

The Time of Our Lives

***Developing a strategic approach to
improving older people's quality of life
in East Sussex***

Formal consultation

Results Report

1st August – 31st October 2007

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Date: December 2007***

Contents

Executive summary	3
Introduction	4
Findings	6
Conclusions	9
Next steps	9

Appendices

(1) List of organisations that participated in the development of the Time of Our Lives Strategy and that were contacted during the formal consultation period	10
(2) Copy of the consultation survey	12
(2) Charts showing quantitative results from the questionnaire survey	15

1. Executive Summary

This report contains the results of the formal consultation on the Time of Our Lives Strategy – developing a strategic approach to improving older people’s quality of life in East Sussex.

The objectives for the formal phase of the consultation process were to:

- Raise further awareness about the developing programme of work to improve and promote older people’s quality of life.
- Engage members of the public and partner organisations further in the agenda signalled by the strategy, building on existing partnership development work.
- Seek views and comments on the direction set out in the strategy.

In addition a questionnaire survey was incorporated into the consultation draft of the strategy designed to specifically find out:

- Whether people are happy with the overall strategy.
- Whether people think that the vision will help to improve the quality of life for older people in East Sussex.
- Whether people think that the approach outlined in the draft document will help to meet their personal needs as an older person or the needs of older people that they represent.
- Whether the document is easy to read and understand.

Members of the public and organisations were invited to send back comments according to their preferred method (free-form or questionnaire response). A total of 41 questionnaire responses were received and nine written responses from individuals and organisations.

Findings from the survey show that the majority of people who responded using the questionnaire (41 people in total) either agreed or strongly agreed with the approach being taken to improving older people’s quality of life, agreeing with the strategy itself and the overall vision for older people. One respondent questioned the need for a strategy aimed at older people as a specific group within the population. Most people also found the document easy to read and understand, given that it is intended for both the lay reader as well as people working in the field.

In addition to this an analysis of the qualitative feedback was undertaken to identify common themes. These provided a number of helpful insights that will be used to strengthen a final draft of the strategy, as well as inform the drafting of the action plan.

The results of the consultation have been presented to the Older People’s Partnership Board at its meeting in November 2007, with recommendations for changes to the consultation draft for agreement. The results will be incorporated into the final draft of the strategy and used to inform the development of the strategy action plan. Both of these documents will be launched on 4th March 2008 during an ‘engagement’ event designed to bring older people together with senior decision-makers to discuss priorities. Subsequent implementation of the strategy (2008 – 2011) will formally begin from April 2008.

2. Introduction

This report contains the results from the formal consultation on the draft Time of Our Lives (TOL) Strategy. The consultation draft of the TOL Strategy was produced after a highly participative series of conferences and workshops that took place between December 2005 and April 2007.

The TOL Strategy serves to take forward objectives set out in the **Joint Commissioning Strategy for Older People 2007 - 2010** aimed at promoting a healthy older age and improving quality of later life for people aged of fifty and over. The strategy also feeds into the wider agenda for health and wellbeing of the local population being taken forward by the East Sussex Strategic Partnership through the East Sussex Integrated Sustainable Community Strategy.

The feedback from this consultation has been used to make recommended changes to the consultation draft in a report to the East Sussex Older People's Partnership Board on 13th November 2007, in order to seek approval for a final version of the Strategy.

2.1 Objectives

Our objectives for the formal phase of the consultation process were to:

- Raise further awareness about the developing programme of work to improve and promote older people's quality of life.
- Engage members of the public and partner organisations further in the agenda signalled by the strategy, building on existing partnership development work.
- Seek views and comments on the direction set out in the strategy.

In addition a questionnaire survey was incorporated into the consultation draft of the strategy designed to specifically find out:

- Whether people are happy with the overall strategy.
- Whether people think that the vision will help to improve the quality of life for older people in East Sussex.
- Whether people think that the approach outlined in the draft document will help to meet their personal needs as an older person or the needs of older people that they represent.
- Whether the document is easy to read and understand.

2.2 Methodology

The Time of Our Lives Strategy consultation draft was the end result of a participative process that included:

- Listening to the views of older people through a variety of sources including the 'Open Space' conference that took place with older people's forum representatives in December 2005.
- Setting up the ESCC Older People's Services Interdepartmental Working Group to facilitate greater joined up working across Council services, and oversee the production of a comprehensive quality of life strategy for older people (the Time of Our Lives Strategy).
- Holding four action planning workshops in early 2007 with older people's forums and a range of voluntary and community sector organisations on quality of life themes: promoting a healthy old age; learning in later life; healthy finances (the Pensions

Partnership Forum event); and getting out and about. A list of participants in these workshops is contained in Appendix 1 of this document.

- A joint older people's forums development day was also held in November 2006 looking at the next steps needed to promote a stronger collective voice for older people and making a contribution.

The formal consultation on the draft TOL Strategy took place between 1st August and 31st October 2007. As the TOL Strategy is both multi-agency and covers areas that cut across a range of County and District and Borough Council services the consultation process involved a range of methods:

- A presence on the ESCC consultation public web page for the full duration of the period.
- Distribution of the strategy to members of the Patient and Public Involvement Forums and GP Practices, locality based health improvement partnerships and forums.
- Distribution of the Strategy to the co-ordinators of all the multi-agency strategic partnerships cited in the Strategy for information and discussion, and attendance at some partnership meetings where this was requested. In addition to the Older People's Partnership Board, the strategic partnership meetings attended were; the Carers' Strategy Group; the County Arts Partnership, the Joint Team Project Board (concerned with the welfare/benefits take up agenda). The East Sussex Strategic Partnership also received the consultation draft and an agenda item was supported by the Chair of the East Sussex Seniors' Association.
- Distribution of the strategy through various networks including Voices/Strategic Voluntary Sector Network, Age Concern county forum, Supporting People providers, BME groups and organisations, Voluntary Organisations Supporting Older People (Hastings), Eastbourne Older People's Forum (Eastbourne), Muddy Boots Network (Rye), some national organisations with an interest in older people, and local academic institutions.
- Distribution directly to over 180 members of older people's forums at the launch of the East Sussex Seniors' Association, as well as to each older people's forum.
- Reports for agenda items at all six ESCC departmental management team meetings to look at cross-cutting issues; Children's Services; Transport and Environment; Policy and Communication; Law and Personnel; Adult Social Care and Corporate Resources.
- Internal information being sent to all ESCC staff via the corporate team brief.
- Information being sent to all ESCC elected members.
- Offers were also made to hold one-off focus-group sessions; this was taken up by a lesbian gay bisexual and transgender (LGBT) group in the Hastings area with the outcome of some detailed information from this perspective.
- A full Equalities Impact Assessment of the TOLS has been undertaken (copies are available on request), and one of the outcomes has been the need to undertake more work to understand the specifics of the quality of life issues from the perspective of diverse groups.

A complete log of the consultation process is available on request. A list is contained in appendix 1 of this report of organisations, agencies and networks who either contributed to the drafting of the consultation document through participation in the action planning workshops (referred to on page 4 of this document), or who were sent a copy of the formal consultation draft directly and invited to give views and comments.

A questionnaire survey was included at the back of the consultation draft of the strategy for people to provide individual responses to the consultation questions from members of the

public and organisations with an interest in older people. There is a copy of the questionnaire in appendix 2 of this report. A total of 41 questionnaire responses were received. 36 of these were from members of the public (including members of older people's forums) and 5 were from organisations.

In addition to the questionnaires completed by individuals a total of nine individual written responses were received. Four of these were from members of the public or staff responding in a private capacity. The others were from the East Sussex Fire and Rescue Service, East Sussex Healthy Homes, the Healthy Eastbourne Board Mental Wellbeing Group, Rother Seniors' Forum, and a joint response from the Meridian Mature Citizens' Forum with the Universities of Sussex and Brighton.

3. Findings

3.1 Quantitative findings from the questionnaire survey.

The majority of people who responded using the questionnaire (41 people in total) either agreed or strongly agreed with the approach being taken to improving older people's quality of life, agreeing with the strategy itself and the overall vision for older people. One respondent questioned the need for a strategy aimed at older people as a specific group within the population. Most people also found the document easy to read and understand, given that it is intended for both the lay reader as well as people working in the field. A full set of charts showing the quantitative feedback is contained in appendix 3 of this report.

3.2 Qualitative feedback

The qualitative feedback comprised the following:

- The individual written responses
- The qualitative feedback from the questionnaire responses where this had been given
- The discussions in the various meetings of departmental management teams and partnership boards when the TOL Strategy consultation was an agenda item.

These separate elements were analysed jointly for common themes. Some elements of qualitative feedback related to forward-thinking about post-consultation implementation of the Strategy, the types of projects envisaged by the strategy and good practice models. Only one written response challenged the need for a specific strategy aimed at older people, and felt that older people shouldn't be treated differently from other groups in the population. This may have been due to a lack of awareness about the existence of other strategies and planning processes targeted at other age groups e.g. children and young people, and various whole-population strategies that include the needs of adults of working-age e.g. strategies with a focus on learning and skills and economic development and community strategies. Given that this was a minority view and overall the majority felt comfortable with the concept of planning proactively for quality of later life. In addition to this, discussion at specific meetings was also supportive of the general vision and the approach being taken, the need to link up strategic agendas and take forward specific projects in partnership. However, it goes without saying that treating older people as 'other' is not the intention of the strategy and should be guarded against. Planning round later life needs should be seen in the context of all planning that takes place to understand and meet the needs of the population in East Sussex. The Time of Our Lives Strategy provides a framework for linking wider planning processes together with older people's priorities.

Some clear themes were identified from the qualitative feedback, resulting in the following recommended changes to the document itself:

3.2.1 Reflecting the different needs and expectations within the 50 – 90-plus age-group.

Concern was expressed through a variety of methods that the Strategy didn't express in a strong enough way action that is specific to the 50-plus age group. The suggested response to this will be to create a dedicated section ('looking forward from fifty') in the document targeted at people aged 50 – 65 years covering health promotion; learning, development and leisure, and future expectations of health and social care services.

3.2.2 Seeing ageing as a stage in life rather than an identity

In addition to setting out the targeted action for the 50 – 65 age group, a need was also identified to acknowledge the diverse needs of 'later life' generally which can span more than four decades from fifty onwards. The suggestion is to reflect this in the sub-title of the strategy: *The Time of Our Lives Strategy - improving and promoting quality of later life in East Sussex 2008 – 2011* and to change the language used in the strategy to reflect life stages (later life) more.

3.2.3 Older people, caring and older carers

There was a desire to see a strengthened focus on the impact of caring for others on older people, both in terms of the likelihood of being a carer increasing in later life (the majority of informal carers in East Sussex are aged between 50 – 65), as well as the impact of carers' wellbeing on older people being cared for. A specific statement on carers' wellbeing will be made in the section on quality of life for older people who need care and support. We will also ensure that the TOL Strategy aligns with any developing work programme being undertaken by the Carers' Strategy Group looking specifically at the quality of life and wellbeing issues for people caring for older people.

3.2.4 Resources

A degree of concern was expressed about the resources needed to move forward different elements of work in the strategy and where these would be found. It is acknowledged that although increasingly there are expectations from central government that local authorities lead on developing strategies that improve older people's quality of life in a comprehensive way there are no additional resources attached to this work; the inherent expectation is to make the most out of existing resources.

In East Sussex the need to develop a strategy aimed at improving quality of later life arises in response to the fact that a high proportion of the local population is currently either over the age of 65 or over 85, and over the next twenty years these age groups in the county will increase at a fast rate. The TOL Strategy has been developed with the aim of understanding priorities for older people and also providing a framework for them to be considered in the context of wider priorities for the county. One function of the TOL Strategy is to support more streamlined planning arrangements to reduce potential duplication and enhance the impact on quality of life and wellbeing in later life by bringing action and resources together, and getting the most out of existing resources available to the county for the maximum benefit of older people now and in the future. In addition to this there is a focus in the Strategy on developing partnership initiatives and multi-agency working which serves to provide the framework for a proactive approach to external funding opportunities in support of this agenda.

3.2.5 Housing

The role that housing plays in quality of life and wellbeing for older people was raised in terms of the role of good quality accessible homes, importance of adaptations, home energy/efficiency, prevention of home accidents etc. in enabling people to remain in their own homes. The importance of this is acknowledged in the section on feeling safe and secure and healthy finances where the pilot of County Connect is acknowledged as contributing to enabling access to the range of advice and checks that are available to people in their own homes e.g. home safety checks, energy efficiency advice and aids and adaptations advice as well as benefits advice and support. There is scope signalled within the strategy to link into wider support related housing planning such as Supporting People, and the Supported Housing Strategies as well the need to ensure ongoing dialogue about the impact of an ageing population on local housing planning at a more general level.

3.3 Other recommended changes based on feedback:

- The inclusion of an executive summary in the Strategy, which can also potentially act as a stand alone leaflet, to enable the Strategy to be equally accessible to the both lay reader and the people working in the fields referenced by the Strategy. The Executive Summary will be put forward for the Plain English crystal mark.
- Including a full list of organizations that have actively participated in developing the TOL Strategy from the beginning.
- Changing the language used to put forward project ideas to reflect commitments being made and house these clearly on each page.
- A rolling action plan will be drafted to encompass the very specific project ideas contained in the consultation draft of the Strategy to support implementation in 2008. This will include timescales, lead organizations and partners etc.
- Including a strengthened statement on sustainability.
- Including a strengthened statement on the approach to diversity and equality that differentiates between diverse groups of older people.
- Reference to the role of PCT Mental Health Action Plans in the staying active and healthy section.
- A suggested design-change from landscape to portrait which is easier to read electronically.

3.4 Other general results from the consultation

3.4.1 Raising awareness about the quality of later life programme of work

As a result of the participative process used in the development of the Strategy, and the formal consultation process itself, there is increasing recognition of the *The Time of Our Lives* as a programme of work that can be 'badged' to reflect ongoing partnership project development. The increased visibility that this provides will strengthen ongoing communication, consultation, feedback and ultimately accountability with older people as specific projects and initiatives get taken forward that are clearly identified as being a part of the TOL Strategy.

3.4.2 Joining up different services to meet a range of needs in later life.

A key part of the consultation has been taking the Strategy to different departmental management team meetings in the County Council. This has been extremely helpful in building the relationships and developing the consensus within the authority needed to work on shared outcomes in the areas of quality of life that are important to older people.

Discussions at multi-agency planning boards have also enabled understandings of shared agendas to develop further, which will enhance the future implementation and success of the TOL Strategy.

4. Conclusions

Due to the participative approach taken to developing the Time of Our Lives Strategy there was a perception of continuity in the direction set out in the consultation draft of the Strategy for improving older people's quality of life. This was experienced by older people's forum representatives and voluntary, community and statutory organisations who had taken part in conferences, workshops and meetings preceding the published consultation draft. As such, outside of specific comments relating to the implementation of the strategy (which is in effect an evolving process of ongoing involvement as partnerships continue to develop) the majority of people and organisations are supportive of the way that we are proposing to move forward with improving quality of later life in East Sussex.

The consultation draft was also seen as an opportunity to share the suggested approach with new audiences to invite comment and raise awareness about the improving quality of later life agenda in East Sussex.

4.1 Recommendations

It is recommended that a final draft of the Time of Our Lives Strategy is produced incorporating the suggested changes that came out of the consultation. It is also recommended that the views and comments received should be used as well to inform the ongoing implementation of the strategy that will be articulated in the forthcoming action plan.

In addition to the County Council's Older People's Services Interdepartmental Working Group which has led on the production of the Time of Our Lives Strategy, four county-wide partnership 'teams' have been created on the themes of older people's quality of life; promoting a healthy old age; learning in later life; getting out and about; and healthy finances. Membership of these teams has been drawn from the delegates at the action planning workshops and follow up meetings have been held to feedback progress since the workshops took place. A schedule of meetings will be planned for 2008.

5. Next steps

The results of the consultation were presented to the Older People's Partnership Board in November 2007, and the recommended changes arising from the feedback from residents and partner organisations were agreed by the Board. As a result a strengthened final version of the strategy has been produced to go through formal governance processes for the County Council and the East Sussex PCTs. The final strategy will be launched on 4th March 2008 at an event designed to enable dialogue to take place between older people and senior decision-makers in the county about the priorities they have. An action plan will be developed in the early months of 2008 to support the implementation of the strategy and this will be available at the launch event ready for implementation of the three year strategy to begin in April 2008

Appendix 1

Participation in the development (January – July 2007) and formal consultation (1st August – 31st October 2007) of the Time of Our Lives Strategy

1) List of organisations who participated in one or more of the four action planning workshops held between February – April 2007:

- Healthy Finances (the Pensions Partnership Forum) 21st February 2007
- Getting out and about 14th March 2007
- Promoting a healthy old age 27th March 2007
- Learning in later life 19th April 2007

NB The outcomes from these workshops directly informed the content of the consultation draft of the strategy. A copy of the consultation draft of the strategy was also sent out through the each of the four networks set up as an outcome of the four partnership action workshops.

Abbeyfield Society	Hastings & St Leonards Seniors' Forum
Action in Rural Sussex	Herstmonceux Luncheon Club
Age Concern East Sussex	Help the Aged
Age Concern Eastbourne	Lewes & District Seniors' forum
Age Concern Hastings	Lewes and Seaford Citizens Advice Bureaux
Care for the Carers	Mayfield & Five Ashes Community Cars
Eastbourne Association of Voluntary Services	Meridian Coast and Downs Mature Citizens' Community Forum
Eastbourne Borough Council	Navigator Service
Eastbourne Homes Ltd	Newhaven & Peacehaven Access Group
Eastbourne Older People's Forum	Rother District Citizens Advice Bureau
East Sussex County Council	Rother District Council
Adult Social Care	Rother Seniors' Forum
Transport and Environment Policy and Communications	Rye University Third Age (U3A)
Law and Personnel	Seaford & Newhaven Access Group
Childrens' Services	Seaford Seniors' Forum
Corporate Resources	Serco
East Sussex Disability Association	South Downs Council for Voluntary Services
East Sussex Downs and Weald Primary Care Trust	Sussex Police Authority
East Sussex Fire and Rescue Service	Sussex Voluntary and Community Sector Learning Consortium
East Sussex Healthy Homes	U3A Surrey and Sussex Region
East Sussex Local Pension Service	University of Brighton
East Sussex Rural Transport Partnership	University Centre, Hastings
Guinness Care and Support	Wealden District Council
Hastings Borough Council	Wealden Senior Citizens Partnership
Horsham Amateur Radio Club (HARC)	WRVS
Hastings & Rother Crossroads	1066 Housing Association
Hastings & Rother Primary Care Trust	

2) List of external organisations and networks who were directly sent a copy of the consultation draft of the Time of Our Lives Strategy in addition to the above list.

A copy of the consultation draft of the strategy was sent to each of the following organisations and networks either electronically or by post. A covering letter was also sent which, in addition to seeking views and comments on the strategy, included a request that wherever possible the consultation document be passed on through appropriate existing networks and partnerships for information and/or discussion.

Hastings and St Leonards Seniors' Forum	Sussex Deaf Association
Lewes District Seniors' Forum	THT South
Meridian Coast and Downs Mature	Focus on Mental Health
Citizens' Community Forum	Ethnic Minorities Representative Council
Rother Seniors' Forum	Alzheimers Society
Seaford Seniors' Forum	Arthritis Care
Wealden Senior Citizens' Partnership	Age Concern England
Voluntary Organisations Supporting Older	Crossroads
People (Hastings and Rother)	All members of the East Sussex VOICES
Muddy Boots Network (Rye)	network (Strategic Voluntary Sector
Eastbourne Older People's Forum	Network), including;
Help the Aged	Hastings Voluntary Action
Better Government for Older People	Rother Voluntary Action
Policy Research Institute for Ageing and	Eastbourne Association of Voluntary
Ethnicity	Services
Independent Age	South Downs Council for Voluntary
University of Sussex	Services
Brighton University	Age Concern East Sussex
Celebrating Cultural Diversity Network	Care for the Carers
Eastbourne Cultural Communities	East Sussex Disability Association
Network	East Sussex Association for the Blind
Friends Families Travellers	Action in rural Sussex
Hastings Rainbow Alliance	Sompriti
Sussex African Communities Project	Supporting People Providers Network

The consultation draft of the strategy was also sent to the co-ordinators of the following multi-agency partnership boards. A covering letter to the chair of the boards was included with a request to share the strategy amongst board members and wider networks where appropriate, and also an offer to support an agenda item at a meeting during the consultation period if it was thought that this would be helpful:

East Sussex Older People's Partnership	Hastings and Rother Older People's
Board	Housing and Support Group
East Sussex Strategic Partnership	East Sussex Carers' Strategy Group
East Sussex Adult Learning and Skills	Older People's Mental Health Group
Strategy Partnership	Hastings Local Strategic Partnership
East Sussex Arts Partnership	Rother Local Strategic Partnership
East Sussex Joint Team Project Board	Eastbourne Local Strategic Partnership
East Sussex Safer Communities Steering	Wealden Local Strategic Partnership
Group	Lewes District Local Strategic Partnership
County Older People's Housing and	East Sussex Older People's Involvement
Support Group	Strategy Subgroup
Eastbourne Older People's Housing and	
Support Groups	

Appendix 2

Copy of the Consultation Survey

The Time of Our Lives Strategy

What do you think about the approach we are taking?

Q1. To what extent do you agree or disagree with the following statements about the draft Time of Our Lives strategy?

	<i>strongly agree</i>	<i>agree</i>	<i>neither agree nor disagree</i>	<i>disagree</i>	<i>strongly disagree</i>
I am happy with the strategy overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The vision will help to improve the quality of life for older people living in East Sussex.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The approach outlined in the draft document will help to meet my personal needs as an older person or the needs of the older person/people I am representing in this survey.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The document is easy to read and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2. Is there anything else that should be covered? If yes, please describe

Q3. Are there any other comments or suggestions you would like to make about this strategy?

Delivering the Strategy

Q4. Is there anything that you individually, your organisation, forum or group would be interested in contributing in relation to the strategy?

Yes (please go to Q4a).... No.....

Q4a. If you answered yes, please provide your contact details in the box below

and a brief description of the area that interests you.

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About you

The following questions help us to understand more about the make up of our community which in turn helps us make decisions and target our services where they are needed. We have a statutory duty to collect this information to show that we are eliminating unlawful discrimination, promoting equality of opportunity and good race relations. You do not have to complete this section of the survey but it helps us if you do. Any responses you give will be treated in the strictest confidence.

Q9. Are you.....?	Male.....	<input type="checkbox"/>	Female.....	<input type="checkbox"/>
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Q10. How old were you on your last birthday? <input type="checkbox"/>
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Q11. To which of these ethnic groups do you feel you belong? Please mark an 'x' in one box only. If your ethnic group is not included in this list please tick the 'other' box in the relevant section and write it in the space provided.
White
<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Romany <input type="checkbox"/> Irish Traveller
<input type="checkbox"/> Any other White background (<i>please specify</i>)
Mixed
<input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian
<input type="checkbox"/> Any other mixed background (<i>please specify</i>)
Black or Black British
<input type="checkbox"/> Caribbean <input type="checkbox"/> African
<input type="checkbox"/> Any other Black background (<i>please specify</i>)
Asian or Asian British
<input type="checkbox"/> Pakistani <input type="checkbox"/> Indian <input type="checkbox"/> Bangladeshi
<input type="checkbox"/> Any other Asian background (<i>please specify</i>)
Chinese and other
<input type="checkbox"/> Chinese <input type="checkbox"/> Any other ethnic group (<i>please specify</i>)

The Disability Discrimination Act considers a person disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12

months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities.

Q12. Do you consider yourself to be disabled as set out in the Disability Discrimination Act?

Yes..... No.....

Q13. What is your postcode?

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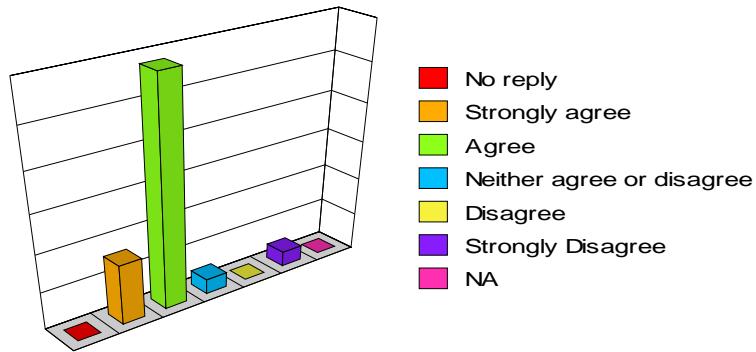
Thank you very much for taking part in this survey, your views are important to us. All responses received will be treated in the strictest confidence and a summary of the collective responses from this survey will be used to inform the Time of Our Lives Strategy.

Appendix 3

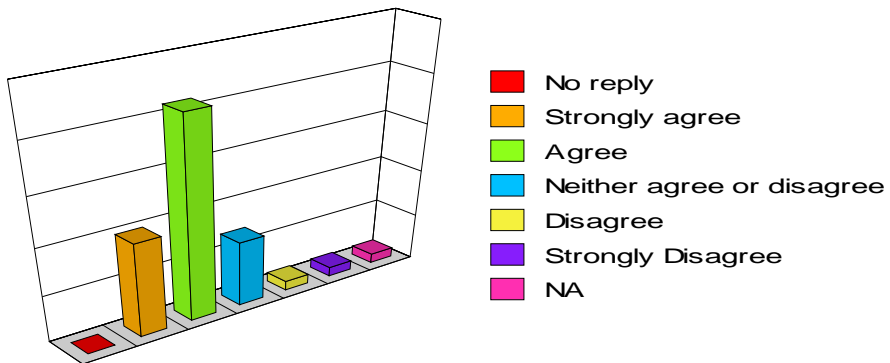
Questionnaire Survey Results

Charts showing quantitative results from the questionnaire survey
(41 respondents in total)

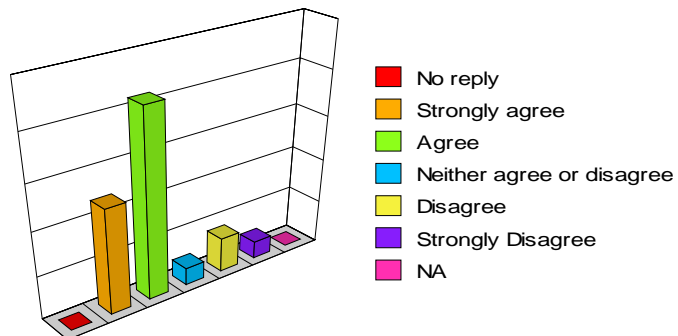
I am happy with the strategy overall.



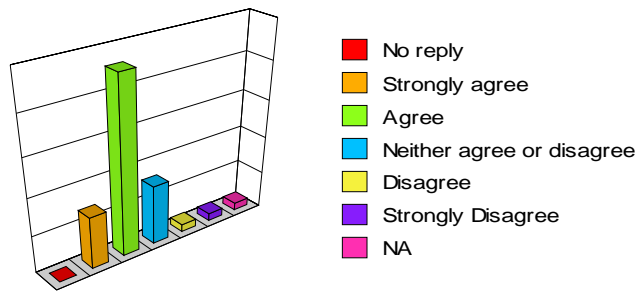
The vision will help to improve the quality of life for older people living in East Sussex.



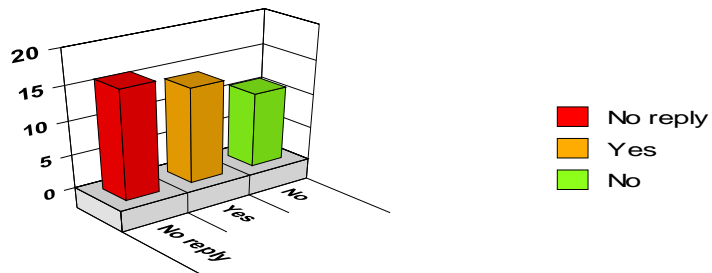
The document is easy to read and understand



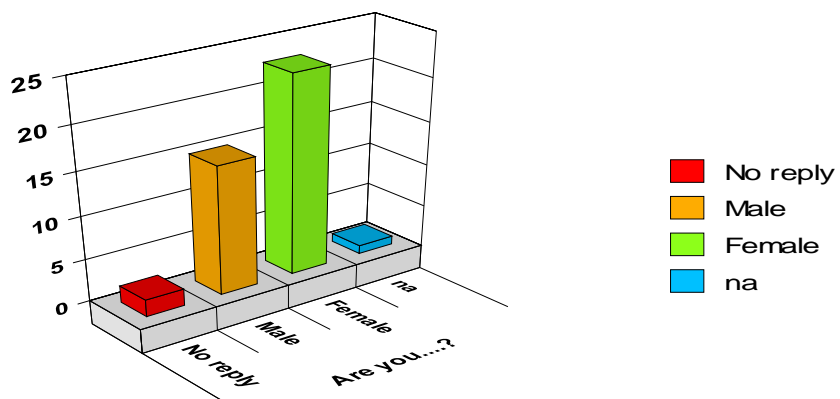
The approach outlined in the draft document will help to meet my personal needs as an older person or the needs of the older person/people I am representing in this survey.



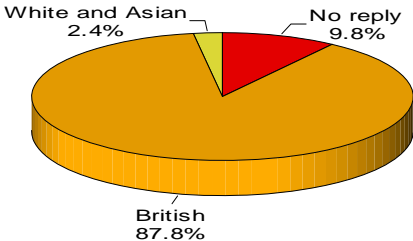
Is there anything that you individually, your organisation, forum or group would be interested in contributing in relation to the strategy?



Male/Female?



Which of these best describes your ethnicity?



Do you consider yourself to be disabled as set out in the Disability Discrimination Act?

