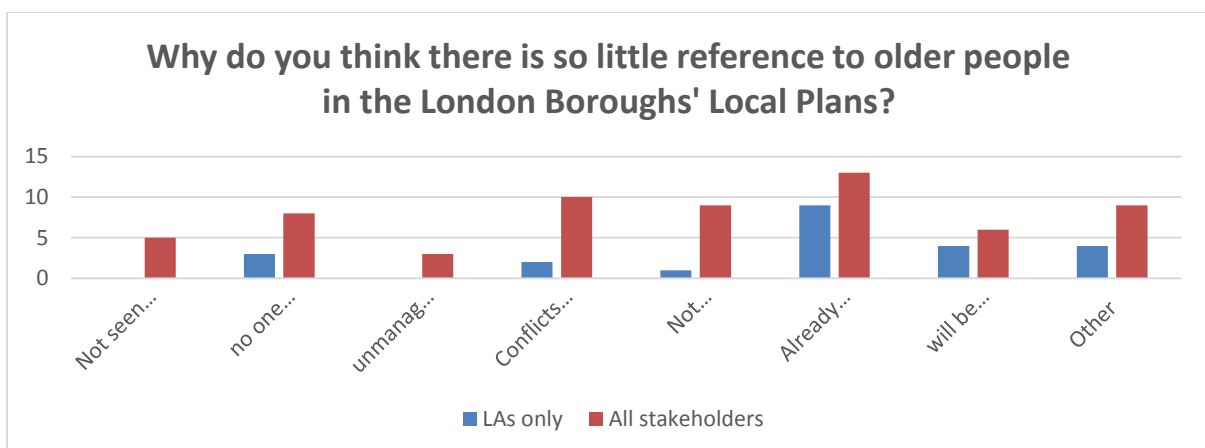
The low level of awareness from some respondents to planning documents and the fact that 37% of respondents do not regularly use any information about older people’s issues suggests that there is a need for high profile clear information source. This could be one the existing resources or something new which ties all relevant information together.

3.5 Local Plans

Our wider research has shown that few local authorities included specific reference to older people in their local plans. Thus the survey enquired as to why this may be so and the responses indicated that many organisations, especially local authorities, felt that older people *were* considered and accounted for in local plans but, as many of the issues affecting older people also affect other groups, they were included more generally in the wider spread of policies. In addition, 4 local authorities reported that older people would be specifically included in the future when new plans were adopted.

Interestingly, the wider stakeholder group were more likely to respond that councillors did not see older persons’ issues as important; no-one knows which policies to put in place; the volume of policies is unmanageable; they conflict with other policies; no money, whilst local authorities did not generally see these as relevant issues.

Table 3.5: Reference to Older People in Local Plans



A summary of “other” comments include that there is little reference to older people because

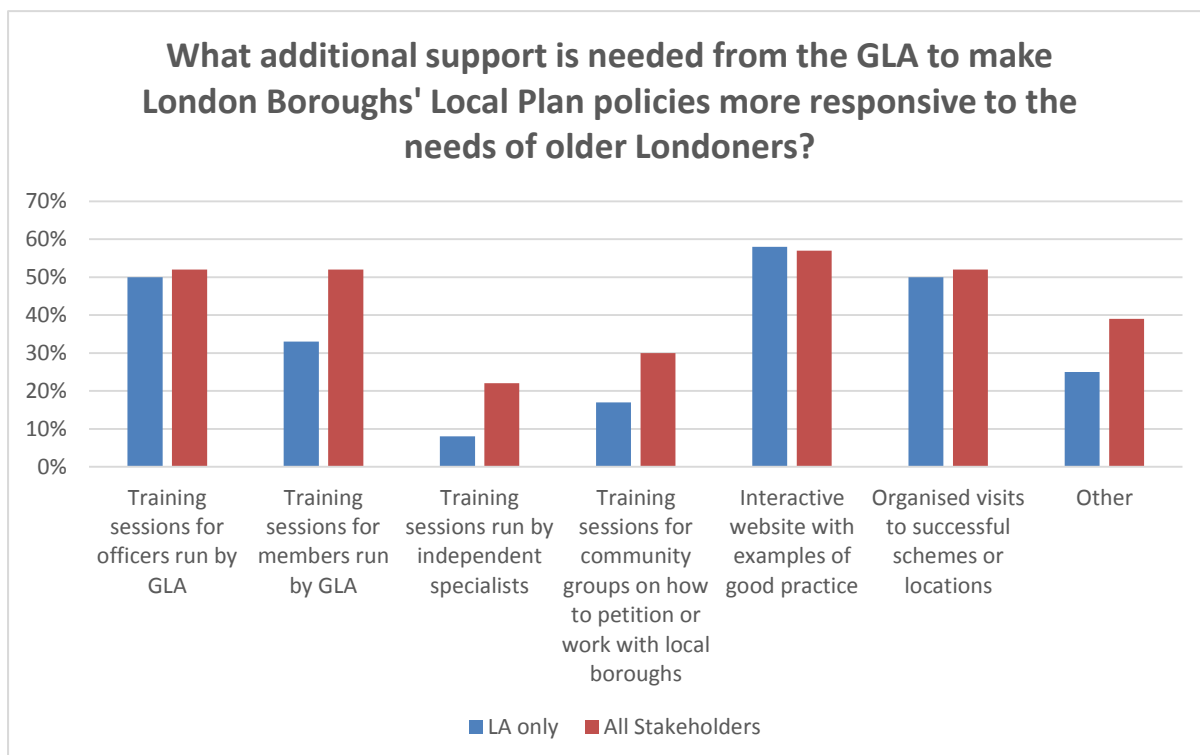
- There are clear expectations around accessible housing but there is more strength in ‘universal design’ / older people are part of overall housing policies
- There is an assumption that older people are part of health and social care
- Older people are too heterogeneous to be planned for as one group
- Guidance is needed on those policies which would have an impact
- Local plans have yet to catch up with regional and national policy
- There is a lack of knowledge, experience and resources
- Other policies such as starter homes and affordable housing take precedence.

3.6 Support from GLA

Respondents were asked what support they may require to make local plan policies more responsive to the needs of older people. They considered that the most useful support would be an interactive website. They also thought that training sessions for officers and members as well as visits to successful schemes would be valuable.

Respondents also suggested that guidance for developers would be useful and that older people themselves should be involved in delivering any training or producing resources. Additionally that the provision of accurate statistics would help as would clarity about where responsibility lies for different elements of this complex topic.

Table 3.6: Support from GLA



3.7 Key Indicators

Local authorities were asked about which relevant key indicators they reported on. 11 LAs answered this question, of which 7 (63%) did not know. Of the remaining , 3 authorities reported on accessibility (Lifetime Homes; wheelchair accessible homes) or on general but specific targets in their plan that were relevant to older people such as 'promoting independence'. One authority said it would be revising its monitoring to include older person specific targets whilst another commented that if closer monitoring of older person specific targets was introduced, then other groups should receive the same level of focus.

3.8 Other Essential Ideas

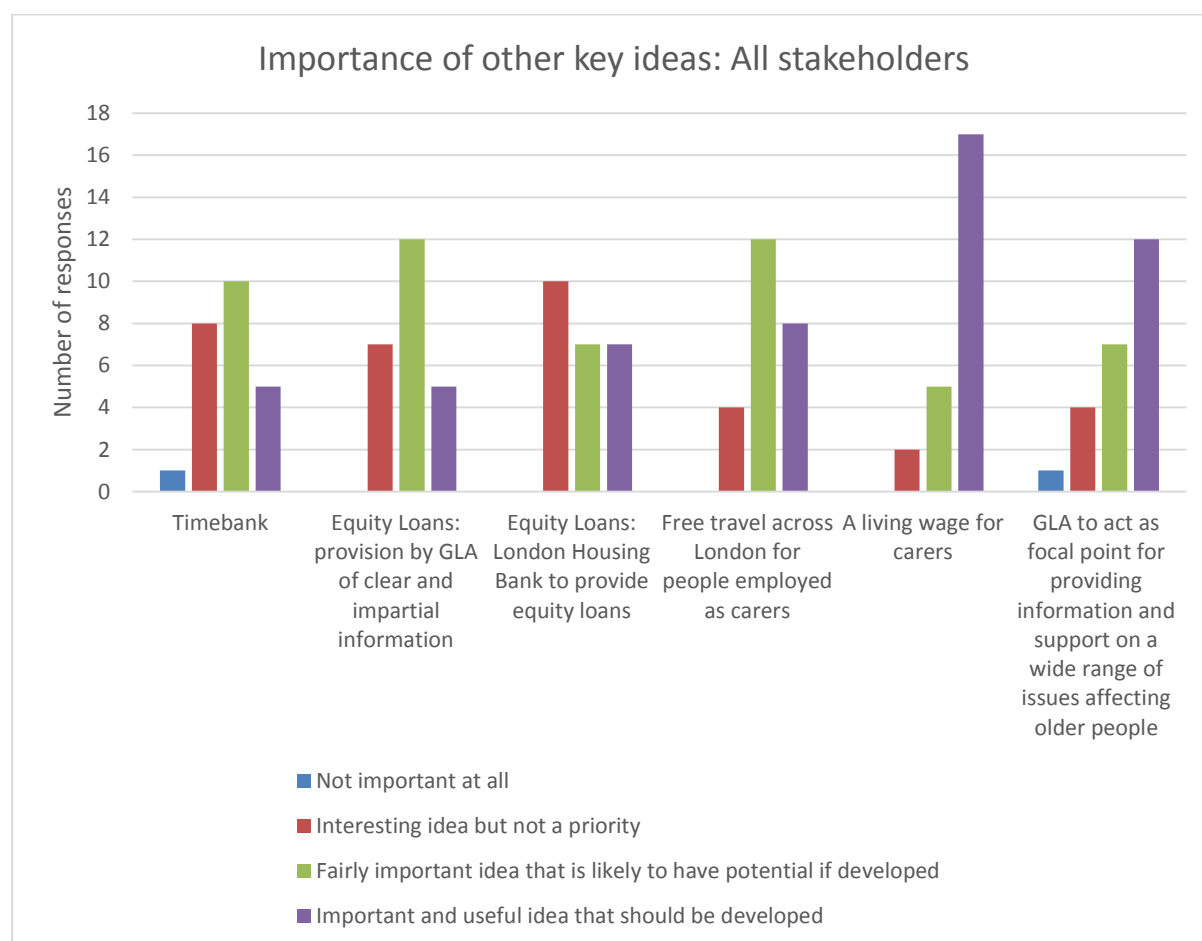
Whilst carrying out this research other essential issues arose that were not directly related to spatial planning but which could have an impact for older people living in the community. These were especially to do with paying for and accessing care, availability of carers in London as wages are low and costs high, a recognition that equity release may be one way of releasing capital or moving home but confusion and mistrust around some of the products on offer.

All respondents were asked to rate 4 other essential ideas. These were:

1. Timebanking: where participants gain credits for volunteering to support others and these credits can be 'cashed in' when participant needs support themselves
2. Equity Loans:
 - a. Provision by GLA of impartial information and advice on equity loans
 - b. London Housing Bank to provide equity loans
3. Carers
 - a. Free travel across London for people employed as carers
 - b. Living wage for people employed as carers
4. Information: GLA to act as focal point for providing information and support on a wide range of issues affecting older people such as pensions; care; adaptations; access to buildings etc

The table below shows the responses of all stakeholders. All the ideas were felt by respondents to have some validity with the measures for carers proving the most "popular". There was also strong support for the GLA to act as a focal point for information and support. When taken alone, local authority respondents showed a slightly greater propensity to favour the GLA acting as focal point on a range of issues, including on equity loans.

Table 3.7: Other key ideas



3.9 Comments

In the final question survey respondents were asked for general comments. There was no over-riding theme to the comments which broadly echoed and expanded upon the other questions. The comments are summarised and anonymised below:

- Some respondents thought setting targets for numbers of homes was unhelpful or that older people should be considered as part of a wider picture rather than as a distinct group.
- There was comment about the hugely complex array of policies and confusion about where responsibilities lie. Also that the involvement of health and social care is vital.
- There is a need to think wider than just spatial planning: other local authority services such as libraries, community centres, jobs, training (especially IT related) and social services are just as important to quality of life and needs of older residents.
- Both older people and younger people should be included in planning and policy for this age group.
- It is difficult for non-planners to participate in consultation processes as information is inaccessible to others.

- Some respondents would like more publicity and information about innovative living projects such as co-housing and multi-generational living.
- There is greater capacity to use technology to assist older people and their care.
- In encouraging local authorities to develop older person housing, clear guidance should be produced on financial viability of extracare, whether it is category C2 or C3 and how this interacts with CIL.
- Investigate more opportunities for tax relief on older persons housing and mortgages.
- Policies to encourage housing of carers, e.g. as key workers.

3.10 Conclusions

The encouraging conclusion is that local authorities and wider stakeholders are thinking about future provision for older people. There is a need for further information and support with implementation as well as a joined-up approach between departments such as housing, social care and public health. There is interest and scope for the development of ideas such as timebanking, new approaches to equity release, support for carers, information point for older Londoners, involvement of older people. In particular the following issues have emerged:

1. For local authorities and other stakeholders: the need to raise awareness around London-wide planning guidance and the issues which impact on older people. There is a role for GLA to act as information hub to provide this along with training and information for officers and members through targeted training sessions, interactive electronic information, visits and information regarding successful schemes.
2. For older residents: a role for GLA to act as a focal information and advice point on a range of topics including equity release; adaptations; pensions; access to housing and the range of housing options.
3. The need to support those employed as carers to live and work in London.

CHAPTER 4 – CASE STUDIES

These case studies accompany a report on older Londoners in the future. The starting point of the report is that, as people age, most retain the intellectual, practical and social skills that they have gained over the years. Many have financial assets that are important to the local economy. Beyond traditional retirement age many will continue paid and/or unpaid work that is essential to a thriving economy and strong communities.

The aim of the report on older Londoners is to illustrate how the GLA and other policy makers and planners could make life easier for older citizens by reducing the impact of factors such as hearing impairment and reduced mobility that can be barriers to participation and causes of ill-health and disability.

We have prepared a series of 10 case studies of older Londoners that describe how in the future people in a variety of circumstances could be helped to live their lives as they want to. For each case we illustrate the options people would have **currently** (2015) in meeting the challenges of aging then describe the developments that might assist them if they were facing these same challenges in **2050 at the same age**. Where text is in bold it describes developments related to spatial planning or other aspects of policy that could make life easier in the future.

We hope that the case studies will stimulate debate about how to make it easier for people living in or visiting London to contribute to its economy and communities in older age. Our aim is to encourage action by Councils and other bodies to create an environment in which older Londoners can thrive and remain active citizens and neighbours. The financial and other benefits to public services of keeping people independent and the consequences of not taking action now are set out in many recent reports and these are referenced in the main report.

Our case studies are hypothetical and are not based on any single individual, couple or group of people.

4.1 Being Neighbourly – Ravi and Louise

Ravi and Louise are in their mid 70's and live in a one bed second floor flat on which they still have a small mortgage. The flat is in a fairly dated block without a lift, is poorly insulated and in poor repair. Ravi is in good health and takes on paid work to cover for holidays in the office where he worked for many years and younger colleagues value his experience.

Since they moved in 15 years ago Louise has been active in setting up and running the managing company that all the leaseholders have shares in. She enjoys meeting her neighbours and helping sort out problems.

Five years ago Louise was diagnosed with heart failure. She finds it increasingly difficult to use the stairs and rarely leaves the flat. She feels unsafe using the shower over the bath and the old electric heating system does not provide enough heat for her to feel comfortable. They do not really have the funds to carry out any renovations.



What might happen now:

The couple look for a ground floor flat or bungalow to buy in the local area but cannot afford to buy on the open market. They stay in the flat for another two years until Louise becomes too unwell to manage at which point they sell their flat and move to a private rented ground floor flat.

The rent and running costs are high and they are constantly worried that their savings will run out and Ravi will have to stop paid work at which point they may have to apply for social rented housing and will not be able to stay in the area.

At the same age in 2050:

Ravi and Louise are successful in obtaining a shared ownership flat in a supported housing scheme. This mixed tenure scheme (rented, shared ownership or leasehold) was converted and extended from an outdated scheme and is fully accessible and caters for a wide range of needs.

The upgrade of the scheme was funded by the open market sales and a small additional area of land **was gifted by the local authority** in recognition that by providing good accommodation for older people resources are saved elsewhere. **As a scheme for older people, it was given priority and support to gain planning permission.**



Despite her health problems, Louise becomes chair of the residents' committee, organises social events and liaises with the managing agents about any issues with the properties or services.

Should Louise need to employ a carer she knows there is a good supply locally due *to priority housing schemes for care workers across London*,

including shared housing, subsidised accommodation and low cost equity loans.

All care workers are guaranteed to receive the London Living Wage as a minimum and there is a recognised accredited training scheme that has helped raise the profile of caring as a career option.

4.2 Commuting and Befriending – Steve

Steve is in his late 60's, lives alone and is a freelance worker who is able to work from home for 2/3 days each week but travels regularly across London on public transport to meet clients. He would like to give up work but can't afford to.

He is finding it harder to cope with rush hour congestion because he is less fit than he used to be and has some permanent hearing loss and reduced vision in one eye. He worries that he can no longer hear properly in meetings and eventually someone will notice.

As an only child he is concerned about his mother who is now a widow and lives alone on the other side of London, her circle of friends has diminished over the years and she seems less happy.

What might happen now:

Steve is glad that there is step free access at some underground and rail stations but he has to plan his routes in advance to avoid stairs. The increasing use of audible and visual messaging on buses and trains is also helpful but not universal.

He reduces the amount of travelling he does and is unable to take on some work so his income is reduced.

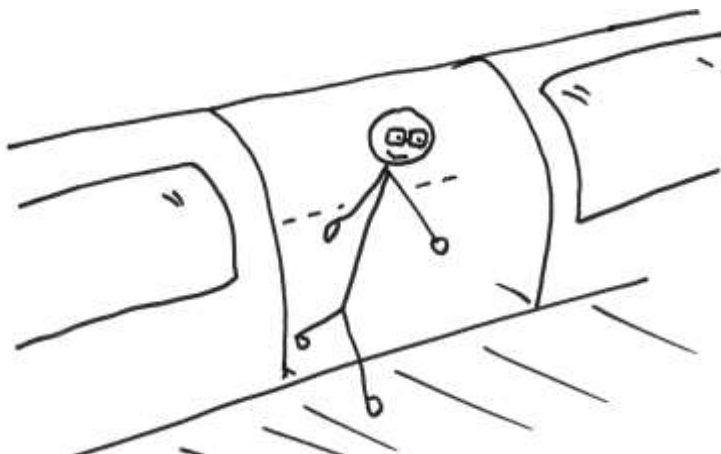
He visits his Mum when he can and has helped her to link in with her local AgeUK support network and she attends some social events.

At the same age in 2050:

Steve decides to use **the Mayor's equity loan scheme** on his house to give him a bridging loan till his state pension kicks in. This enables him to cut down his working hours to four

mornings a week. He recruits a graduate colleague who also works part time balancing work and family commitments and together they are growing the business.

If a meeting involves rush hour travel he uses the **seat priority system** introduced by London Underground. He has a seat priority badge which entitles him to use of disabled seats on any Underground service. There are also **special bookable carriages on off-peak services** which he uses when it is convenient to do so. **All the Tube and trains stations are now step free.**



Hearing in meetings is a lot less of a problem now that **the Loop system is routinely on and he does not have to ask for it.**

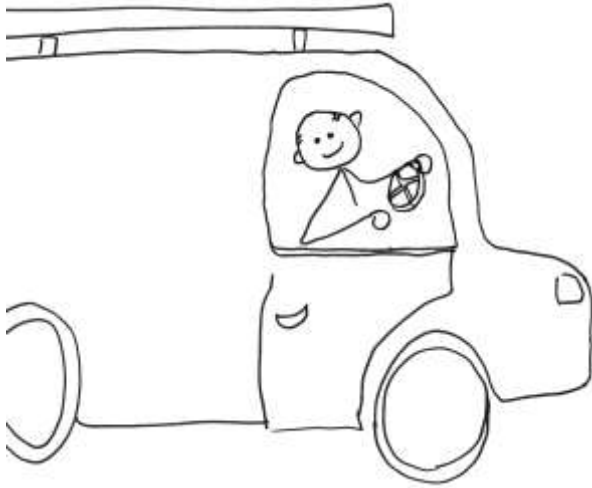
He has improved his fitness by using **the Green Gym in his local park which has equipment funded through a London crowdfunding portal hosted by the Mayor.**

He has joined **the London-wide Befriending Network**, which enables him to spend time with a local older person whilst someone who lives closer to his Mum does the same with her.



4.3 Working and Volunteering – Alan

Alan is a former scaffolder in his early 70s. He has a state pension and no other declared income but does do odd jobs and bar work for cash. He is divorced and lives in a one-bed social rented flat.



He has no contact with his children but regularly sees his brother and ex brother in law as they have shared interests in football, allotments and classic cars. He has an old van that he uses for work. His landlord has decided that the flats are beyond renovation and should be replaced.

Alan has vague concerns about his physical health due to the wear and tear of his previous work including some hearing loss. He is also worried that someone may report him for working cash in hand.

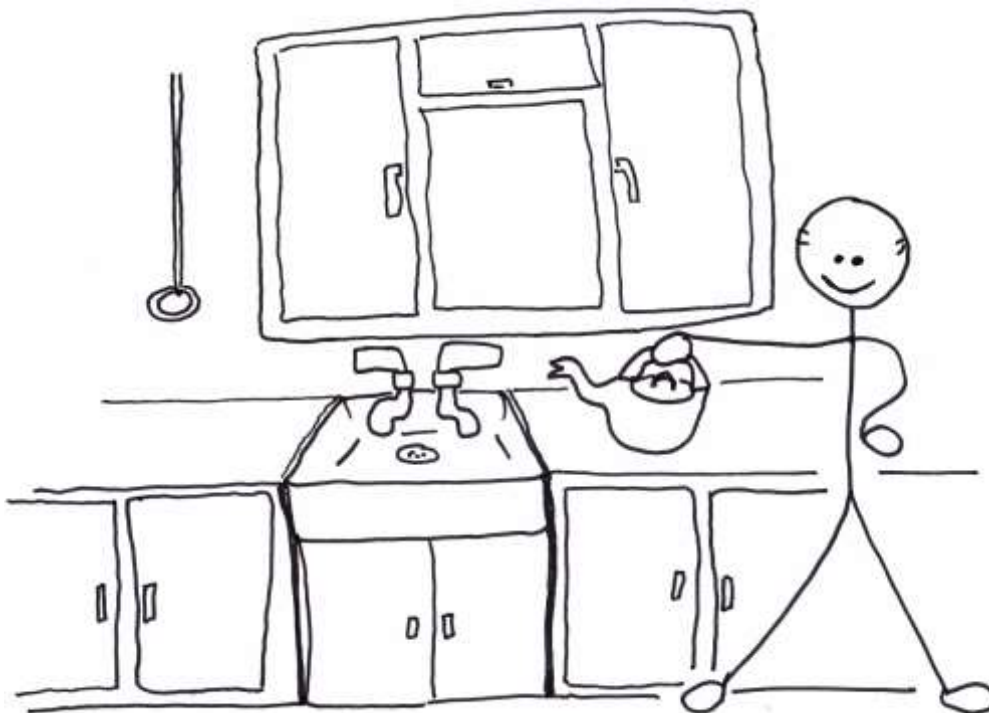
What might happen now:

Tenants are offered alternative accommodation but in an area two and a half miles away that does not have any allocated parking. Alan accepts a flat there but loses touch with some of the people he did odd jobs for so his income is reduced.

He decides to give up the van as finding a free parking space near the new flat is impossible. He buys a bicycle as there are cycle lanes for some of the route between his new flat and where he used to live. He cycles during daylight to visit friends and relatives but avoids cycling in the dark.

He decides to give up his work in a local bar as he finds it is too noisy to allow him to take orders and converse with customers.

At the same age in 2050:



The landlord **offers Alan the chance of moving to a 'care ready' mixed tenure scheme** close to his current flat. He is confident that if he gets frail as he gets older he will be able to remain in his own home and enjoy good quality of life.

He works part time on a Council sponsored scheme to train young people in basic home maintenance skills. He is also a member **of the Older Volunteers Network set up by the GLA which involves doing odd jobs for older people who have very little money, knowing that he is accruing credits should he ever need care himself.**

Although his hearing is not what it was, he continues work at the bar which has implemented the **GLA design recommendations on minimising background noise in venues.** Planning policy ensures that **all public places are fitted with a hearing loop** so Alan is able to get on with day to day life and participate at social events.

4.4 Staying Put and Sharing – Sayeeda

Sayeeda is a widow in her mid 70's whose husband died in his early 60s. She and her husband had professional jobs but she retired at 60 to care for him, and due to breaks in employment to raise children, her pension arrangements are not great.

She is struggling to cover the cost of upkeep on her home, which is 80 years old and is concerned that when she gets really frail she will probably have to sell it, move nearer one of her children and use some of the money to pay for care. Her house is worth getting on for £1m.

She likes the local area and the proximity to a good bus service, shops and green space and is very attached to her home. She makes a point of buying from local shops and businesses wherever she can.

What might happen now:

To supplement her income Sayeeda takes in a lodger. As there is only one bathroom this has to be shared as does the living room and dining/kitchen room, which is not ideal.



She feels less comfortable inviting friends over and she sometimes finds the noise from the lodger's TV and music intrusive. While the rent does make life easier it is not enough to pay for larger items of upkeep and repair so the house continues to deteriorate.

At the same age in 2050:

Sayeeda obtains impartial advice for a small charge from the London wide financial advice service sponsored by the Mayor and decides to take advantage of the **Mayor's equity loan scheme to have her house modernised and adapted**. This means she can accommodate a



lodger (or care worker if she needs one in the future).

She expects that the increased value of the property may mean her children will inherit some money after the loan is paid off. She is able to take a young couple as lodgers as she now has an extra bathroom and larger dining/family room from extending the house.

The fast track planning application (linked to keeping people independent) introduced by the local authority made the whole process much more straight forward.

She feels confident that she can remain in her own home as she gets older. The house is cheaper to run and maintain so she is able to support to local businesses by eating out and using the home delivery service set up by a collective of local retailers.

4.5 Caring and Retraining – Lee and Chen



Lee 65 and Chen 70 are civil partners and have lived together as a couple for many years. They own a two bedroom Edwardian house in Outer London with a garden that they spend a lot of time and money on and consider to be their refuge. They enjoy living in London because of its vibrant cultural life and large gay community.

Chen worked as a quantity surveyor but reduced his hours to work part time after recovering from a stroke when he was 65.

He has recently been diagnosed with Parkinson's disease. They are trying to plan ahead so that Lee can care for Chen in a home that will be accessible and where Lee will be comfortable when Chen dies (single gay friends of theirs have

felt unsupported when they developed health or social care needs).

What might happen now:

They respond to an advert for a self build co-housing development for gay men in another part of London as there is virtually no co-housing in London of any type. They join the project group but due to problems with finding suitable land and planning problems it takes

four years to get plans agreed. Given Chen's condition they decide they cannot wait for scheme to be ready so they sell their house and rent a ground floor flat close to where the new scheme will be.

They miss having a garden. It takes Chen some time to discover the best routes to shops and services as he favours ones that have seating at regular intervals; he notes that the narrow pavements on the main street mean there is no space for seating.

At the same age in 2050:

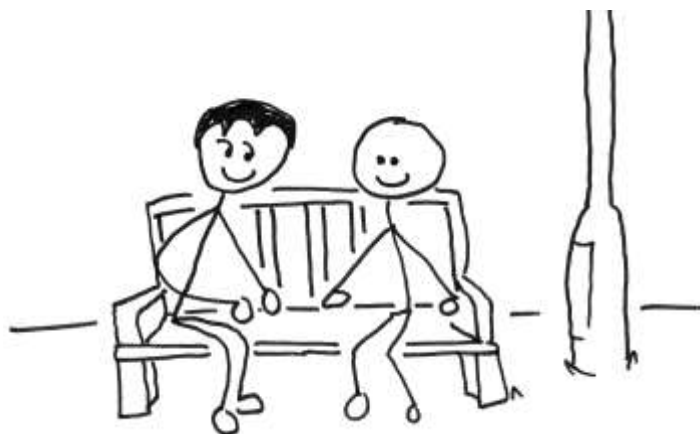
Soon after Chen becomes ill a self-build, multi-generational housing scheme within a mile of their house receives planning permission. They meet some of the potential self-builders and sign up on the basis that between them as a group they will contribute labour and cash to enable all the homes to be completed. They assist in the build as Chen is able to support the project manager by using his work scheduling skills and Lee learns new skills **using the London Older Apprentices programme**

Their new home is ready in two years and is fully accessible inside and out. Lee is able to care for Chen and keep working as a part time quantity surveyor.

Chen has found that over the years as his mobility decreased **the numbers of public seats has increased.**

Most shops and cafes offer seats for up to 10 minutes without the need to purchase and allow people to use their toilets.

The costs of cleaning and maintaining such toilets is met through sponsorship from companies selling cleaning products, following the release of a short video made by older people about being 'caught short' that went viral.



4.6 Passing on Skills to Future Generations – Eva



Eva is a widow in her 80s. She lives in the same small terraced house in Outer London where she grew up and still sees childhood friends. They are important to her since her children have moved out to Essex and she only sees them at weekends.

She worked for many years as a chef and for the last five years she has volunteered at two local schools teaching children about cooking.

She has noticed that she forgets things more these days and friends have commented on her

driving which is a bit erratic and has led to several minor accidents. The car is useful as she is less able to walk than she used to be.

What might happen now:

Eva decides to continue driving for as long as she can. She considers buying a mobility scooter but there is nowhere for her to park it under cover or to charge it up at home.

She notices that she gets lost in the part of town where there has been a large redevelopment of housing and shops. She has tried using satnav but can't get used to it.

She reluctantly stops doing the teaching at the schools as she gets anxious about losing her way and due to parking restrictions she has to carry equipment some distance from the car.

At the same age in 2050:



Eva decides to sell her home and to buy a **bungalow within a retirement housing scheme** very close to her old home. She now has a covered space in which to store and charge a mobility scooter so she buys one that is large enough to carry some equipment.

Although there have been recent changes to the buildings and road

layout in the town **the council has deliberately preserved a large archway, the façade of an old bank and a triangle of grass, as these are all familiar landmarks by which Eva can navigate.**

Although she has some memory problems her cooking skills are unaffected so she uses her mobility scooter to get to the schools and can drive it right up to the classroom. She uses the driverless car service when she wants to go further afield.

The introduction of the hire a scooter service at the interchange with the driverless car really extended her freedom.

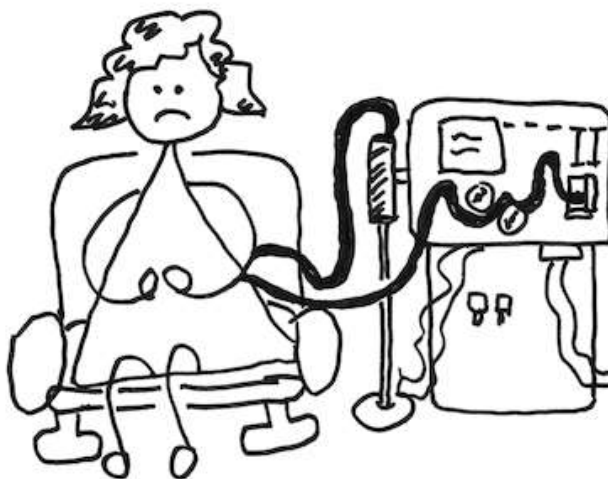
Her son, who works in town planning, tells her that sorting out the street layout to accommodate so many different forms of transport was “challenging but worthwhile”.

4.7 Generations Supporting Each Other – Gloria and Family

Gloria is in her 80's and has lived alone for many years having brought up her children as a single Mum. She lives in a privately rented 1st floor maisonette in Inner London, which the landlord has said he intends to completely refurbish within 2 years so he can obtain higher rents.

She has developed some health problems including Type 2 diabetes, deteriorating eyesight and has recently had to start having renal dialysis three times a week at the local hospital.

One of her grown up sons, Vincent, lives nearby with his wife Ella. Vincent's children had left home but his son has recently asked to return home having gone through a difficult divorce and become quite depressed.



Gloria is the rock of the family providing advice, financial and practical support to her children including babysitting the grandchildren. Vincent and his wife had been considering downsizing but in discussion with the family they are now thinking they may need the 'spare' space to accommodate their son and Gloria.

What might happen now:

Vincent and his wife decide to stay put in their three bedroom house, which they have rented from a housing association since 1985.

Gloria moves in with them when her landlord gives her notice rather than move to another rented property with the risk of having to move again.

The new arrangement has benefits in terms of mutual support but it is not always easy fitting in everyone's needs and Gloria finds the long narrow house rather gloomy and dark compared to her maisonette and the stairs are a challenge.

At the same age in 2050:

A local housing trust has developed a small 'village' of new properties on a brownfield site previously occupied by an office block, church and nursing home. Some of the houses are designed so that several generations of a family can occupy the same building with some communal and some separate space.

The family move to one of these that is available to rent as Vincent feels it gives them more flexibility for the future including the option to convert to shared ownership if they want to. They are allocated a property with a small spare room which Gloria can use for home dialysis using NHS equipment and a video link to the hospital in case she has problems.



The GLA supports housing providers in developing innovative models of tenure and design to enable multi-generational living, which pays dividends in decreasing dependency on formal services.

4.8 Volunteering – Ted and Alice

Ted and Alice are in their 80s and after giving up paid work have been volunteers for the last 10 years for several local organisations. Ted helps to run a community choir which he also sings in. He also provides training once a month at the allotment, for young people who are part of the 'garden share' scheme, where they help older people with their gardens in exchange for using some space for food growing.

Alice teaches business skills at the local FE College and is Treasurer for a community arts club. They have an allotment about a mile from home which provides about half of the fruit and veg they need.

Ted started to have problems with his eyesight five years ago and it is now too poor to read or watch TV or see any detail. He has very little peripheral vision.

What might happen now:

Ted has to rely on Alice to drive him to the allotment and hall where the choir practices as the layout of the roads en-route has recently been changed. The roads are also very busy.

Ted is concerned about getting lost and has had some near misses with bicycles and cars on crossings. As Alice has her own volunteering schedule Ted has to stop providing the garden share training.

At the same age in 2050:

Ted can continue to travel to the allotment and choir practice on his own because his mobile GPS system with audible guides is updated once a week by **a joint project between local authorities and the GLA with any changes to road layout, road works etc covered.**

At the road crossings he can activate an audible message using his mobile device that tells him how much time he has to cross and he can extend the time if he needs to.



4.9 Tourists – The Barry Family

The Barry family are planning a trip to London from the US involving three generations including grandparents Ken and Moira who are in their 90s.

Ken has moderate dementia and Moira has COPD, which means she cannot walk far and uses a mobility scooter and electric wheelchair at home.

They want to stay in central London and see all the main tourist sites, theatre and West End shows. They do not want to drive in London and so will need to use public transport. They have never visited London before.

What might happen now:

Moira decides to hire an electric wheelchair to collect at the airport because she knows that it will run for longer without charging and will be easier to travel in a taxi with compared to a mobility scooter.

As some tube stations are step free they are able to use the Tube for some journeys but this is not always possible and they have to change to bus or walk or hail a taxi for the remaining distance. They use buses outside the rush hour a few times but Ken gets anxious if he cannot sit down or has to sit next to a stranger.

Ken doesn't always give much notice when he needs to go to the toilet and a couple of times while they are sightseeing he has 'accidents' because they can't find a toilet quickly enough.

On one occasion Moira gets very breathless and the family don't know how to find out the best place to go for a medical assessment and possible oxygen.

At the same age in 2050:



Moira is able to choose a mobility scooter which she feels is less ‘medical’ as **Transport for London has worked with scooter providers to label the types of scooters that can be used on buses, train and tube and there is space on the vehicles for them.**

When they get on a bus their travel card alerts the driver that they will need two seats together, **the driver checks his on board occupied seat indicator and will ask customers to give up their seats when this is needed. On every bus, train and tube a light above each seat shows whether it is vacant or occupied and this helps them find seats close together.**

When the family need to locate the closest hospital they can use **a mobile device that they have pre-loaded with the types of need Moira is likely to experience. A help centre set up through collaboration between the NHS in London, the GLA, TfL and Ambulance service directs the family to the location, suggests the best route and asks if they require an ambulance.**

An agreement with shops, eating and entertainment places means that most have signs indicating that their toilets can be used without a purchase being necessary. **All businesses who join are able to have a free advert on the Visit London website.**

The family use a map linked to GPS of closest toilets when Ken suddenly needs to go and **thus avoid any accidents.** When they decide to travel to a tourist site in Outer London they are able to **request a volunteer travel companion (part of London Timebank) who lives in the area and will meet them at the station and spend up to half a day with them.**

4.10 Coping with Climate Change – Jorge and Maria

Jorge and Maria are in their 60's and live in a house that they bought many years ago in Outer London. Having both worked for many years in catering they changed careers in their 50's, Jorge trained as a herbalist and Maria provided event catering in the local area.

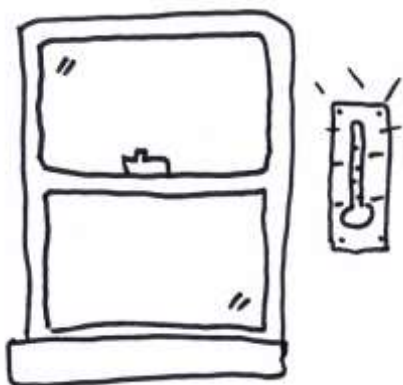
They have used their garden to grow herbs and make herb-based toiletries at home for local sale to fund an older citizen peer support network.

The house has been damaged in the past by subsidence leading to ongoing problems with pipes and paving. They decide that before the house requires more extensive repair they should move. They look for somewhere where they can still grow herbs and do some limited home preparation of products.



What might happen now:

They buy a penthouse flat in a small block nearby that is energy efficient, with good insulation. The risk of flooding from heavy storms has been reduced through rainwater harvesting, and porous surface on forecourt that is designed to take surface run off during storms.



The energy certificate indicates that the risk of overheating is low. However during their first summer there is a prolonged heatwave and the daytime temperature indoors regularly reaches 30°C and the bedroom stays at 26 °C overnight making sleep difficult. They consult an engineer who explains that the East/West orientation and large windows are key factors. They invest in some heat reflecting film for some windows that reduces the problem a bit but have to use an expensive mobile air conditioning unit on the hottest days.

At the same age in 2050:

Jorge and Maria have researched the **information from their local council about more stringent assessment of housing design for climate change and the lifestyle factors to consider like working from home, use of appliances that generate heat and the importance of plants and green space.** They buy a flat that was built in 2030 during phase 2 of the Mayor's planning initiative to reduce the health impact of overheating in urban areas.

The flat has a large balcony on which they can grow plants and herbs, the frontage of the building has dense planting and mature deciduous trees and all flats are orientated close to North/South. Rainwater from the roof is used for flushing toilets and other grey water uses, run off from hard surfaces is channelled by gravity into a series of water stores and large pond.

As part of the peer support network they advise local older people on buying or adapting their homes to reduce overheating.



APPENDIX I - SUMMARY OF POLICIES OF RELEVANCE TO OLDER PERSONS: LONDON BOROUGHS JUNE 2015⁶¹

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Barking and Dagenham	Core Strategy 2010	CP3 High Quality Built Environment	Development must be inclusive for borough's older residents.
	Borough-Wide Development Policies 2011	BC2 Accessible and Adaptable Housing	Major and strategic housing schemes to mix Lifetime Homes and Wheelchair Accessible Home (WAH) requirements to incorporate a proportion of 'Super Flexible Housing'
		BC7 Crime Prevention	Measures to reduce fear of crime amongst residents especially older people.
LB Barnet	Core Strategy September 2012	CS4 : Providing quality homes and housing choice	Seeks all new homes to be built to lifetime home standards
	Development Management DPD 2012	DM09 Specialist Housing	Housing proposals for older people should <ul style="list-style-type: none"> • meet an identified need, • demonstrate it does not have a harmful impact on character. • be located within walking distance of local shops and easily accessible public transport and provide adequate

⁶¹ Wording as in the Plan document

London Borough	Planning Document	Policy Name/ No	Policy Content
			communal facilities.
LB Bexley	Core Strategy 2012	CS10 Housing Need	Lifetime Homes and WAH requirements.
		CS21 Supporting Community Infrastructure and Services	Seeks to address needs of all existing and future residents of all ages to ensure protection and improvements to facilities.
LB Brent	Core Strategy July 2010	A Balanced Housing Stock CP21	Seeks to maintain and provide a balanced housing stock. Non self-contained accommodation to meet identified needs Care and Accommodation to enable people to live independently. Provision of residential care homes who meet a need
		Supported Housing / Day centres H23b-c	Acceptable in residential area or adjoining sites. Must meet a known need. Local shopping and public transport located within 400m.
	Saved UDP Policies October 2014	H25 Sheltered Housing	Acceptable in location with moderate or better public transport accessibility and with access to local shop within 400m.
LB Bromley	UDP 2006	H4 Supported Housing	Supports increased provision except where significant harm to residential amenity.
LB Camden	Core Strategy 2010	CS6 Providing Quality Homes	Seeks a variety of housing types suitable for different groups,

London Borough	Planning Document	Policy Name/ No	Policy Content
			including people with mobility difficulties and older people.
LB Camden	Development Policies 2010	DP2 Making full use of Camden's capacity for housing	Resist alternative development for sites considered suitable for homes for older people
		DP 6 Lifetime Homes and Wheelchair housing	Seeks all new homes to be built to lifetime home standards 10% of development to meet wheelchair standards
		DP7 Sheltered housing and care homes for older people	Supports development of sheltered housing and care homes for older people. Particular support for such homes which also combine independent living with availability of support and nursing care. Resists development that involves a net loss of floorspace of sheltered homes.
		DP29 Improving Access	Seeks to promote fair access and remove barriers that prevent people from accessing facilities and opportunities.
LB Croydon	Local Plan 2013	SP2 Homes	Seeks to facilitate the provision of specialist and supported housing for elderly and vulnerable people.
		SP5 Community Facilities	Seeks to meet evolving needs of community; seeks to provide adequate burial space

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Croydon	In process of updating the local plan. The evidence includes the document 'Accommodation choices for an ageing population' (March 2014).	H5 Accessible Housing	10% WAH for 20+ units.
LB Ealing	Development Management Plan December 2013	Policy 3B Special Residential Accommodation	Supports special residential accommodation where it meets an identified need of a specific local group.
LB Enfield	Core Strategy 2008	Core Policy 5 Housing Types	Seeks to meet housing need.
		Core Policy 6 Meeting Particular Housing Needs	Securing appropriate provision of specialist accommodation including for older people.
		Core Policy 12 Visitors and Tourism	Seeks to enhance Enfield's visitor and tourism potential by... seeking to improve wheelchair access to visitor accommodation and tourist attraction, which will also provide

London Borough	Planning Document	Policy Name/ No	Policy Content
			better access for older people, families and children.
	Development Management Document 2014	DMD45 Parking Standards and Layout	New car free development may be required to provide drop off points for older residents.
LB Greenwich	Core Strategy including Detailed Policies 2014	H2 Housing Mix	Seeks a mix of housing types for all new developments. Policy acknowledges that people require different types at different stages of life.
		OS(c) Public Open Space Deficiency	Seeks to increase access to public open space and acknowledges that less mobile people, including older people, do not always have access to open space.
		CH2 Healthy Communities	Promotes healthy and active living for all age groups including older people.
LB Hackney	Core Strategy Dec 2010	Policy 21 Supported Housing	Seeks adequate provision and supply of supported housing to meet the needs of older people and other vulnerable groups.
	Saved UDP Policies 1995	HO17 Residential Accommodation for Care	Encourage development of residential accommodation for care to meet specific needs in residential areas.

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Hammersmith and Fulham	Core Strategy October 2010	H4 Meeting housing needs	<p>Seeks all new build dwellings built to lifetime homes standards</p> <p>10% wheel chair accessible / easily adaptable</p> <p>Protects housing for people who need care and support</p> <p>New development will be supported where there is established need.</p>
		CC4 Protecting and enhancing environmental quality	Supports means to protect and enhance environmental quality of Borough and acknowledges detrimental impact on people's health and wellbeing especially for vulnerable groups, inc older people.
	Development Management July 2013	DM A5 Meeting needs of people who need care and support	<p>Loss of special needs housing only granted if demonstrates no longer established need.</p> <p>New applications supported if demonstrated need, good level of access to public transport and facilities and no detrimental impact to local amenity.</p>
LB Haringey	Strategic Policy 2013	SP2 Housing	<p>Seeks excellence in design quality and sustainability.</p> <p>Seeks to maximise housing for vulnerable people or those with specific needs</p>

London Borough	Planning Document	Policy Name/ No	Policy Content
			100% lifetime homes with a minimum 10% built as wheelchair accessible within an aspiration of 20% to be built.
	Development Management Policy (Consultation draft February 2015)	DM21 Specialist Housing	<p>Loss of specialised housing only permitted where there is no established need.</p> <p>Support of new specialised housing only where there is an established need</p> <p>Standard of housing must be appropriate in terms of amenity space, parking and servicing and</p> <p>Must also provide appropriate level of independence and necessary supervision, management, care and support.</p> <p>Requires good level access to public transport, shops, services and community facilities.</p>
LB Harrow	Core Strategy February 2012	Core Policy 1 : Overarching Policy Objective - 7	Deliver homes which are affordable, accessible and meet their occupier's needs.
	Development Management Plan July 2013	DM29 Sheltered Housing, Care Homes and Extra Care Housing	<p>Supports proposals on previously developed land provided it is accessible by public transport with good access to local amenities including shops and community facilities.</p> <p>Loss accepted where there is no longer demand of that use on</p>

London Borough	Planning Document	Policy Name/ No	Policy Content
			that site.
LB Havering	Core Strategy and Development Management Policies 2008	CP2 Sustainable Communities	Seeks to create sustainable, mixed and balanced communities by... ensuring that the needs of those households with special needs, including the elderly are met. Lifetime homes requirements.
		CP4 Town Centres	Seeks to promote and enhance Havering's town centre hierarchy and acknowledges that local centres provide day to day shops and services for residents especially the borough's elderly and less mobile.
		CP8 Community Facilities	Seeks to ensure a range of community facilities. Highlights various LB Havering strategies in place to address the challenges faced by Havering's ageing population.
		DC2 Housing Mix and Density	Allows for higher densities for specialist elderly accommodation
		DC5 Specialist Accommodation	Criteria based policy for health and non-health social services residential projects
		DC62 Access	Inclusive access for all public buildings.

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Hillingdon	Development Management Policy (September 2014)	DM H8 Sheltered Housing and Care Homes	Supports development of staff accommodation, residential care homes and other types of supported housing provided: <ul style="list-style-type: none"> - not an over concentration - caters for individual needs - quality of accommodation meets standards. Sheltered accommodation needs to be located near shops, community facilities and easily accessible by public transport.
LB Hounslow	Local Plan (Modifications Consultation draft) EIP ended April 2015	SC5 Ensuring suitable internal and external space	Requires minimum internal spaces to meet lifetime home standards
		SC8 Specialist and Supported Housing	Supports provision of appropriate housing to meet specialist and supported needs of vulnerable people. Strategic aim to minimise use of residential and nursing homes when vulnerable people could otherwise be supported to live independently. 10 % Supported housing suitable for wheelchair users.

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Islington	Core Strategy February 2012	CS12 Meeting Housing Challenge	<p>Seeks to provide more high quality, inclusive and affordable housing.</p> <p>Requires all new housing to comply with flexible housing standards, with at least 10% wheelchair accessible housing provided as part of all new development.</p>
	Development Management Policy June 2013	DM3.4 Housing Standards	<p>10% new housing wheelchair accessible</p> <p>All dwellings should provide step free or lift access</p>
		DM3.8 Sheltered Housing	<p>Support sheltered housing, as long as it provides suitable standard of facilities.</p> <p>Supports level of independence and provide level of supervision, management and care and support.</p> <p>Accessible to public transport, shops, services and community facilities.</p> <p>Resists loss, unless demonstrate surplus on the long term.</p>
	Accessible Housing SPD March 2009		Sets out 'flexible housing' design standards and wheelchair accessible housing standards.

London Borough	Planning Document	Policy Name/ No	Policy Content
RB Kensington and Chelsea	Core Strategy December 2010	CO1 Keeping Life Local	Seeks to keep life local for strong effective neighbourhood centres and for social and community facilities inc. shopping facilities to be inclusive.
		CH2 Housing Mix and Type	Requires new development to achieve lifetime home standards 10% new housing wheelchair accessible Encourage extra care housing, particularly in the South of the Borough.
RB Kingston Upon Thames	Core Strategy April 2012	CS10 Housing Delivery	Seeks to ensure broad mix of accommodation options are available to residents and that a range of housing needs are met.
		DM13 Housing Quality and Mix	Seeks residential development to be built to lifetime homes standards Ensure 10% units are wheelchair accessible or easily adaptable.
LB Lambeth	Core Strategy 2011	S2 Housing	Seeks a mix of housing sizes and types to meet the different needs of the community through applying lifetime home standards and building for life standards and the provision of wheelchair accessible housing.

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Lewisham	Core Strategy 2011	Core Strategy Policy 1 Housing Provision, Mix and Affordability	Lifetime Homes and WAH requirements.
		Core Strategy Policy 15 High Quality Design for Lewisham	Ensure design is flexible and adaptable to change.
		Core Strategy Policy 20 Provision and Maintenance of Community and Recreational Facilities	Seeks to ensure a range of health, education, policing, community, leisure, arts, cultural, entertainment, sports and recreation facilities and services.
	Development Management Local Plan 2014	Development Management Policy 5 Specialist Accommodation for Older People	Supports specialist accommodation for older people.
		Development Management Policy 40 Public Conveniences	Expects new developments, which attract large numbers of visitors, to provide public conveniences, especially to allow particular groups, including older people, to stay longer.
LB Merton	Core Strategy 2011	CS8 Housing	Seek provision of a mix of housing types and sizes at a local level to meet all needs of all sectors, including those with special needs.

London Borough	Planning Document	Policy Name/ No	Policy Content
			<p>All new housing built to lifetime homes standards</p> <p>10% of new housing wheelchair accessible or easily adaptable</p>
	<p>Saved UDP Policies November 2012</p>	<p>HN4 Housing for older people</p>	<p>Supports housing specifically for older people with consideration given to topography of area, proximity to public transport and the environment.</p>
		<p>HN5 Residential Institutions</p>	<p>Supports residential institutions within residential areas with site suitability assessed against size, proximity to local amenities and public transport.</p>
<p>LB Merton</p>		<p>C2 Older People</p>	<p>Seeks to ensure needs of older people catered through adequate provision of supply of accessible day care facilities. Also seeks to retail accommodation designed for older persons.</p>
		<p>ST 30 Local Shopping</p>	<p>Seeks to maintain widespread distribution of local shopping to reduce social exclusion and acknowledges particular benefit to the elderly.</p>
		<p>S4 Neighbourhood parades S5 Corner / local shops in residential areas</p>	<p>Seeks to retain these uses and acknowledges particular benefit to the elderly.</p>

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Newham	Core Strategy 2012	SP2 Healthy Neighbourhoods	Seeks to promote healthy lifestyles and reduce health inequalities – including improving inclusion through improved urban design.
		H1 Building Sustainable Mixed Communities	100% Lifetime Homes and 10% Wheelchair Accessible Housing (WAH)
		H3 Specialist Accommodation Needs	Seeks to ensure needs of all types of households are considered (generally applies to people with mental health issues; vulnerable adults; end of life care; young people with support needs; women at risk of domestic violence)
LB Redbridge	Core Strategy 2008	Strategic Policy 7 Lifetime Homes and WAH	Lifetime Homes and WAH requirements.
	Borough-Wide Development Policies 2008	T2 Public Transport	Seeks to improve public transport especially for children and the elderly.
		R3 Protection of Shopping Uses	Acknowledges that protection of existing shops outside identified shopping centres are required to be retained, as they meet the vital day to day needs of the local community, including the elderly.

London Borough	Planning Document	Policy Name/ No	Policy Content
		H2 Housing Choice	Lifetime Homes and WAH requirements.
LB Richmond upon Thames	Core Strategy Adopted April 2009	See para 6.3.2	Acknowledges key issue in Borough is adapting historic environment and building to be suitable for people who are elderly
		CP14 Housing	All housing should be built to lifetime homes standard 10% of all new housing should be wheelchair accessible
	Development Management Plan November 2011	DM TC4 Local Shops and Services and public houses	Seeks to retain isolated uses that serve local needs. Acknowledges importance of these especially to elderly and less mobile shoppers.
		DM HO5 Housing to meet specific community needs	Loss of existing housing will be resisted where it meets a specific community need.
LB Southwark	Core Strategy April 2011	Strategic Policy 5 Providing new homes	Generic policy that seeks residential development to meet the housing needs of people who want to live in Southwark
	Saved UDP Policies April 2011	Policy 4.7 Non self-contained housing for identified user groups	Policy supports new development / changes of use which provide non self-contained residential accommodation. Accommodation must be provided to meet specific needs of certain groups (inc elderly)

London Borough	Planning Document	Policy Name/ No	Policy Content
			Defines non self-contained as cluster flats or residential, such as care homes and occupiers, such as the elderly.
LB Sutton		BP2 Affordable Housing	Seeks sheltered housing and that all developments meet Lifetime Homes standards.
LB of Tower Hamlets	Core Strategy (Adopted September 2010)	Spatial Policy 02	<p>Requires new development to comply with accessible standards including Lifetime homes. (6.d)</p> <p>Policy seeks to work with partners to facilitate the appropriate amount of specialist and supported housing including for the elderly (7.c)</p> <p>The core strategy also acknowledges the effect of climate change particularly in terms of increased health risks on vulnerable groups (including elderly).</p>
	Development Management Plan (2013)	DM5 Specialist Supported Housing and	<p>Seeks to protect sheltered housing and care homes, when considered to be a suitable use and meets relevant standards.</p> <p>Any redevelopment of specialist / supported housing should reprovide existing space and supply as part of redevelopment.</p> <p>New specialist and supported housing will be supported, if there is demonstrated need.</p>

London Borough	Planning Document	Policy Name/ No	Policy Content
LB Waltham Forest	Core Strategy 2012	CS2 Improving Housing Quality and Choice	Seeks to facilitate sustainable housing growth by (amongst others) enabling a variety of housing types to meet the identified needs of local older and vulnerable people. Policy acknowledges increasing numbers of older people and therefore anticipates demand for specialist and supported housing increasing.
	Development Management Policies 2014	DM9 Specialised Housing	Supports specialised housing. Includes minimum floor areas for non-self-contained units.
LB Wandsworth	Core Strategy October 2010	Policy IS 5 Achieving a mix of housing including affordable	New dwellings built to lifetime home standards with at least 10% wheelchair accessible.
	Development Management Policies February 2012	DM H9 Hostels, staff, and shared accommodation, specialist and supported housing.	Proposals for residential care establishments must demonstrate that they provide levels of care as defined in Article 2 of Town and Country Planning (Use Classes) Order 1987.
LB Westminster	Local Plan Adopted November	S15 Meeting Housing Needs	Seeks to protect specialist housing floorspace and allowed where it contributes to meeting need.

London Borough	Planning Document	Policy Name/ No	Policy Content
	2013		Assessment to include need for specialist housing e.g. extra care units for elderly
		S16 Affordable Housing	Specialist provision includes non self-contained units for special groups such as the elderly
		S28 Design	Requires development to incorporate exemplary standards of sustainable design and inclusive urban design.
	UDP Saved Policies 2007	H6 Hostels and Specialist Needs housing	Seeks to facilitate provision of special needs homes.
City of London	Local Plan January 2015	CS 21 Housing	Seeks to protect existing housing and amenities. Seeks to provide additional housing in the city in or near existing residential areas to meet the City's needs.
		DM 21.1 Location new housing	New housing to be located on suitable sites in or near residential areas. Defines new housing to include housing for the elderly.
		DM 22.2 Provision of public toilets	Seeks widespread distribution of public toilets which meets demand. Acknowledges the importance of facilities for the elderly.

APPENDIX II - DETAILED LIST OF LOCAL PLAN POLICIES ANALYSED AGAINST WHO CHARTER FOR AGE FRIENDLY CITIES RECOMMENDATIONS⁶²

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
All boroughs				no policies found	
LB Barking and Dagenham		Inclusive for older residents - CP3			
	Lifetime Homes - BC2				
		Fear of crime - BC7			
LB Barnet	Specialist housing based on identified need; within walking distance of shop; with good public transport accessibility level (PTAL) and communal facilities where	Lifetime Homes - CS4			

⁶² Categories as specified by the local authority

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	required - DM09				
LB Bexley		Lifetime Homes - CS10			Seeks to ensure access to community facilities - CS21
LB Brent	Seeks to maintain and provide a balanced housing stock - CS21				Supported day centres and residential care - H23
	Non self-contained accommodation to meet identified needs - CS21				
	Care and Accommodation to enable people to live independently-CS21				
	Provision of residential care homes who meet a need - CS21				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Good PTAL and access to shops for residential care - H25				
LB Bromley	Increased provision supported, except where affects residential amenity - H4				
LB Camden	Variety of housing, including for older people - CS6				
	Supports development of sheltered housing and care homes - DP7	Lifetime Homes - DP6			
	Resist alternative development for sites considered suitable for homes for older people - DP2	Seeks to promote fair access and remove barriers that prevent people from accessing			

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
		facilities and opportunities -DP29			
LB Croydon	Provision of specialist and supported housing for the elderly -SP2	Design seeks to meet evolving needs of community - SP5			
	Accessible housing - H5	Accessible housing - H5			Seeks to provide adequate burial space - SP5
LB Ealing	Supports special residential accommodation where it meets an identified need of a specific local group - 3B				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
LB Enfield	Meet housing need - CP5	Improve wheelchair access to visitor accommodation and tourist attraction, which will also provide better access for older people, families and children - CP12	New car free development may be required to provide drop off points for older residents - DMD45		
	Securing appropriate provision of specialist accommodation including for older people - CP6				
LB Greenwich	Seeks a mix of housing types for all new developments. Policy acknowledges that people require different types at				Promotes healthy and active living for all age groups including older people - CH2

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	different stages of life -H2				
		Increase access to public open space and acknowledges that less mobile people, including older people, do not always have access to open space - OSC			
LB Hackney	Adequate provision and supply of supported housing to meet the needs of older people and other vulnerable groups - Policy 21				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Encourage development of residential accommodation for care to meet specific needs in residential areas - HO17				
LB Hammersmith and Fulham	Loss of special needs housing only granted if demonstrates no longer established need - H4	Lifetime Homes - H4			Supports means to protect and enhance environmental quality of Borough and acknowledges detrimental impact on people's health and wellbeing especially for vulnerable group's inc older people - CC4

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	New applications supported if demonstrated need, good level of access to public transport and facilities and no detrimental impact to local amenity - DMA5				
LB Haringey	Seeks to maximise housing for vulnerable people or those with specific needs - SP2	Standard of housing must be appropriate in terms of amenity space - DM21	Standard of housing must be appropriate in terms of parking and servicing - DM21		
	Support of new specialised housing only where there is an established need - DM21	Lifetime Homes - SP2			

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Must also provide appropriate level of independence and necessary supervision, management, care and support - DM21				
	Requires good level access to public transport, shops, services and community facilities DM21				
LB Harrow	Deliver homes which are affordable, accessible and meet their occupier's needs - Core Policy 1/ Core Objective 7				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Supports proposals on previously developed land, provided it is accessible by public transport, with good access to local amenities, including shops and community facilities - DM29				
	Loss accepted where there is no longer demand of that use on that site.				
LB Havering	Ensuring that the needs of those households with special needs, including the elderly are met -CP2	Seeks to promote and enhance Havering's town centre hierarchy and acknowledges that local centres provide day to day shops and services			Seeks to ensure a range of community facilities. Highlights various LB Havering strategies in place to address the challenges faced by Havering's ageing population - CP8

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
		for residents especially the borough's elderly and less mobile - CP4			
	Allows for higher densities for specialist elderly accommodation - DC2	Inclusive access for all public buildings - DC62			Criteria based policy for health and non-health social services residential projects - DC5
		Lifetime Homes - CP2			
LB Hillingdon	Supports development of staff accommodation, residential care homes and other types of supported housing provided: (Policy H8)				
	- Not an over concentration				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	- Caters for individual needs				
	- Quality of accommodation meets standards.				
	Sheltered accommodation needs to be located near shops, community facilities and easily accessible by public transport - H8				
LB Hounslow	Supports provision of appropriate housing to meet specialist and supported needs of vulnerable people - SC8	Lifetime Homes - SC5			

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Strategic aim to minimise use of residential and nursing homes when vulnerable people could otherwise be supported to live independently - SC8				
LB Islington	Support sheltered housing as long as it provides suitable standard of facilities - DM3.8	Lifetime Homes/ flexible housing standards - CS12 and Accessible Housing SPD			
	Supports level of independence and provide level of supervision, management and care and support - DM3.8				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Accessible to public transport, shops, services and community facilities - DM3.8				
	Resists loss unless demonstrate surplus on the long term DM3.8				
RB Kensington and Chelsea		Lifetime Homes - CH2			Seeks to keep life local for strong effective neighbourhood centres and for social and community facilities inc shopping facilities to be inclusive - CO1

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
RB Kingston Upon Thames	Seeks to keep life local for strong effective neighbourhood centres and for social and community facilities, inc shopping facilities, to be inclusive - DM13				
LB Lambeth	Supports proposals for specific types of specialist housing - S2				
LB Lewisham		Ensure design is flexible and adaptable to change - CS15			Seeks to ensure a range of health, education, policing, community, leisure, arts, cultural, entertainment, sports and recreation facilities and services - CS20
	Supports specialist accommodation for	Lifetime Homes - CS1			

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	older people.				
		Expects new developments which attract large numbers of visitors to provide public conveniences especially to allow particular groups, including older people, to stay longer - DMP40			
LB Merton	Seek provision of a mix of housing types and sizes at a local level to meet all needs of all sectors including those with special needs - CS8	Lifetime Homes - CS8			Adequate provision of daycare facilities - C2

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Supports residential institutions within residential areas with site suitability assessed against size, proximity to local amenities and public transport - HN5				
	Supports housing specifically for older people with consideration given to topography of area, proximity to public transport and the environment - HN4	Protection of local shopping facilities especially for elderly - S4/ ST30			

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
LB Newham	Seeks to ensure needs of all types of households are considered (generally applies to people with mental health issues; vulnerable adults; end of life care; young people with support needs; women at risk of domestic violence) - H3	Seeks to promote healthy lifestyles and reduce health inequalities – including improving inclusion through improved urban design - SP2			
		Lifetime Homes - H1			
LB Redbridge		Lifetime Homes - SP7/ H2	Seeks to improve public transport especially for children and the elderly - T2		

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
					Acknowledges that protection of existing shops outside identified shopping centres are required to be retained as they meet the vital day to day needs of the local community including the elderly - R3
LB Richmond upon Thames		Acknowledges key issue in Borough is adapting historic environment and building to be suitable for people who are elderly - see para 6.3.2			
	Loss of existing housing will be resisted where it meets a specific	Lifetime Homes - CP14			Seeks to retain isolated uses that serve local needs - DMTC4

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	community need - DMH05				
LB Southwark	Accommodation must be provided to meet specific needs of certain groups (inc elderly) - SP5/ Policy 4.7				
LB Sutton	Seeks sheltered housing - BP2	Lifetime Homes - BP2			
LB of Tower Hamlets	Work with partners to facilitate the appropriate amount of specialist and supported housing including for the elderly - SP02				Acknowledges the effect of climate change particularly in terms of increased health risks on vulnerable groups (including elderly) - SP02
		Lifetime Homes -			

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
		SP02			
	Seeks to protect sheltered housing and care homes, when considered to be a suitable use and meets relevant standards - DM05				
	Any redevelopment of specialist / supported housing should reprovide existing space and supply as part of redevelopment - DM05				
	New specialist and supported housing will be supported if there is demonstrated need - DM05				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
LB Waltham Forest	Variety of housing types to meet the identified needs of local older and vulnerable people - CS2				
	Policy acknowledges increasing numbers of older people and therefore anticipates demand for specialist and supported housing increasing - CS2				
	Supports specialised housing. Includes minimum floor areas for non-self-contained units - DM9				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
LB Wandsworth	Proposals for residential care establishments must demonstrate that they provide levels of care as defined in Article 2 of Town and Country Planning (Use Classes) Order 1987 - DM9	Lifetime Homes - IS5			
LB Westminster	Seeks to protect specialist housing floorspace and allowed where it contributes to meeting need - S15	Requires development to incorporate exemplary standards of sustainable design and inclusive urban design - S28			
	Assessment to include need for specialist housing e.g. extra care units for elderly - S16				

	Housing	Outdoor spaces and buildings/built environment	Transportation	Communication and information	Community and Health/Social Facilities
	Specialist provision includes non self-contained units for special groups such as the elderly - H6				
City of London	New housing to be located on suitable sites in or near residential areas. Defines new housing to include housing for the elderly - CS21				
	New housing to be located on suitable sites in or near residential areas. Defines new housing to include housing for the elderly - DM21.1	Seeks widespread distribution of public toilets which meets demand. Acknowledges the importance of facilities for the elderly - DM22.2			

APPENDIX III - CHECKLIST OF FEATURES OF AGE-FRIENDLY CITIES

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

Outdoor spaces and buildings

- 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.

Transportation

- 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, well lit 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.

Housing

- Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.
- Sufficient and affordable home maintenance and support services are available.
- Housing is well-constructed and provides safe and comfortable shelter from the weather.
- Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.
- Home modification options and supplies are available and affordable, and providers understand the needs of older people.
- Public and commercial rental housing is clean, well-maintained and safe.

Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

Social participation

Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.

Events are held at times convenient for older people.

Activities and events can be attended alone or with a companion.

Activities and attractions are affordable, with no hidden or additional participation costs.

Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.

A wide variety of activities is offered to appeal to a diverse population of older people.

Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.

There is consistent outreach to include people at risk of social isolation.

Respect and social inclusion

Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.

Services and products to suit varying needs and preferences are provided by public and commercial services.

Service staff are courteous and helpful.

Older people are visible in the media, and are depicted positively and without stereotyping.

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.

Civic participation and employment

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.
- The qualities of older employees are well promoted.
- A range of flexible and appropriately paid opportunities for older people to work is promoted.
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.
- Workplaces are adapted to meet the needs of disabled people.
- Self-employment options for older people are promoted and supported.
- Training in post-retirement options is provided for older workers.
- Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

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.
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APPENDIX IV - SOURCES OF FURTHER INFORMATION

This list of publications is based on information of which we were aware up to June 2015. We hope that it will be useful, but do not claim that it is a comprehensive list of all publications available on the subjects set out above. Neither the consultants nor the GLA accept any liability for action which is taken based on information obtained from any of the above publications

General

Older People's Manifesto 2012 – 2016, London AgeUK

Later Life in the United Kingdom, AgeUK, April 2015

Five Hours a Day: Systemic Innovation for an Ageing Population, NESTA, Feb 2013
<http://www.nesta.org.uk/publications/five-hours-day>

2030 Vision: the best and worst futures for older people in the UK, Independent Age, March 2014. <http://www.independentage.org/blog/blog/2014/march/2030-vision-the-best-and-worst-futures-for-older-people-in-the-uk/>

Useful websites which provide general information about older people include;

Age UK <http://www.ageuk.org.uk/>

Elderly Accommodation Counsel/First Stop <http://www.eac.org.uk/>

Housing Lin <http://www.housinglin.org.uk/>

International Longevity Centre <http://www.ilcuk.org.uk/>

Population data including incidence of particular conditions

POPPI information on prevalence of various illnesses and disabilities by age at Borough and London level, with forecasts to 2030. <http://www.poppi.org.uk/>

Disability-Free Life Expectancy by Upper Tier Local Authority: England 2009-11 and comparison with 2006-08 ONS 2014 <http://www.ons.gov.uk/ons/rel/disability-and-health-measurement/sub-national-health-expectancies/disability-free-life-expectancy-by-upper-tier-local-authority--england>

A Jam-jar Model of Life Expectancy and Limits to Life, International Longevity Centre UK, March 2015

Health and Social Care Information Centre (For population data on diagnoses of particular conditions) www.hscic.gov.uk

RNIB Sight Loss Data Tool (key statistics by local authority area re sight loss) www.rnib.org.uk/datatool

Data on incidence and costs of dementia, LSE and King's College London.

<http://www.lse.ac.uk/newsAndMedia/news/archives/2014/09/Dementia.aspx>

2011 Census Snapshot: Household and Families, Dec 2012, GLA, Dec 2012. This and other data on London. <https://www.london.gov.uk/mayor-assembly/mayor/publications/gla-intelligence>

Housing and Neighbourhoods

Housing in Later Life. AgeUK, July 2014

Housing in London 2014 – the evidence base for the Mayor’s Housing Strategy, GLA, April 2014

Towards a Liveable London, London CPRE, June 2014

Housing Learning and Improvement Network (LIN), Website with resources on specialist housing for older people: <http://www.housinglin.org.uk>

First Stop website Elderly Accommodation Counsel: information on supply of specialist housing for older people by type, tenure and borough <http://www.housingcare.org/housing/index.aspx>

Spotlight: Housing an Ageing Population, Savills, 2015.

<http://www.housinglin.org.uk/Topics/browse/Housing/HousingforOlderPeople/?&msg=0&parent=8955&child=9854>

Employment, volunteering and Lifelong Learning

The Economic Contribution of Older Londoners GLA <http://www.ifa-fiv.org/wp-content/uploads/2015/03/5-The-Economic-Contribution-of-Older-Londoners.pdf>

Wealth of the Web: broadening horizons online – scoping report, London AgeUK, 12/13

Adults Media Use and Attitudes Report 2014, Ofcom, April 2014. <http://stakeholders.ofcom.org.uk/market-data-research/other/research-publications/adults/adults-media-lit-14/>

Learning and Wellbeing Trajectories Among Older Adults in England, Department for Business, Innovation and Skills, Research Paper No 92, Oct 2012

Understanding Age and the Labour Market, Joseph Rowntree Foundation, June 2015. <https://www.jrf.org.uk/report/understanding-age-and-labour-market>

A new vision for older workers: Dr Ros Altmann

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411420/a-new-vision-for-older-workers.pdf

Older carers

Caring and Isolation in the Workplace, Carers UK and Employers for Carers, March 2015

Contribution to economy and communities

The Economic Contribution of Older Londoners, GLA, Oct 2013.

<https://www.london.gov.uk/priorities/business-economy/publications/gla-economics/the-economic-contribution-of-older-londoners>

A New Vision for Older Workers: retain, retrain and recruit, Dept. for Work and Pensions, March 2015. <https://www.gov.uk/government/publications/a-new-vision-for-older-workers-retain-retrain-recruit>

Silver Linings, The Active Third Age and the City, RIBA, 2013

Silver Cities, Realising the Potential of our Growing Older Population, IPPR North, Dec 2014, <http://www.ippr.org/publications/silver-cities-realising-the-potential-of-our-growing-older-population>

Ageing: The Silver Lining: the opportunities and challenges of an ageing society for local government, Local Government Association, June 2015.

http://www.local.gov.uk/publications/-/journal_content/56/10180/7357727/PUBLICATION

Value of Cultural Tourism to London, GLA, March 2015.

<https://www.london.gov.uk/priorities/business-economy/publications/gla-economics/the-value-of-cultural-tourism-to-london>

Wealth, poverty and ability to pay

What does the distribution of wealth tell us about future retirement resources? Research report No 655, Institute for Fiscal Studies, Dept. for Work and Pensions, 2010

Older people who self fund their social care OPM/SITRA 2013
<http://www.opm.co.uk/publications/older-people-who-self-fund-their-social-care-a-guide-for-health-and-wellbeing-boards-and-commissioners/>

Wellbeing and inclusion

A Better Life: Valuing our Later Years, I Blood, Joseph Rowntree Foundation, Sep 2013

<https://www.jrf.org.uk/report/better-life-valuing-our-later-years>

Improving later life: vulnerability and resilience in older people, AgeUK, 2015

A guide to community centred approaches for health and wellbeing NHS England 2014
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/417515/A_guide_to_community-centred_approaches_for_health_and_wellbeing_full_report_.pdf

Loneliness amongst older people and the impact of family connections; WRVS 2012
http://www.royalvoluntaryservice.org.uk/Uploads/Documents/How_we_help/loneliness-amongst-older-people-and-the-impact-of-family-connections.pdf

Lesbian, Gay and Bisexual People in Later Life, Stonewall,

Not a One Way Street: Research into older people's experiences of support based on mutuality and reciprocity, Joseph Rowntree Foundation programme paper for A Better Life, Oct 2015

Care and support needs

Working with Older Lesbian, Gay and Bisexual People: a guide for care and support services, Stonewall,

Social Care for Older People and Demand for Migrant Workers, The Migration Observatory University of Oxford, March 2011.

Assessing Current and Future Housing and Support Options for older LGB People, Joseph Rowntree Foundation, Jan 2013

Health conditions

London Knowledge and Intelligence Team at Public Health England (data on health conditions) www.lho.org.uk

Hearing Matters, Action on Hearing Loss

Physical activity and mobility

Active by Design: Designing places for healthy lives – a short guide, Design Council, March 2014

Inclusive Design for Getting Outdoors – website with resources related to promoting more inclusive environments. http://www.idgo.ac.uk/useful_resources/index.htm

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