Age Friendly South Lakeland
Survey Results
November 2023
Acknowledgments

Active Cumbria
Age UK South Lakeland
Carer Support South Lakes
Centre for Ageing Better
Community Catalysts
Kendal ICC
Morecambe Bay CCG
South Lakes Dementia Community
Westmorland & Furness Council

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1.0 Introduction

The World Health Organisation (WHO) Global Network for Age-friendly Cities and Communities was established in 2010 to connect cities, communities and organisations worldwide with the common vision of making their community a great place to grow old in.

The WHO’s Age-friendly Cities framework helps to consider all aspects of community lives when making plans for an age friendly town, city or community. It highlights 8 domains or community features that can be addressed to better adapt structures and services to the needs of older people:

- Transportation
- Housing
- Outdoor Spaces and Buildings
- Social Participation
- Community Support and Health Services
- Respect and Social Inclusion
- Communication and Information
- Civic Participation and Employment

Cumbria is defined as having a 'super-ageing' population. This means that there is an increase in the number of people in the older age groups, and a decrease in the number in the younger age groups. A quarter of the Cumbrian population is aged over 65, which is a greater proportion than the average for the country. South Lakeland is extremely popular in retirement, with 28.7% of the population over 65, this is 8.8% above the England average (Office for National Statistics, 2020). The nature of South Lakeland’s environment means 62% of older people live rurally and poor transports results in a challenge to access any services. Joseph Rowntree Foundation (2014) found that costs for pensioners in villages are typically 20% higher than urban areas.

With just over half of South Lakeland residents aged 50 years and older, we understand the importance of a proactive approach to meet the needs of an ageing population.

Our ambition is to make South Lakeland a part of WHO’s Global Network for Age-friendly Cities and Communities and commit to creating healthy and vibrant communities for older people where they can live happy and healthy lives.

The Age Friendly South Lakeland survey based on WHO’s 8 domains was launched in April 2023. The survey aimed to gather as many views of older people as possible to help build a picture of what is happening within the local community and find out what residents think can be done to make South Lakeland a better place to live and age.

The survey was available until 12th November 2023 and was distributed at community locations and via the members of the Age friendly South Lakeland Steering Group to partner organisation both online and paper format. There were 585 individuals who submitted a survey.

This report identifies the current state of play according to residents and puts forward some key recommendations for the future of an Age friendly South Lakeland.
2.0 Key Findings

- Almost three quarters (432) of responses were from women. 89.9% of all respondents own their own home and 28.4% live alone. Almost two thirds of people (65%) feel lonely to some degree but only 5% felt this happened often.

- Highest representation by ward: Ulverston (32.1%), Kendal (29.4%) and Furness Peninsula (12.8%).

- Lowest representation by ward: Broughton & Coniston (0.9%), Cartmel (1.0%) and Burton & Crooklands (6.0%).

- Age of respondents:
  - 23% aged 50-59
  - 50% aged 60-75
  - 23% aged 75-84
  - 3% aged 85+

- Almost two thirds of people (65%) feel lonely to some degree but only 5% felt this happened often. Of those who answered 'sometimes' or 'often', the highest majority were married (40%) followed by widowed (25%). One in four were aged 75+.

- Almost a third (176) identified as having a disability, impairment, or long-term health condition. The majority of those having a mobility issue followed by a hearing impairment.

- 5% of respondents receive care at home with half stating it is provided by family members.

- Concerns around the poor maintenance of streets and roads where they live. 60% felt the pavements were not looked after and need some attention.

- Only half of respondents were happy with the number of benches and places to rest. Three quarters said there is a lack of clean and accessible toilets.

- The majority of respondents (86%) have a current driving licence. Of those, 46% felt it was difficult to find a car parking space in their area, citing the issues with availability, lack of disabled bays, the size of parking bays, and the cost and difficulty using parking meters and apps.

- 37% felt that public transport was difficult to access and just under a third felt public transport timetable information was difficult to understand.

- The majority of people (94%) want to stay in their own home as they grow older with 71% feeling that their homes could be adapted to meet their needs if required. 73% of people felt that there was a good sense of community where they lived.

- Two thirds agreed that GP services in their area were good. Of those that disagreed, the majority resided in Kendal, Ulverston and Furness Peninsula. Only 35% of people felt they knew how to get help with personal care should they need it.
• 86% of people felt they were physically active and 87% agreed that they could find information on keeping healthy when they needed to.

• 63% of people felt it was easy to find out about events in their local area. Interestingly, over half the responses that disagreed resided in Kendal.

• The majority of respondents (96%) have access to the internet and use it to find information. 62% of people who do not access the internet said it was because they do not know how to use it, 21% said they had no Wi-Fi and the remaining 17% could not afford it.

• 59% felt the South Lakeland has the shops and services they need. Of those who disagreed, the majority reside in larger settlements i.e., Kendal and Ulverston.

• Four out of five people attend local activities. However, there is a need for more activities to be affordable and accessible to all residents. Reasons for not attending included cost, transport issues or lack of variety on offer.

• There is a perceived absence of training and employment opportunities for people aged 50 and over. 45% of people were not aware of educational/learning classes available in the area, and 58% were not aware of employment opportunities for older people.

• 73% of people felt that there was a good sense of community where they lived. However, of the 9% that said they don’t feel safe when out and about, the majority were from Kendal and Ulverston.

• 76% of people said they were unable to or didn't know how to make their voice heard with Westmorland & Furness Council.
Section 1: Demographics

This section aimed to understand more about the people taking part in the survey, their circumstances, and issues they may face in South Lakeland.

Participants - Gender Identification, Age and Location:

**Gender Identification**

<table>
<thead>
<tr>
<th>Gender Identification</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>432</td>
<td>74%</td>
</tr>
<tr>
<td>Male</td>
<td>143</td>
<td>24%</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>Prefer not to answer</td>
<td>3</td>
<td>0.5%</td>
</tr>
<tr>
<td>Did not answer</td>
<td>3</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

Significantly more females than males participated in the survey. Ulverston, Kendal and Furness Peninsula had the highest proportion of participants.
Relationship Status:

[Pie chart showing distribution of relationship status]

Ethnicity:

The majority of participants identified themselves to be of White Ethnicity (98%), with a small minority identifying themselves as Asian/Asian British (0.2%), Mixed/multiple ethnic groups (0.3%) and Other ethnic group (0.9%).

Disability, Impairment & Long-term health conditions:

176 participants (30%) identified as having a disability, impairment, or long-term health condition.

Nature of Impairment or Disability

<table>
<thead>
<tr>
<th>Nature of Impairment or Disability</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hearing</td>
<td>75</td>
</tr>
<tr>
<td>Sight</td>
<td>30</td>
</tr>
<tr>
<td>Mobility</td>
<td>114</td>
</tr>
<tr>
<td>Memory</td>
<td>20</td>
</tr>
<tr>
<td>Mental Health</td>
<td>23</td>
</tr>
</tbody>
</table>

Other conditions identified by the participants that impact on their daily life include:

<table>
<thead>
<tr>
<th>Aneurisms</th>
<th>Lung Conditions</th>
<th>Neurodiversity</th>
<th>C.O.P.D</th>
<th>Cancer diagnosis / treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chronic Fatigue</td>
<td>Immune System Conditions</td>
<td>Diabetes</td>
<td>Fibromyalgia</td>
<td>Ageing / General Frailty</td>
</tr>
<tr>
<td>Heart Problems</td>
<td>Mobility Issues</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Health & Quality of Life:

Overall, the majority of participants identified that their health was generally fair to good (95%), with a small minority reporting bad health (4%). Unsurprising, the older the participants, their general health was reported to be worse than those in the younger age range. Overall, the majority of participants identified that they had a generally good quality of life (96%) and a small minority identified as having a poorer quality of life (3%). Quality of life is reported to be consistently good across all age ranges.
Economic Status:

Other categories of economic status identified by participants in the survey are:

<table>
<thead>
<tr>
<th>Carer</th>
<th>Self employed</th>
<th>Retired but volunteering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>Not retired but not working</td>
<td>Homemaker</td>
</tr>
<tr>
<td>Full time mother</td>
<td>Retired/not in work - Health</td>
<td></td>
</tr>
</tbody>
</table>

Looking after Grandchildren

16% of participants identified that they looked after grandchildren and reported the following levels of commitment:

<table>
<thead>
<tr>
<th>Commitment</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 5 hours per week</td>
<td>10</td>
</tr>
<tr>
<td>6 - 10 hours per week</td>
<td>14</td>
</tr>
<tr>
<td>11 - 15 hours per week</td>
<td>3</td>
</tr>
<tr>
<td>16 - 20 hours per week</td>
<td>9</td>
</tr>
<tr>
<td>21+ hours per week</td>
<td>3</td>
</tr>
<tr>
<td>Differs weekly</td>
<td>12</td>
</tr>
<tr>
<td>Occasionally</td>
<td>7</td>
</tr>
<tr>
<td>School holidays</td>
<td>5</td>
</tr>
<tr>
<td>Overnight stays</td>
<td>2</td>
</tr>
</tbody>
</table>
Living Arrangements:

64% of participants live with their spouse or partner and a just under a third live on their own.

The majority of people own their own home, with a small percentage (8%) living in rented accommodation (either social or private).

Care:

The majority of people (93%) do not receive any care at home. 5% do receive care at home:

Who provides the care?

<table>
<thead>
<tr>
<th>Who provides the care</th>
<th>% of those who answering this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult services</td>
<td>2%</td>
</tr>
<tr>
<td>Family members</td>
<td>50%</td>
</tr>
<tr>
<td>Other</td>
<td>33%</td>
</tr>
<tr>
<td>Paid carer (homecare/domiciliary care/ home help)</td>
<td>15%</td>
</tr>
</tbody>
</table>

1% need care but cannot access it, with respondents reporting difficulties trying to find care and receive help.
Section 2: Outdoor spaces and buildings

Public buildings (such as libraries and leisure centres), shops and pavements are accessible for all:

- **Agree**: 58%
- **Disagree**: 32%
- **Other (please specify)**: 10%

The survey identified accessibility issues in the following areas:

- **Ambleside & Grasmere**:
  - Pavements – crowded, narrow, small.
  - Wheelchair users have issues with access.

- **Grange**:
  - Newer premises are accessible, older are not.

- **Kendal**:
  - Accessibility dependent on building – old not, new are.
  - Pavements – poorly maintained, difficult to steer wheeled walkers, bad and dangerous.

- **Bowness & Levens**:
  - No public transport making it inaccessible unless you have a car.

- **Furness Peninsula**:
  - Pavements – uneven, poor, needing improvement.

- **Windermere**:
  - Pavements – unlevel/difficult to walk on.
  - Signage & parking on pavements affects accessibility.
  - All above affects wheelchair access.

- **Ulverston**:
  - Depends on age of building.
  - Library a concern – loss, reduce opening times.
  - Pavements – awful for wheelchairs, not great condition.
  - Railway station inaccessible.

- **Arnside & Milnthorpe**:
  - Steps
I am happy with the number of benches and places to rest:

The footpaths are well looked after:
The street lighting is good:

The green spaces (such as parks, community gardens, cemeteries) are well looked after:
I am happy with the number of public toilets:

- 75% Agree
- 13% Disagree
- 12% Don’t know

I am happy with the number of accessible toilets:

- 52% Agree
- 35% Disagree
- 13% Don’t know
The survey highlights issues regarding this topic in the following areas:

**Ambleside & Grasmere:**
- Don't feel safe due to mobility and balance.

**Burton & Crooklands:**
- Never go out on my own.
- Dependent on time/where and if alone.
- Youths roaming.
- No police presence.

**Furness Peninsula:**
- Youth have no regard/respect for elderly – intimidating.
- Drug dealers in area.
- Poor lighting.
- No police presence.
- Antisocial behaviour.

**Arnside & Milnthorpe:**
- Feel safe in Milnthorpe but not in Kendal after dark.

**Kendal:**
- Antisocial behaviour & knife crime, drugs.
- Increasing crime rate.
- Female – never feel safe.
- Vulnerable due to mobility issues.
- Don't feel safe location/time dependent.
- Unsafe – dark, uneven pavements.
- Lack of police presence.

**Ulverston:**
- Antisocial social behaviour.
- Location dependent.
- Unsafe – forced to walk on roads due to blocked pavements.
- Rowdy drunken behaviour at night.
- Speeding through town.
- Large youth presence = uncomfortable.
- Poor lit areas – feel unsafe.
- Knifes being carried by youths – feel unsafe.

**Broughton & Coniston:**
- Can’t run away

**Sedbergh & Kirkby Lonsdale:**
- Roads/pavements

**Warnemere:**
- Depends on time/location.
- Antisocial behaviour
Other comments made on public buildings and outdoor spaces:

**Ambleside & Grasmere:**
- Relies on residents to pick up litter.
- Pavements – overgrown plants/trees/bushes reduce access.
- Toilets – expensive to use.
- Village hall – brilliant place.

**Grange:**
- Toilets – need more.
- Handrails – needed for steep parts.
- Pavements – poor condition.
- Street lighting – poor.
- Roads – potholes.

**Bowness & Levens:**
- Some parts rundown.
- Toilets – not enough.
- Some well-cared-for areas.
- Road & pavements – poor condition.

**Broughton & Coniston:**
- Little provision made in rural areas.

**Furness Peninsula:**
- Public buildings – only concerned with making money not offering a public service.
- Public buildings taken over by private orgs.
- Have to travel to Barrow for public amenities in acceptable condition.
- Seating – Need benches on streets, public seating.
- Parking – difficult, no disabled.
- Toilets – need more.
- Pavements/footpaths – dangerous, dropped kerbs unfit for purpose, grassy.
- Very limited public transport to access them.
- Lack of community buildings for social gatherings – rising cost.
- Some areas not looked after, overgrown paths.
- Dog fouling – problem, lack of bins, few facilities for dogs.
- Bad street lighting.

**Ulverston:**
- Pavements – inaccessible due to parked cars, poorly maintained, cobbles make difficult for wheelchairs.
- Public buildings - inaccessible to prams/wheelchair users, limited opening times.
- Lighting – lack of in some areas.
- Benches/seating – need more.
- Toilets – lack of, need more.
- Concern over closure of library.
- Parking – lack of (especially free).
- Bins – need more.
- Leisure centre – needs updating.
- Volunteers help maintain upkeep.
- Roads – potholes issue
- Railway station – not accessibility friendly.

**Kendal:**
- Pavements – dangerous, dropped kerbs dangerous, uneven surfaces, blocked due to parked cars.
- Public toilets – lack of, need more, unclean.
- Antisocial behaviour problems.
- Parking – lack of spaces reducing accessibility to town, need more disabled spaces.
- Damage property affecting accessibility in town.
- Dog fouling – issue, need more areas for them.
- Accessibility to buildings needs improved – ramps.
- Seating – more benches needed.
- Facilities upkeep by volunteers.
- Litter bins need emptied.
Section 3: Transport

Public transport (such as buses and trains) is easy to access and use:

- Arnside & Milnthorpe:
  - Difficult to access buildings as up a hill, and rare bus service.
  - Public/Accessible toilets – need more.
  - Outdoor spaces maintained by volunteers.
  - Pavements – terrible condition, overgrown paths.
  - Few street lights.
  - Several buildings used by social groups.

- Sedbergh & Kirkby Lonsdale:
  - Dog fouling – problem on pavements and not enough bins.
  - Overgrown verges.
  - Public toilets – lack of.
  - Parking – lack of disabled parking.
  - Accessibility to buildings – need handrails and ramps.
  - Public buildings – lack of money to retain them.
  - Pavements - uneven

- Windermere:
  - Pavements – bad condition, more dropped kerbs.
  - Toilets – need more.
  - Footpaths – poor, made narrower due to cafes with tables/chairs/signs.
  - Seats/benches – need more.
  - Better signage for visitors.
  - Swimming pools – lack of.
  - Bins – need more.
**Ambleside & Grasmere:**
- In summer public transports good, in winter public transport poor.
- Buses – late, cheap (£2), need increased service in peak times.
- Trains – chaotic, strikes/cancellations, unreliable, expensive.
- Accessibility – disabled ramps needed.
- Bus stops – seating needed.
- Link train arrival/departure to bus timetable?

**Arnside & Milnthorpe:**
- Poor bus service and public transport links – poor reliability.
- Arnside Railways station - need safer access, need more ticket machines on both platforms.
- Inadequate bus service for those who work in Kendal but live in Arnside or complete journeys from rural areas.

**Bowness & Levens:**
- Poor public transport links to Kendal.
- Unreliable and not enough services, especially to rural areas.
- Lyth Valley - no public transport.

**Cartmel:**
- Need more public transport.
- Very restricted bus services.

**Burton & Crooklands:**
- Public transport – expensive, lack of, difficult to reach stations.
- Buses – infrequent, finish early.
- Trains – ticket machines don’t work,

**Ulverston:**
- Bus service – £2 fare great, lack of service to villages, drivers don’t wait long enough for elderly/disabled to sit down,
- Trains – unreliable, awful service,
- Train station – inaccessible for disabled/wheeled users, only cross to other platform if station is manned,
- Bicycles not catered for.
- Bus stops – no connection to railway station, need shelters.

**Kendal:**
- Shelters and seating – more needed, enclosed, electronic timetables needed,
- Buses – more regular needed, don’t always turn up, inadequate service, stop too early in evenings, more needed on a Sunday.
- Trains – unreliable, ticket machines unreliable, access is difficult to wheeled users.
- Cost – too high, expensive normally, £2 fare very welcome.

**Furness Peninsula:**
- Bus service/routes – terrible, few, unreliable. Inaccessible if live out with routes.
- Train – unreliable, inaccessible if live further afield, unmanned stations lead to confusion.
- Need electronic time displays.
- Timetables clear – need access maps to show routes and stops.
- Insufficient rural services.
- Need bus stop signs.
- More shelters with seating.

**Windermere:**
- Train station – assistance inadequate.
- Buses – main routes good but difficult to access if you don’t live near, not enough services out of season, expensive before £2 cap.
- Bus stops – not enough.
- Cancellation – issue.
- Trains – unreliable.
Timetable information for public transport is clear and easy to use:

**Sedbergh & Kirkby Lonsdale:**
- Bus service – inadequate routes to lakes/stations, lack of rural routes, bad timetable
- Trains – no trains unless travel,
- Overall limited public transport.

**Grange:**
- Bus service – few and far between, limited routes
- Insufficient shelters.
- Trains – difficult to get off, frequently cancelled.
- Difficult to get to hospitals using public transport.

**Broughton & Coniston:**
- Bus service - appalling, infrequent,
- Train station – no parking, infrequent train service, unreliable - cancelled constantly.
Driving: Do you have a current driving licence:

- A current full UK driving licence & don't drive
- A current full UK driving licence & drive
- No current full UK driving licence
- Other (please specify)

It is easy to find a car parking space in my area:

- Agree
- Disagree
- Don't know
- Not applicable
If parking in South Lakeland, are you put off by any of the following?

- Not applicable
- Availability of parking
- Cost of parking
- Accessibility of parking
- Distance of parking to location
- No, I am not put off by any of these things

**Bowness & Levens:**
- Electronic parking meters – very difficult to use.
- Too busy – makes parking difficult.

**Cartmel:**
- Paying machines slow when paying by card.
- Pay by app not a good idea for elderly.

**Grange:**
- Disabled parking – unhappy to pay, size too small.

**Kendal:**
- Free zones - time not long enough.
- Payment - dislike for paying by app, prefer card/coin, ticket machine slow.
- Cost – expensive, so visitors use residential streets to avoid paying.
- No spaces – too busy.
- Lack of disabled parking.
- Narrow spaces for big modern cars.

**Sedbergh & Kirkby Lonsdale:**
- Availability of parking near shopping.

**Ulverston:**
- Payment – app puts people off, want to use cash, machines take too long and aren’t well maintained.
- Should have residents only parking in the streets near town centres – tourists use these, block pavements, overcrowd them meaning residents struggle to park.
- Disabled spaces – not enough.
- Spaces – too small.
- Cost – expensive, stops people going out

**Windermere:**
- Cost – expensive
- Parking – availability difficult.

**Furness Peninsula:**
- Disabled parking limited.
Other comments about transportation in South Lakeland:

<table>
<thead>
<tr>
<th>Location</th>
<th>Comments</th>
</tr>
</thead>
</table>
| **Ambleside & Grasmere:** | - Parking – people parking on grassed verges, need more free parking, need cheaper parking.  
- Buses – £2 cost is great, need new routes to rural locations, not on time.  
- Locals need to be able to access their shops.  
- Trains – strikes and cancellations. |
| **Arnside & Milnthorpe:** | - Parking – accessible paid parking site is needed.  
- Need EV charging points.  
- Bus stops – need seating.  
- Bus – link times with trains, poor service, infrequent.  
- Trains – often cancelled. |
| **Kendal:**     | - Bus – need more services throughout the day, park and ride needed, need direct services to barrow, more bus stops, need up to date electronic timetables.  
- Public transport – restrictive in rural areas.  
- Parking – spaces too narrow, park and ride needed, restrictive street parking, need free parking in town, residents passes and make holiday makers pay, charges are too high, difficult to pay by new electric methods, need more disabled.  
- Railways unreliable, ticket office closure not good for elderly,  
- More EV charging points.  
- Speed limits.  
- More cycle/footpaths linked. |
| **Bowness & Levens:** | - Difficulty getting to hospital.  
- Parking – too many restrictions, need more flexibility.  
- Public transport – needs to be flexible and cover rural areas. |
| **Grange:**     | - Bus service unreliable.  
- Public transport not enough to encourage not to drive.  
- Taxi prices extortionate.  
- Parking – have to pay for disabled parking  
- Trains – unreliable. |
| **Burton & Crooklands:** | - BAE taken over carparks. |
| **Ulverston:**  | - Bus -£2 cost is great, more accessible timetables needed; more buses needed to rural locations  
- Train – difficult to access, unreliable,  
- Parking – need cheaper parking, difficult for elderly to pay using technology, spaces too narrow, charges too high, no cash option for paying, need residents’ scheme to deter street parking near town, not enough parking, reduced parking costs for locals.  
- Need more public transport to accommodate GPs/hospital stops.  
- Cycle routes/footpaths – need more. |
| **Broughton & Coniston:** | - Trains expensive, need to be more affordable for elderly.  
- Public transport unreliable. |
| **Burton & Crooklands:** | - BAE taken over carparks. |
Section 4: Housing

As I grow older, I would like to stay in my own home if I can:

**Arnside & Milnthorpe:**
- Parking – accessible paid parking site is needed.
- Need EV charging points.
- Bus stops need seating.
- Bus link times with trains, poor service, infrequent.
- Trains – often cancelled.

**Windermere:**
- Buses – not frequent enough, more routes to rural areas, £2 fare brilliant.
- Parking – need more disabled spaces, more parking to prevent on street parking in residential zones and illegal parking, too expensive for residents, limited short stay parking.
- Better infrastructure needed for the volume of visitors.
- Trains – unreliable, infrequent.

**Furness Peninsula:**
- Public transport – lack of in rural areas, need more routes.
- Carpark pay – not everyone can use apps, hard to download if no signal.
- Parking – cost and availability for disabled, hard to find a normal nonresident space, more needed to encourage visitors to the area.
- Roads – full of potholes.
- Bus shelters – need more covered.
- More provision for EV.
- Railway ticket office – closure would be devastating.

**Sedbergh & Kirkby Lonsdale:**
- Parking issues. Cost too expensive, not enough parking for locals.
- Public transport poor.

**Windermere:**
- Agree
- Disagree
- Don't know

**Arnside & Milnthorpe:**
- Agree
- Disagree
- Don't know
My home could be changed to meet my needs as I grow older:

My home could be changed to meet my needs as I grow older.

Housing in my area is affordable:

Housing in my area is affordable.
There is a good sense of community in my area:

Other comments about housing and community in South Lakeland:

**Furness Peninsula:**
- Too few family homes.
- Need more affordable housing.
- 2nd homes/holiday lets – issue
- No social housing available – big waiting list.
- Need for affordable private housing for elderly.
- Unaffordable for people on low incomes.
- Supported living options limited.

**Grange:**
- 2nd homes – too many, stand empty during winter.
- Cost – local people outpriced, rising.
- Insufficient affordable housing.

**Arnside & Milnthorpe:**
- Cost - out of reach for young people.
- Social housing – need more.
- Rental – lack of affordable.
- Need for housing for YP and families.
- Affordable homes – insufficient amount.
- 2nd homes – too many.

**Bowness & Levens:**
- No affordable housing.
- 2nd homes – too many, restrictions needed.
- Need more starter/affordable homes.

**Cartmel:**
- 2nd homes – too many.
- Sense of community lost – less people ‘living’ in the village.

**Sedbergh & Kirkby Lonsdale:**
- Affordable housing – need more.
- 2nd homes – too many.
- House prices – too expensive, YP can’t afford.
- Sense of community going.

**Ambleside & Grasmere:**
- Holiday lets/2nd homes – more houses being used, too many.
- Brilliant community.
- Impossible for young people to get on housing ladder.
- Little housing for elderly in Grasmere.
Section 5: Community support and health services

The GP services in my area are good:

Ulverston:
- Rental – need more.
- Social housing – need more.
- Affordable housing – need more, as new builds are over prices.
- YP can’t afford to get on property ladder – worry.
- House prices increase – Older people can’t afford to downsize.
- 2nd homes - problem.
- Lack of affordable bungalows/supported living bungalows.
- Lack of wheelchair accessible housing.

Broughton & Coniston:
- No provision for affordable housing.

Windermere:
- Community declined.
- Local people can’t afford to buy or rent now – forced to leave the area.
- 2nd homes – problem.
- Need more affordable homes – for YP and elderly.
- Suitable housing for elderly in short supply.

Kendal:
- Unaffordable housing for locals.
- New builds overpriced.
- Homeownership difficult for YP.
- Good community.
- Need more info on how to make homes more accessible as we age.
- Social housing – more needed.
- Private rentals – increasing each month.
- 2nd homes – problem.
- Need care facility.
Are you physically active? (150 minutes per week / 30 minutes per day):

- 86% Yes
- 14% No
I know how to get help with personal care (such as washing and dressing or shopping) if I need it:

**Pie Chart:**

- Agree: 35%
- Disagree: 28%
- Don't know: 24%
- Not applicable: 13%

**Bar Chart:**

- Age groups: <55, 55-59, 60-64, 65-74, 75-84, 85+

- Colors indicate response:
  - Dark blue: Agree
  - Light blue: Disagree
  - Gray: Don't know
  - Red: Not applicable
I can find information on keeping myself healthy when I need to:

- **Agree**: 87%
- **Disagree**: 4%
- **Don't know**: 9%

**Bar Graph**

- Age groups and agreement levels.
- 

**Pie Chart**

- Similar data points as bar graph.

---

29
Other comments about community support and health services in South Lakeland:

### Ambleside & Grasmere:
- GP – difficult to get appt with doctor.
- Hospital – long delays for appts.
- Carers – is there a sufficient amount?
- Transport to appts an issue.

### Furness Peninsula:
- GP – hard to get appt, average wait 3 weeks, inaccessible if you don’t drive.
- Health services terrible – need improving.
- Home care – difficult to access in rural areas.
- Hospital care – poor.
- No meals on wheels available.
- No outreach from organisations for isolated residents.

### Bowness & Levens:
- Dentist – non-existent.
- GP – care a postcode lottery, appts too far away (time).
- Hospitals – too distant, have to travel far for appts.

### Cartmel:
- GP – difficult to get appt.
- Dentist – no NHS.
- Need local hospital services.

### Burton & Crooklands:
- More support and services needed in villages.

### Kendal:
- Access difficult.
- GP – access puts off booking appts, wait too long, 5/6 week wait for appt, difficult to get appt,
- Homecare – in short supply,
- Hospital services need to be more local.
- Dentist – no NHS
- Sourcing care for people leaving hospital an issue.
- Hospital/GPs not coordinated.
- Mental health provision inadequate.
- Navigating health/social services are difficult.

### Windermere:
- Services better in Kendal than out.
- GP – difficult to get appt, long waits, treatment good though.
- Hospital – worry about access, too far to travel.
- Social care support – serious shortage.
- People who rent tech savvy will struggle to find info.
- Need more wellness and activity centres/free things.
- Dentists – lack of.
- Worry about finding suitable housing to

### Ulverston:
- Services inaccessible if you live rurally.
- Community support – unaware of.
- GP – appts difficult to get, but service from GP is good, method of making appt not easy, 3 week wait for appt.
- Dentist – appts difficult to get, NHS places non-existent, need more dentists.
- More modern fitness facilities required.
- Concern over affordability of care.
- Need access to other treatments services – private treatment too expensive.
Section 6: Communication and information

It is easy to find out about events in your area:

**Broughton & Coniston:**
- Community support mainly provided by the voluntary sector.

**Arnside & Milnthorpe:**
- GP – appts require long wait, not always in local surgery.
- No NHS dentist.

**Grange:**
- Hospital – distance to get there too long, care poor,
- Health staff disorganised and lack communication.
- GP – appts scarce.

**Sedbergh & Kirkby Lonsdale:**
- GP service ok.
- Dentist – difficult to get appt, huge waiting lists, won’t take on new NHS patients.
- Hospital – difficult to access if don’t drive.
It is easy to find out about services and entitlements you are eligible for. (Entitlements include things such as benefits, grants, or monetary schemes you are eligible to claim):

It is easy to find out about services and entitlements you are eligible for

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>37%</td>
<td>29%</td>
<td>34%</td>
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</table>

Do you have access to the internet and use it to find information:

Do you have access to the internet and use it to find information?

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<tr>
<th>No</th>
<th>Yes</th>
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<tbody>
<tr>
<td>4%</td>
<td>96%</td>
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The following were given as reasons for those who said they had issues accessing the internet:

**Common comments made on this matter include:**

- Becoming increasingly necessarily to use the internet.
- Use of phone to access Wi-Fi, sometimes can’t connect because of signal.
- Not all sites are easy to navigate.
- Everything online is ageist—not everyone has access to a young person to help them access it.
- Only have little IT knowledge.
- Many events not advertised enough.
- Wi-fi/mobile service limited in rural areas.
- Won’t be able to afford wi-fi if didn’t work.
- Not computer literate – don’t know how/where to look for help.
Other comments about information:

<table>
<thead>
<tr>
<th>Ambleside &amp; Grasmere:</th>
<th>Arnside &amp; Milnthorpe:</th>
<th>Bowness &amp; Levens:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Need help how to use mobile phones.</td>
<td>• Monthly broadsheet delivered to houses is/would be helpful.</td>
<td>• Too many sources of information – hard to find things out.</td>
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<tr>
<td>• Parish magazine helpful.</td>
<td>• Info needs to be pushed to residents – can’t find it unless you search for it on internet.</td>
<td>• Need fibre for faster internet.</td>
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<tr>
<td>• Local library as info hub crucial.</td>
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<thead>
<tr>
<th>Broughton &amp; Coniston:</th>
<th>Furness Peninsula:</th>
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<tbody>
<tr>
<td>• Poor mobile phone signal.</td>
<td>• Need IT help.</td>
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<tr>
<td>• No signal to power smart meter.</td>
<td>• Need Fibre Broadband.</td>
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<tr>
<td>• Noticeboards – useful for info on local events.</td>
<td>• Internet info not best for elderly – difficult to use.</td>
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<tr>
<td></td>
<td>• Internet connection is poor.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Furness Peninsula:</th>
<th>Grange:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Need IT help.</td>
<td>• No central hub where residents can get information from.</td>
</tr>
<tr>
<td>• Need Fibre Broadband.</td>
<td>• Grange Now – helpful.</td>
</tr>
<tr>
<td>• Internet info not best for elderly – difficult to use.</td>
<td>• Not easy to access info.</td>
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<td>• Internet connection is poor.</td>
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<tr>
<th>Windermere:</th>
<th>Kendal:</th>
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<tbody>
<tr>
<td>• More IT training courses would be useful.</td>
<td>• Age UK, citizens advice very helpful.</td>
</tr>
<tr>
<td>• More local community noticeboards /newsletters needed.</td>
<td>• Benefits and entitlements too complicated to understand.</td>
</tr>
<tr>
<td>• Need superfast fibre broadband.</td>
<td>• Town website would be good.</td>
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<tr>
<td>• Westmoreland Gazette expensive and not helpful.</td>
<td>• FB pages useful.</td>
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<td>• Many elderly not savvy on computer.</td>
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<td>• Local website would be useful as no idea where things are advertised now as info not well advertised now.</td>
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</tbody>
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<tr>
<th>Ulverston:</th>
<th>Windermere:</th>
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</thead>
<tbody>
<tr>
<td>• Elderly not confident with IT – stressful.</td>
<td>• More IT training courses would be useful.</td>
</tr>
<tr>
<td>• Hard to find out what’s going on.</td>
<td>• More local community noticeboards /newsletters needed.</td>
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<tr>
<td>• Need better Wi-Fi access in all areas – not so superfast compared to other areas.</td>
<td>• Need superfast fibre broadband.</td>
</tr>
<tr>
<td>• Broadband is expensive.</td>
<td>• Westmoreland Gazette expensive and not helpful.</td>
</tr>
<tr>
<td>• Websites difficult to navigate – council website.</td>
<td>• Information boards/newsletters would be handy.</td>
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<tr>
<td>• Facebook groups good.</td>
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<tr>
<td>• Local news and reporting deteriorated.</td>
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</table>


Section 7: Respect and social inclusion

I think businesses (such as shops, cafes, supermarkets) make older people feel welcome:

If possible, please can you name a business/shop which stands out in regard to making older people feel welcome:

**Ambleside & Grasmere:**
- Booths
- Climbers shop
- Co-op
- Freda & Rays
- Lakeland
- Martins
- Pharmacy
- Styles Café
- Grove Barn
- Zeffirellis

**Arnside & Milnthorpe:**
- Post Office
- Bulloughs
- Londis Store
- Yew Tree Barn

**Bowness & Levens:**
- Brew Brothers
- Co-op
- Tesco
- Gallams (Ulverston)
- Levens Village Shop
- Sainsburys (Kendal)

**Broughton & Coniston:**
- Coniston Senior Citizens CAMEO club.
- Hot Mango Café (Ulverston)
- Square Café
- Spar
- Co-op
- Hutchinsons
- Yarlside Stores

**Cartmel:**
- Cockles
- Fletchers Green Grocers (Grange)
- Higginsons
- Scissor Sisters (Grange-over-sands)

**Burton & Crooklands:**
- Burton Village store
- Iceland
- Sainsburys
- Co-op
- Hutchinsons
Ulverston:
- Alans Bargain shop
- Appleseeds
- Bargain Brands
- Samovar
- Muse
- Card Shop
- Body Care
- Booths
- Boudoir Pink
- Brocklebanks Fruit and Veg
- Co-op
- Tesco
- Coronation Hall
- Croftlands Launderette
- Post office
- Luxe Hairdressers
- Cut Price
- Definitions Hairdressers
- Farmers arms
- Fishmonger
- Flours Café
- Four Penny Café
- Banks
- Gillams Tea Shop
- Windermere Lake Cruises
- Hope and Anchor
- Hot Mango
- Indoor Market
- Irving's
- Leisure Centre
- Market Café
- M&S
- Paper Bunny
- Peter Hutchinsons Butchers Greenodd
- Save the children charity shop
- Poppies Café
- St Marys Hospice Café
- Stan Laurel Inn
- Stollers (Barrow)
- The Old Bakehouse
- The Factory Shop
- Ulverston Library

Grange:
- Fletchers Green Grocers
- Grange
- The Country House
- The Foxes Den
- Co-op
- Kacuzi Hairdressers
- Robinsons
- Hazelmere
- Clare House Hotel
- Lakeland Optical
- Ulverston Market.

Kendal:
- 2 Sisters
- About Time
- Age UK
- Asda
- Leisure Centre
- Bakery No.4
- Bob and Berts
- Booths
- Pete @ Wed/Sat Markets (Greengrocer)
- Bristly Hogg
- Hansens
- Café Nero
- Carus Green Golf Club Restaurant
- Lay-by-Lattes – coffee van
- Costa
- Market Area
- Garden Vegan
- Café in Meeting House Yard
- Greggs
- Ding Dong
- Sainsburys
- Iluvmemost
- Ings Farmshop
- Lakeland Farm Café
- M&S
- Ninas Café
- Roast Mutton
- Shoe Shop
- Spurrets Opticians
- The Beehive
- Post Office
- Waterside Café
- Wilfs in Staveley
- Hare and Hounds
- Wine Bar

Sedbergh & Kirkby Lonsdale:
- Booths
- Grocer
- Meat Hook
- Rycrofts
- Spar

Furness Peninsula:
- Co-op
- Beddalls Newsagent (Dalton).
- Booths
- Brew at Industry (Café)
- Nicola Fowler Barbering
- Cohen's Chemist
- Costa
- Cumbria Way (Ulverston)
- Gillams
- Buddhist Temple
- Lancasters (Grange)
- Ulverston Market
- Morrisons
- Old Bakehouse Cafe (Ulverston)
- Peter Hutchinson Butcher (Greenodd)
- Post Office
- The Chocolate Rooms
Older people are given the opportunity to contribute to what is going on in my area:

- Huddlestones
- Post Office
- Home Ground
- Booths
- Co-op
- Sainsburys
- Stuarts Sports
- Community Pharmacy
- Hayes Homes
- Ground Café
- Lakeland Café
- Windermere Jetty
- Museum Café
- M&S Café
- Marchesi Centre
- Pharmacy (Staveley)
- Wilfs

![Pie chart showing percentages of agreement, disagreement, and don't know responses for older people's contribution to local activities.]

![Bar chart comparing responses across different areas, with Windermere highlighted.]

Windermere:
I feel lonely:

- **Ambleside & Grasmere:**
  - Lots of opportunities for volunteering.
  - Parish Council very approachable.
  - Community enables people to join in.

- **Arnside & Milnthorpe:**
  - Feel welcome.
  - Lots of local activities/groups
  - LA website needs to be more user friendly.

- **Bowness & Levens:**
  - Exceptionally good.
  - Very friendly.
  - Too much IT use – need more people.

- **Broughton & Coniston:**
  - No intergenerational socializing anymore.

- **Burton & Crooklands:**
  - Getting to activities is difficult.

- **Furness Peninsula:**
  - Good place to live.
  - Hard to join in with some activities if disability/mobility/access issues.
  - Very isolated.
  - Limited opportunities for employed.

- **Kendal:**
  - Older people feel included by lots of businesses.
  - Need a printed newsletter with important info/numbers on it.
  - Changes in the area aren’t age friendly e.g. app to pay for parking.
  - Friendly place to live.
  - More help needed for isolated/lonely.

- **Grange:**
  - Not enough activities in the evening.

- **Ulverston:**
  - Inclusive community feeling.
  - Need hard copy newsletter to be distributed.
  - Organised activities poor.
  - But older generation can be ignored.
  - Loneliness from lack of transport.

- **Windermere:**
  - Need a call a friend chat scheme for the lonely.

Other comments about respect and inclusion in South Lakeland:
Section 8: Social participation

South Lakeland has the shops and services I need:

South Lakeland has the shops and services I need

Other comments about the shops and services available in South Lakeland.

**Ambleside & Grasmere:**
- Limited range/restricted in so have to travel.
- Small shops expensive.
- Too many walkers' outlet and not enough clothes shops.

**Arnside & Milnthorpe:**
- Needs more restaurants.
- Butchers – non-existent.
- Chemist- doesn’t stock much.
- Businesses have

**Bowness & Levens:**
- Lots of empty shelves, not enough checkouts.
- Lost lots of shops – sat empty.
- Have to travel to go shopping – Manchester – or use internet.

**Broughton & Coniston:**
- Few shops in Barrow.
- Have to shop online.

**Furness Peninsula:**
- Have to travel to go shopping or shop online – lack of shops in towns.
- Can’t access them due to no public transport during the weekend.
- Need to open banking hubs.

**Grange:**
- Have to drive a few miles to get petrol – need closer petrol station.
- No clothing shops – Have to shop online.
- Need bank hubs.

**Sedbergh & Kirkby Lonsdale:**
- Limited shoe and clothing shops.
- Mainly tourist shops.
**Kendal:**
- Shops shutting – all internet shopping now.
- Have to travel for greater range.
- Need better shops, currently only charity shops.
- Free town parking would encourage more shoppers.
- No department store anymore – great miss.

**Windermere:**
- Important shops have closed in recent years.
- Have to travel to go clothes shopping.
- Use online shopping.
- Need more sensible shops for basics.
- Need more normal

**Ulverston:**
- Banks all closing – need hubs.
- Need to travel for shopping – clothes etc.
- Worry about declining hours of needed service shops – banks, PO, library.
- Too many alternative shops – touristy.
- Rates too expensive for local shops.
- Too many charity shops.

---

**Do you attend local activities?**

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<tr>
<th>Shops</th>
<th>Kendal</th>
<th>Windermere</th>
<th>Ulverston</th>
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<td>Welcome/Thank you/Thank you for participating.</td>
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Why don't you attend local activities?

- I can't afford to go
- I don't enjoy them
- I can't get to them
- There aren't enough opportunities for me to mix
- There isn't a good range of events/activities

Why don't you attend local activities?

- I can't afford to go
- I don't enjoy them
- I can't get to them
- There aren't enough opportunities for me to mix
- There isn't a good range of events/activities
Other comments about social participation in South Lakeland:

<table>
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<tr>
<th>Area</th>
<th>Comments</th>
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</table>
| **Ambleside & Grasmere:** | • Some activities you can attend with no transport, but some are at a distance and un-attenable.  
• Lots of activities going on. |
| **Arnside & Milnthorpe:**  | • Transport to Kendal difficult to access.  
• Milnthorpe hub closure worrying – social hub for the community.  
• Wide range of clubs. |
| **Bowness & Levens:**    | • Wide range of activities going on.  
• Oversubscribed classes - need more.  
• U3A brilliant organisation.  
• Need a swimming pool. |
| **Burton & Crooklands:** | • Issue – falling number of people running the activities – reduces social participation numbers. |
| **Furness Peninsula:**  | • Age UK fantastic.  
• Parking at events an issue.  
• Few events in rural places.  
• Need more local publicity.  
• U3A great organisation. |
| **Grange:**             | • Better bus services would help people attend more activities.  
• Hard to keep active/attend events in winter when the weather is bad/dark.  
• Attendance - Hard for those who work during the day. |
| **Kendal:**            | • U3A keeps people active.  
• Need free things to do in summer to reduce isolation and loneliness.  
• Large geographical area and difficult to access from rural.  
• Need more choice for those that work during the day.  
• Expensive to participate. |
| **Sedbergh & Kirkby Lonsdale:** | • No adult education classes to attend.  
• Very little events organised here. |
| **Ulverston:**         | • Activities financially prohibiting.  
• U3A wonderful provision.  
• Plenty to choose from throughout the year. |
| **Windermere:**        | • Need more variety and space.  
• Need swimming.  
• Shortage of social gatherings. |
Section 9: Civic participation and employment

Do you volunteer?

There are opportunities for me to volunteer if I want to:

Agree  Disagree  Don't know  Not applicable
Educational / learning classes in South Lakeland are available and affordable:

If I wanted to, I would be supported to set up my own business in South Lakeland:
There are opportunities for older people to be employed in South Lakeland:

I know how to make my voice heard by Westmorland & Furness Council:
Other comments about volunteering and employment in South Lakeland:

<table>
<thead>
<tr>
<th>Location</th>
<th>Comments</th>
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</table>
| Ambleside & Grasmere   | • Everything relies on volunteers.  
                         • Lots of opportunities – great community.                                               |
| Grange                 | • Closest venue is Kendal – would need some nearer to access.                                                                             |
| Kendal                 | • Extra volunteers always needed because of lack of funds.  
                         • Make friends through volunteering.  
                         • Little free classes.  
                         • Lots of opportunities to volunteer – some need more info on how.  
                         • Not many jobs around                                                                                                                |
| Arside & Milnthorpe   | • Lots of charities with vacancies for helpers but can’t get there due to lack of transport.                                             |
| Furness Peninsula     | • Used to have range of evening classes but now been cut due to budgets.                                                                  |
| Cartmel               | • Budget cuts have reduced number of educational classes available.                                                                        |
| Ulverston             | • Need more advertising about local opportunities. – a list.  
                         • Need more education opportunities.                                                                                                     |
| Windermere            | • Opportunities there but less volunteer.  
                         • Town councils need more visibility.                                                                                                     |
3.0 Conclusions and recommendations

This baseline assessment has provided the foundation on which to build the changes needed to improve the age-friendliness of South Lakeland. This will help us to make an informed and evidence-based action plan to move on to the next stage of our age-friendly journey, to continue to work with local communities and partner organisations and to improve the social and built environment for older people.

The publication of this report is a crucial step in continuing to understand the experiences of older people in South Lakeland. It also provides the outline for the next steps to ensure that South Lakeland can continue with its age-friendly journey and be a place where people thrive as they grow older.

Most important aspects of our community for older people

<table>
<thead>
<tr>
<th>Age-friendly Domain</th>
<th>Top 3 most important aspects</th>
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<tbody>
<tr>
<td>Outdoor spaces and buildings</td>
<td>• Accessible toilets that are available for public use</td>
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<td>• Pavements that are in a good condition</td>
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<td>• Encouraging older people to contribute to public space planning</td>
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<td>Transport</td>
<td>• Increased and improved accessible parking, including improved ways to pay</td>
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<td>• Increase availability of information about bus routes, community transport and taxi providers, and ‘extra help to travel’ cards</td>
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<td>• Transport workers are trained to anticipate and meet older people’s needs</td>
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<tr>
<td>Housing</td>
<td>• Affordable home repair contractors to remain independent in own home</td>
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<td>• Developing materials covering home adaptations and hiring tradespeople</td>
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<td>• Affordable and increased supported housing for older people, including adaptations to existing stock</td>
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<td>Community support and health services</td>
<td>• Information on how to get help with personal care</td>
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<td>• Improving the availability and effectiveness of social prescribing</td>
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<td>• Increasing the accessibility of health-promoting activities</td>
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<td>Communication and information</td>
<td>• Affordable internet access</td>
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<td>• Free access to computers and internet in public places</td>
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<td>• Training to improve digital skills</td>
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<td>Respect and social inclusion</td>
<td>• Activities for older people with mobility challenges</td>
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<td>• Develop a range of volunteering opportunities which older people can actively participate in</td>
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<tr>
<td>Social participation</td>
<td>Civic partnership and employment</td>
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<td>• Activities that are easily accessible by public transport or delivered close to home</td>
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<td>• Activities that are affordable to all</td>
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<td>• Encourage community groups to access funding streams to deliver activities</td>
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<td>• Training for people aged 50 and over</td>
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<td>• Workplaces that actively encourage 50+ employment</td>
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<td>• Opportunities for people aged 50 or over to participate in decision making bodies</td>
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The action plan will help us to guide the implementation of the key recommendations. It will outline the actions that are happening now, shorter term 'quick wins' as well as objectives for the future.

Westmorland & Furness Council are committed to promoting and sharing the values and principles of age-friendly communities which are intrinsically aligned to the WHO age-friendly domains and we will be asking businesses and organisations to pledge their support to an Age-friendly Charter for South Lakeland.

For more information, visit: [https://www.cumbriafoundation.org/age-friendly-south-lakeland](https://www.cumbriafoundation.org/age-friendly-south-lakeland)