



Presbyterian Support Otago

Older People and Community

Survey Report

November 2017

Contents

Introduction.....	4
Demographic data of respondents.....	5
Survey results with comment:	
Q1 What are you currently involved in?	
1.1 All respondents.....	6
Q2 Is there anything more you would like to be doing?	
2.1 All respondents.....	10
2.2 Mornington respondents.....	11
2.3 Mosgiel respondents.....	12
Q3 If yes, what would you like to be doing?	
3.1 All respondents.....	13
Q4 If yes, do any of the following barriers stop you being involved?	
4.1 All respondents.....	14
4.2 Mornington respondents.....	16
4.3 Mosgiel respondents.....	17
Q5 Where do you find out about things to be involved in?	
5.1 All respondents.....	18
5.2 Mornington respondents.....	19
5.3 Mosgiel respondents.....	20
Q6 Do you use: a computer; a smart phone; a tablet, iPad or other device	
6.1 All respondents.....	21
6.2 Mornington respondents.....	22
6.3 Mosgiel respondents.....	23
Q7 Do you ever feel lonely?	
7.1 All respondents.....	24
7.2 Mornington respondents.....	25
7.3 Mosgiel respondents.....	26

Q8	Do you wish that you had more contact with others?	
	8.1 All respondents.....	27
	8.2 Mornington respondents.....	28
	8.3 Mosgiel respondents.....	29
Q9	Do you feel supported in your community?	
	9.1 All respondents.....	30
	9.2 Mornington respondents.....	31
	9.3 Mosgiel respondents.....	32
Q10	Do you feel safe in your community?	
	10.1 All respondents.....	33
	10.2 Mornington respondents.....	34
	10.3 Mosgiel respondents.....	35
Q11	When you need support or help with some tasks, who helps you?	
	11.1 All respondents.....	36
	11.2 Mornington respondents.....	37
	11.3 Mosgiel respondents.....	38
	Discussion.....	39
	Appendix	
	Survey: Older People and Community	

Acknowledgements

Thank-you to those of you who completed this survey. Your feedback has provided us with valuable information on living in the community as an older person.

Thank-you also to the organisations and people who assisted in the survey distribution of the survey throughout out their membership and communities. Your support was appreciated.

Introduction

A survey (Appendix 1) was developed in July/ August 2017 to seek feedback from older people living in Dunedin about their current involvement and support as they age within their community. This information was intended to inform the discussion relating to introducing the Village Hub model to seniors in the Dunedin areas, with particular consideration to the Mornington and Mosgiel areas. It must be noted that this was a survey only, so the feedback received provides us with worthwhile information, but does not provide valid research data.

The Survey was available on-line through Survey Monkey, in print and large print. The print version was on 1 sheet (2 sides), was designed to be simple with mainly tick boxes, to encourage completion.

The survey was distributed to various community groups such as: 60+, Golden Age, Church groups, Octagon Club, Bowling clubs, RSA Mosgiel. In an attempt to seek feedback from people who may not be part of established groups due to impairments and ageing issues, a number of NGO disability groups were also asked to disseminate the survey, and as a result the closing date was extended to mid-October to meet the varying timelines of organisations' newsletters.

Once collected, print responses were transferred into Survey Monkey to enable data to be collated and reported.

The data, graphs and comments are presented in the following order:

1. All respondents (207)
2. Mornington area respondents, including Belleknowes and Maryhill (19)
3. Mosgiel (53)

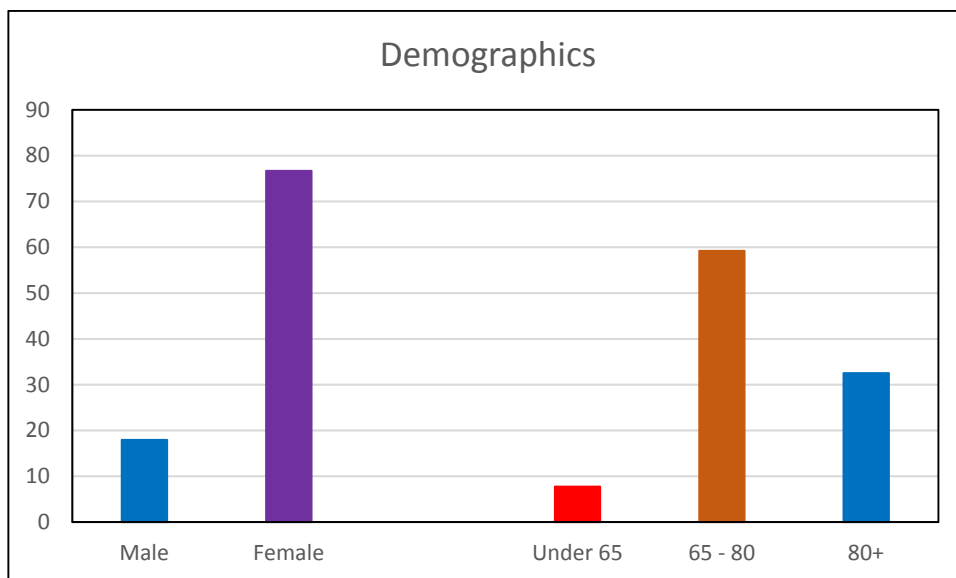
Demographic data

All respondents

Answered: 206 Skipped: 1

Gender	Percentage	Number
Male	17.96%	37
Female	76.70%	158

Age	Percentage	Number
Under 65 years	7.77%	16
65-80	59.22%	122
80 +	32.52%	67



Comment

Majority of respondents were female and aged between 65 and 80

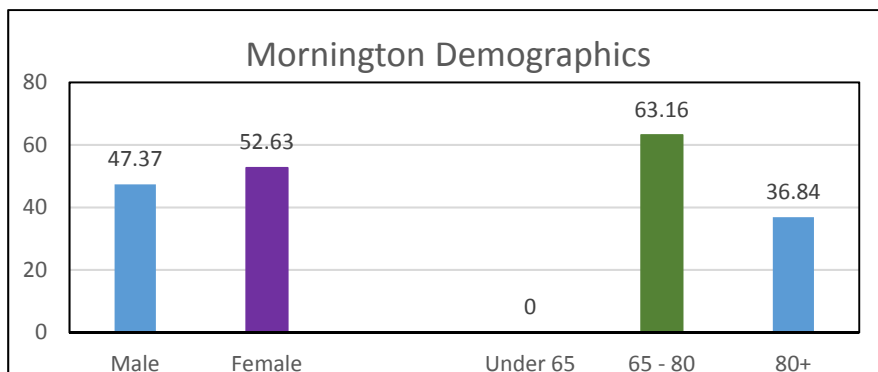
Mornington demographics

Answered: 19

Skipped: 0

Gender	Percentage	Number
Male	47.37%	9
Female	52.63%	10

Age	Percentage	Number
Under 65 years	0%	0
65-80	63.16%	12
80 +	36.84%	7



Comment

Small number of respondents, but gender distribution is almost equal, compared to total number of respondents

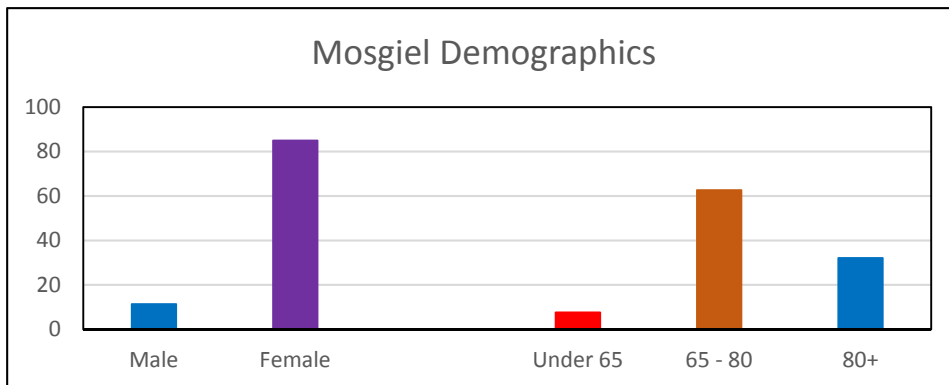
Mosgiel demographics

Answered: 53

Skipped: 0

Gender	Percentage	Number
Male	11.32%	6
Female	84.91%	45

Age	Percentage	Number
Under 65 years	7.55%	4
65-80	62.26%	33
80 +	32.08%	17



Comment

Gender and age group distribution comparable to all respondents' data

Survey results and comment

Q1 What are you currently involved in? (for example: walking, church, gardening, book club, volunteering)

Answered: 164

Skipped: 43

1.1 All respondents

Answers from all respondents were grouped into themes as below.

Event/activity	Number	Includes
Volunteering	113	
Special interest Groups	87	Genealogy, U3A, Travel Club, Rotary Senior Net, Widow/Widowers Club, 60+,
Gardening	70	Garden Clubs
Spiritual/church	62	
Fitness	52	Tai Chi, Steady As You Go exercise programme, swimming, pilates
Walking, Cycling	46	
Sport and dancing	45	bowls, marching, petanque, badminton
General social events	32	Housie, RSA activities, Friendship Club, Golden Age
Choir, book club, cards	28	Mah Jong, Bridge
Art, Craft, Woodwork	19	
Family activities	14	caring for spouse/children/grandchildren
Health and disability support groups	14	Blind Foundation, Alzheimers, Diabetes
Employment	7	
DIY/ Home work	6	
Other	7	concerts, studying, writing life history fishing farming, computer

Comment:

Anecdotal evidence prior to the survey indicated there were many and varied activity/event options available and this is confirmed with the responses.

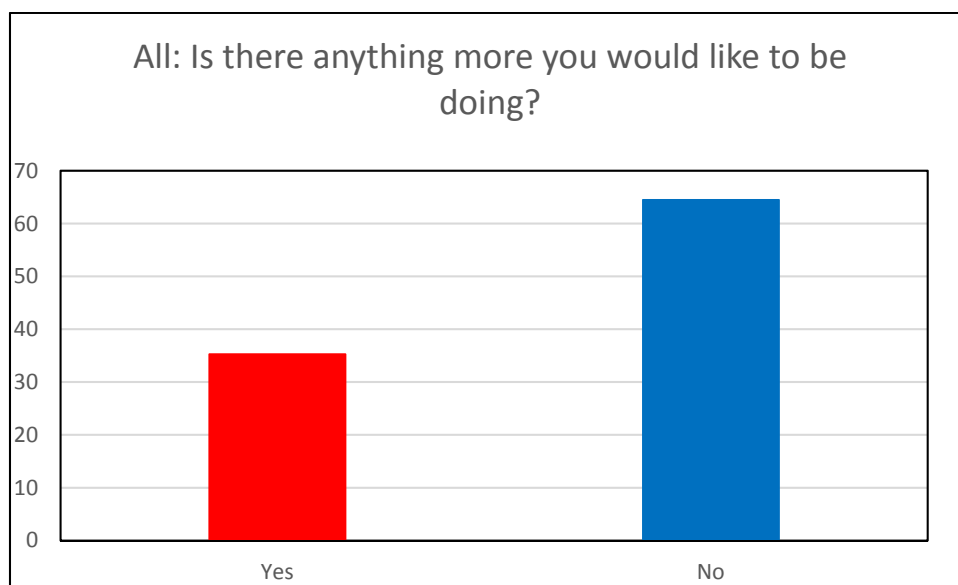
Further, responses to Questions 4 & 5 provide more information relating to issues associated with accessing activities and events.

Q2 Is there anything more you would like to be doing?

2.1 All respondents

Answered: 183 Skipped: 24

Answer choices	Percentage	Numbers
Yes	35.52%	65
No	64.48%	118



Comment

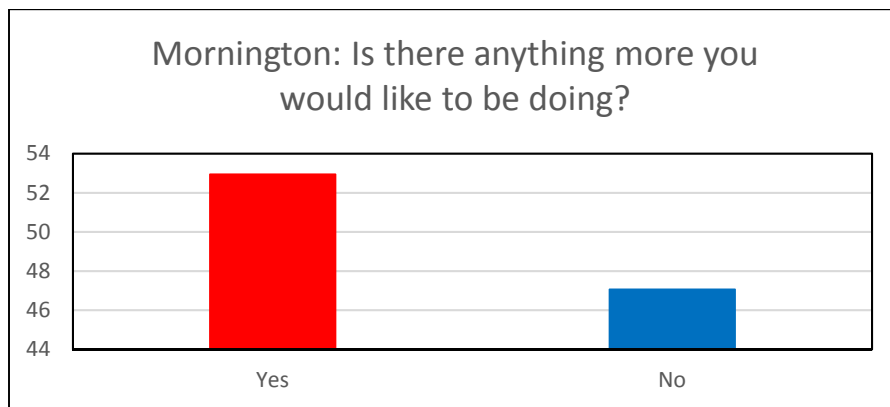
There is sufficient interest in more options which would be better considered at a later date if a hub type of model is implemented.

2.2 Mornington respondents

Answered: 17

Skipped: 2

Answer choices	Percentage	Numbers
Yes	52.94%	9
No	47.06%	8



Comment

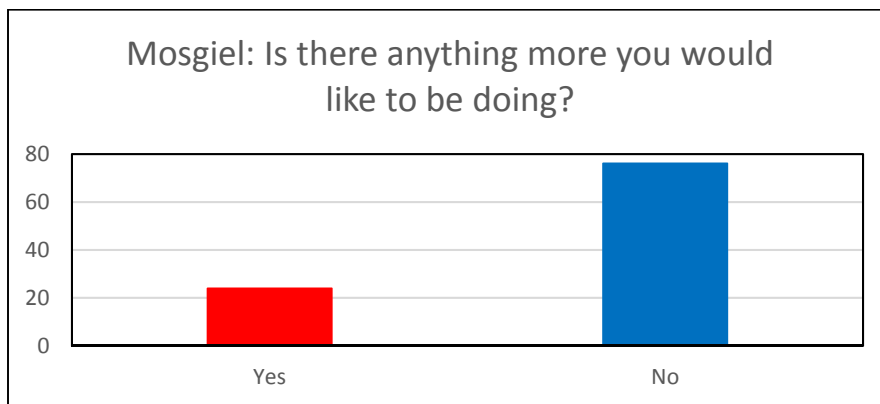
As above, other options could be considered if interest was shown if a hub model was implemented

2.3 Mosgiel respondents

Answered: 46

Skipped: 7

Answer choices	Percentage	Numbers
Yes	23.91%	11
No	76.09%	35



Comment

This would indicate less interest in alternative activities, but again may be reviewed at a later date if necessary

Q3 If yes, what would you like to be doing?

Answered: 62 Skipped: 143

3.1 All respondents

Answers from all respondents were grouped into themes as in question 1.

Event/activity	Number	Includes
Volunteering	4	
Special interest Groups	2	Included studying
Gardening	4	Garden Clubs
Spiritual/church	1	
Fitness	6	
Walking, Cycling	9	
Sport and dancing	4	bowls, marching, petanque, badminton
General social events	14	Movies, meals coffee with others,
Choir, book club, cards, theatre, films	4	
Art, Craft, Woodwork	5	
Family activities	0	
Health and disability support groups	0	
Employment	1	
DIY/ Home work	1	'girl cave', car maintenance, fishing
Other	8	Trips and travel, DIY, build

Comment

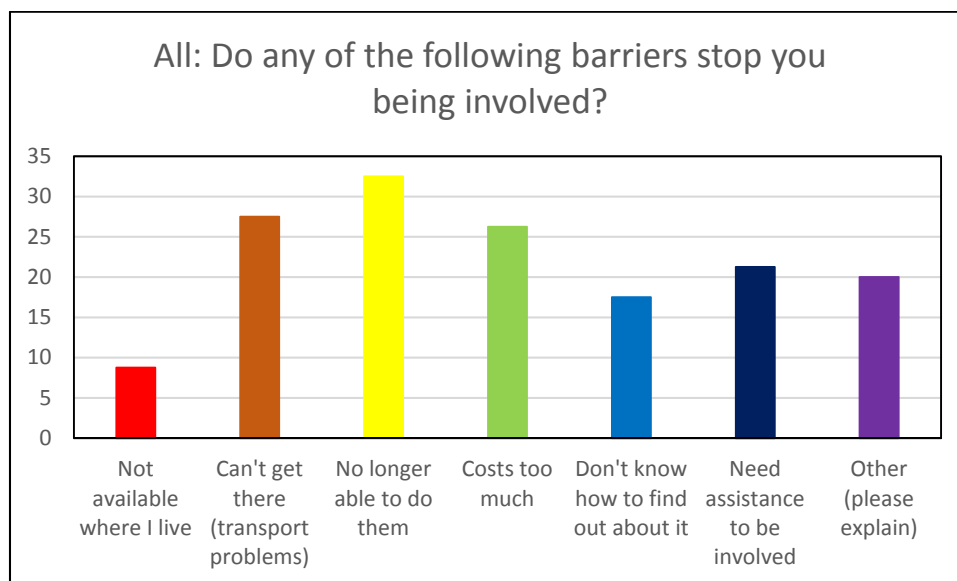
It would be prudent to seek more information specific to the needs of the people of any area chosen to implement the hub model.

Q4 If yes, do any of the following barriers stop you being involved?

4.1 All

Answered: 80 Skipped: 127

Answer choices	Percentage	Numbers
Not available where I live	8.75%	7
Can't get there (transport problems)	27.50%	22
No longer able to do them	32.50%	26
Costs too much	26.25%	21
Don't know how to find out about it	17.50%	14
Need assistance to be involved	21.25%	17
Other	20.00%	16



Comment

Anecdotal evidence (from both older people and organisations) prior to the survey put transport as the primary hindrance to being involved, with costs occasionally mentioned. In this survey transport has come second to the impact of normal ageing, and just higher than costs.

Although not knowing how to find out about local activities, does not feature strongly in this feedback, it is proportionally consistent with the feedback specific to Mornington and Mosgiel.

To encourage increased involvement, transport, activity costs, providing assistance and access to information need to be addressed, particularly in the planning stage of a Village Hub development

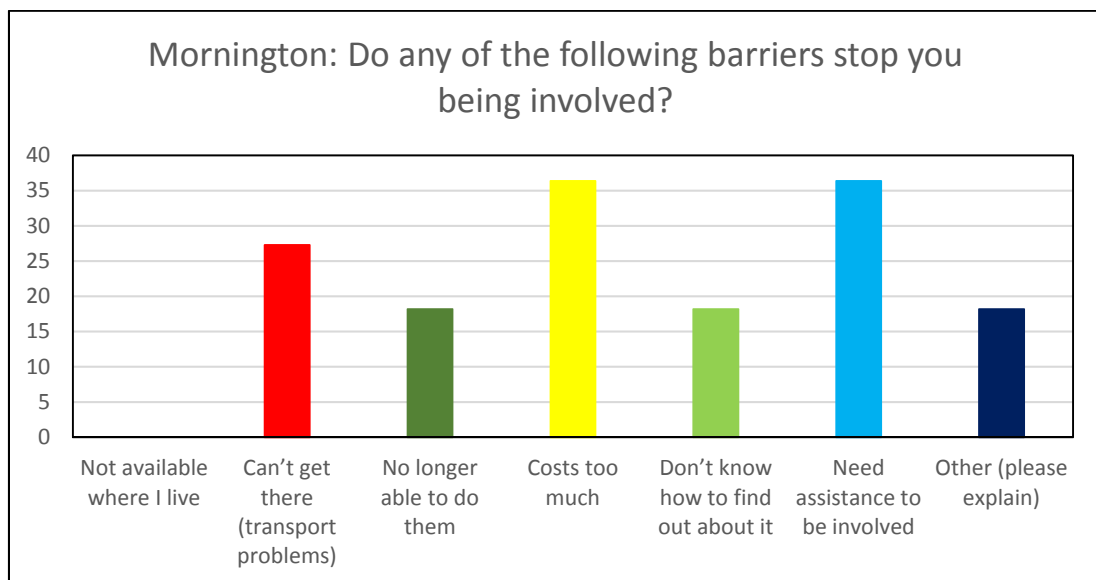
Comments (16) included in Other barriers related to health issues (5), social isolation (3), transport, including changed bus routes (2).

4.2 Mornington respondents

Answered: 11

Skipped: 8

Answer choices	Percentage	Numbers
Not available where I live	0.00%	0
Can't get there (transport problems)	27.27%	3
No longer able to do them	18.18%	2
Costs too much	36.36%	4
Don't know how to find out about it	18.18%	2
Need assistance to be involved	36.36%	4
Other	18.18%	2



Comment

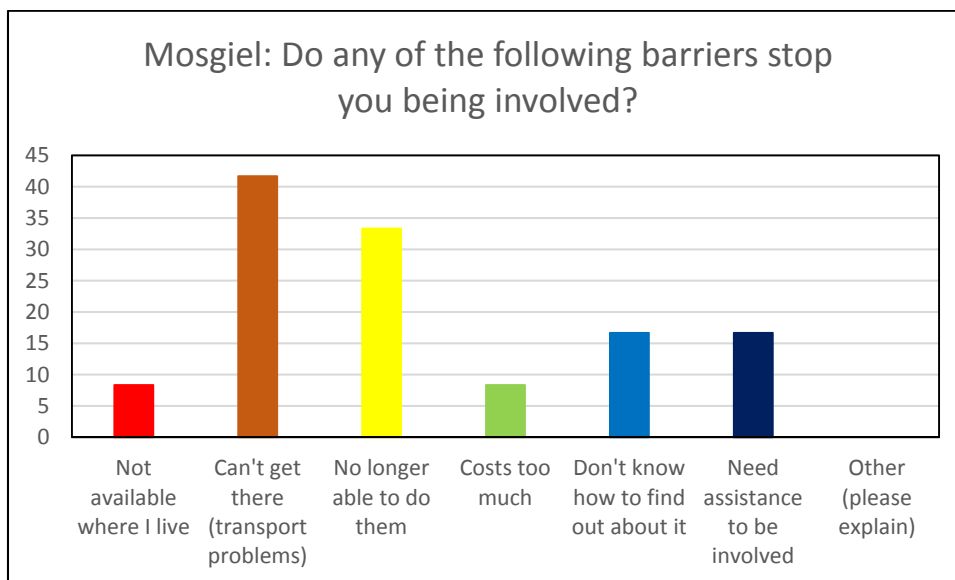
Mornington respondents' rate costs as the main barrier, followed by needing assistance and transport problems. The impact of ageing is much lower in comparison to all data.

4.3 Mosgiel respondents

Answered: 12

Skipped: 41

Answer choices	Percentage	Numbers
Not available where I live	8.33%	1
Can't get there (transport problems)	41.67%	5
No longer able to do them	33.33%	4
Costs too much	8.33%	1
Don't know how to find out about it	16.67%	2
Need assistance to be involved	16.67%	2
Other	0.00%	0



Comment

Possibly reflective of its distance from Dunedin, transport is rated the top barrier. Limited options available locally was rated the least influential, along with costs. Again, as would be expected, the impact of ageing is high.

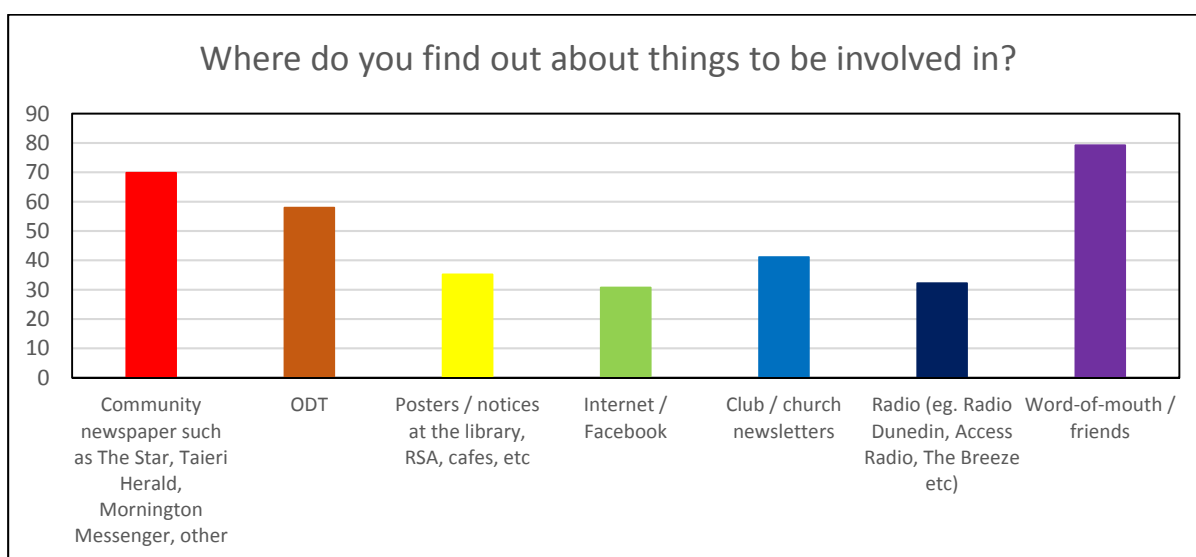
Q5 Where do you find out about things to be involved in?

5.1 All respondents

Answered: 202

Skipped: 5

Answer choices	Percentage	Numbers
Community newspaper	69.80%	141
ODT	57.92%	117
Posters / notices at library, RSA, cafes	35.15%	71
Internet / Facebook	30.69%	62
Club/church newsletters	41.09%	83
Radio	32.18%	65
Word-of-mouth/friends	79.21%	160



Comment

Word-of-mouth is the main source of information, followed by Community newspapers, ODT, and church/club newsletters. Interesting to note that 31% of respondents use Facebook and the internet to seek information. It would be expected that this will grow as the people retire for whom IT has played a significant role in their employment.

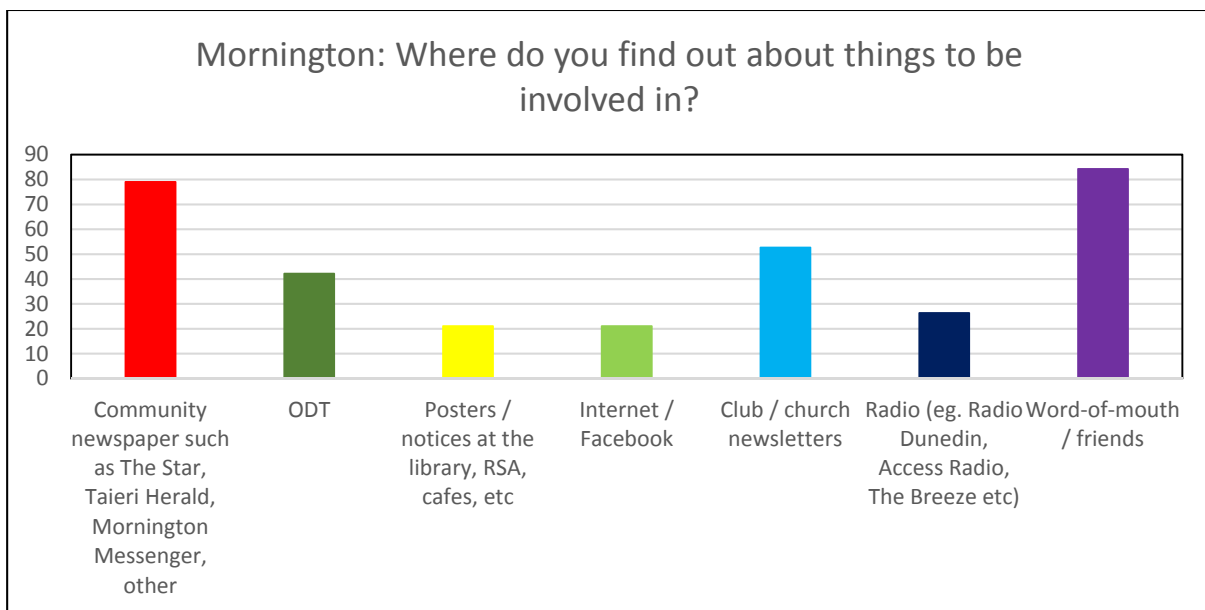
Using a number of media/channels to disseminate information is advisable.

5.2 Mornington respondents

Answered: 19

Skipped: 0

Answer choices	Percentage	Numbers
Community newspaper	78.95%	15
ODT	42.11%	8
Posters / notices at library, RSA, cafes	21.05%	4
Internet / Facebook	21.05%	4
Club/church newsletters	52.63%	10
Radio	26.32%	5
Word-of-mouth/friends	84.21%	16



Comment

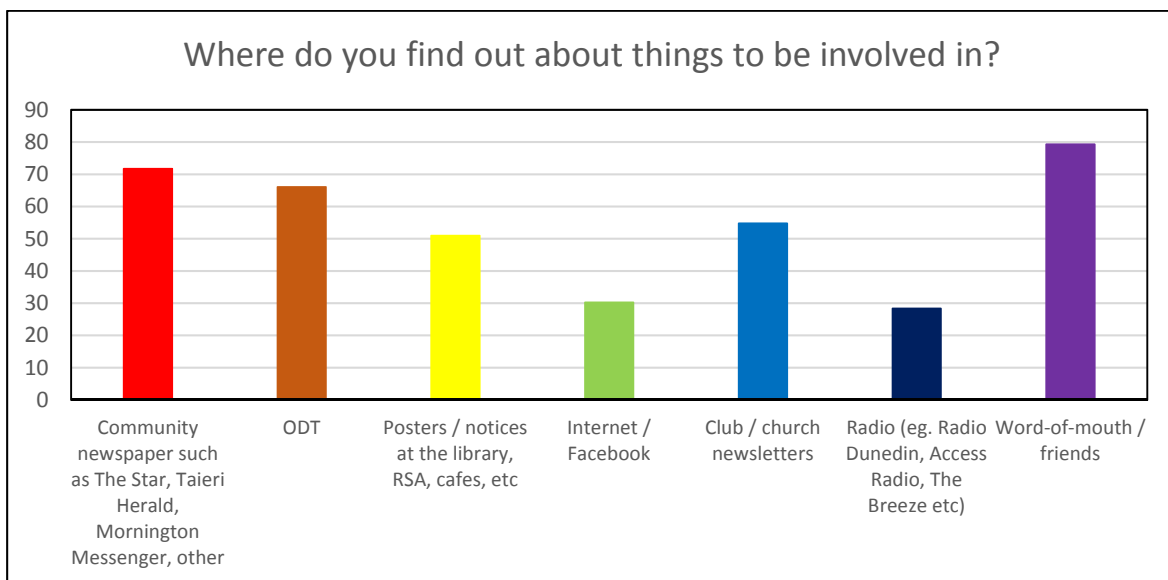
The four main sources are the same, but higher use of the Community newspapers and church/club newsletters; internet /Facebook use was slightly lower. This possibly reflects the fact that the church and Bowling Club were the main sites of the surveys in the area

5.3 Mosgiel respondents

Answered: 53

Skipped: 0

Answer choices	Percentage	Numbers
Community newspaper	71.70%	38
ODT	66.04%	35
Posters / notices at library, RSA, cafes	50.94%	27
Internet / Facebook	30.19%	16
Club/church newsletters	54.72%	29
Radio	28.30%	15
Word-of-mouth/friends	79.25%	42



Comment

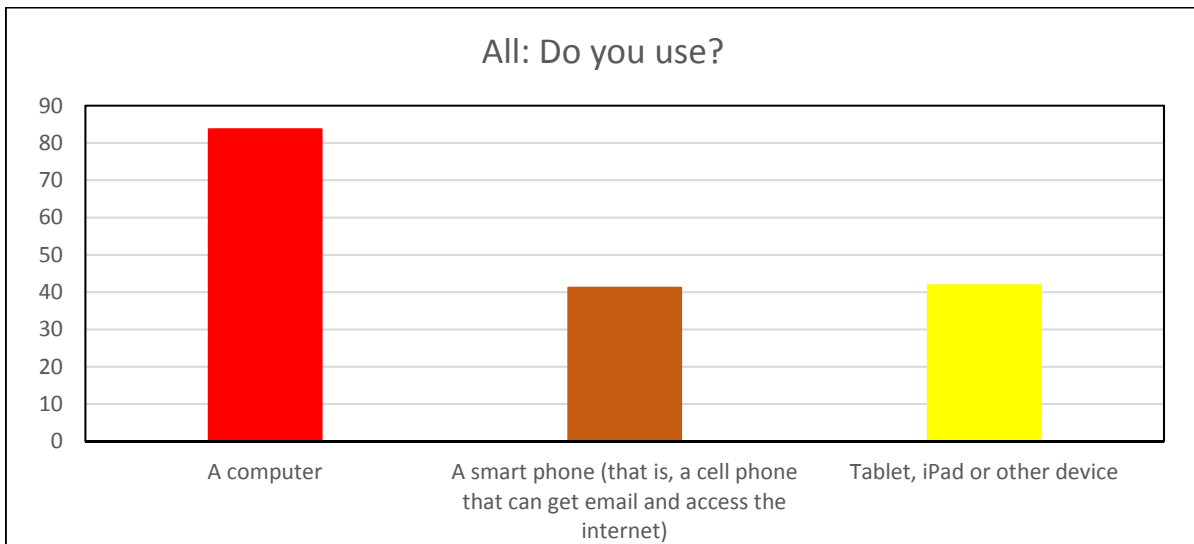
Again the four main sources are the same, but posters/noticeboards etc was higher. Use of a variety of media and channels to disseminate information is needed to reach as many people as possible.

Q6 Do you use a computer, a smart phone, or a tablet, iPad or other device?

6.1 All respondents

Answered: 153 Skipped: 54

Answer choices	Percentage	Numbers
Computer	83.66%	128
Smart phone	41.18%	63
Tablet, iPad etc	41.83%	64



Comment

Note: 54 respondents skipped this question.

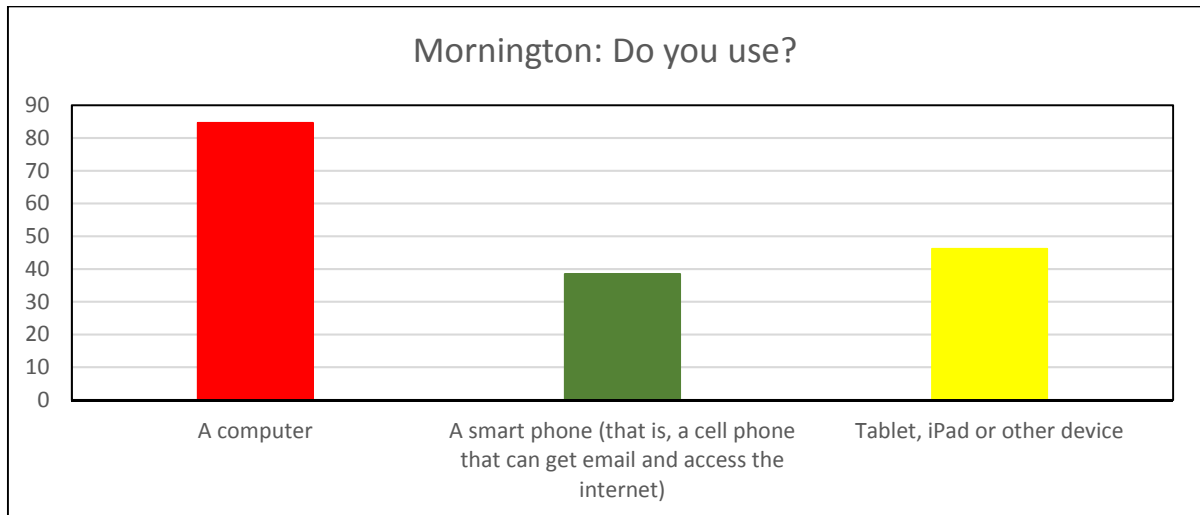
With more than 80% (of the respondents who answered this question) reporting they use a computer, and approximately 40% using a smart phone and /or a Tablet or iPad, this indication of significant use of technology should be harnessed in any future village hub developments. Informal feedback indicates a need for training/assistance to improve use (which the library is keen to support) although it is worth noting that informal feedback indicates the use of computers does not mean people prefer information in e-format.

6.2 Mornington respondents

Answered: 13

Skipped: 6

Answer choices	Percentage	Numbers
Computer	84.62%	11
Smart phone	38.46%	5
Tablet, iPad etc	46.15%	6



Comment

Note: One of three respondents skipped this question.

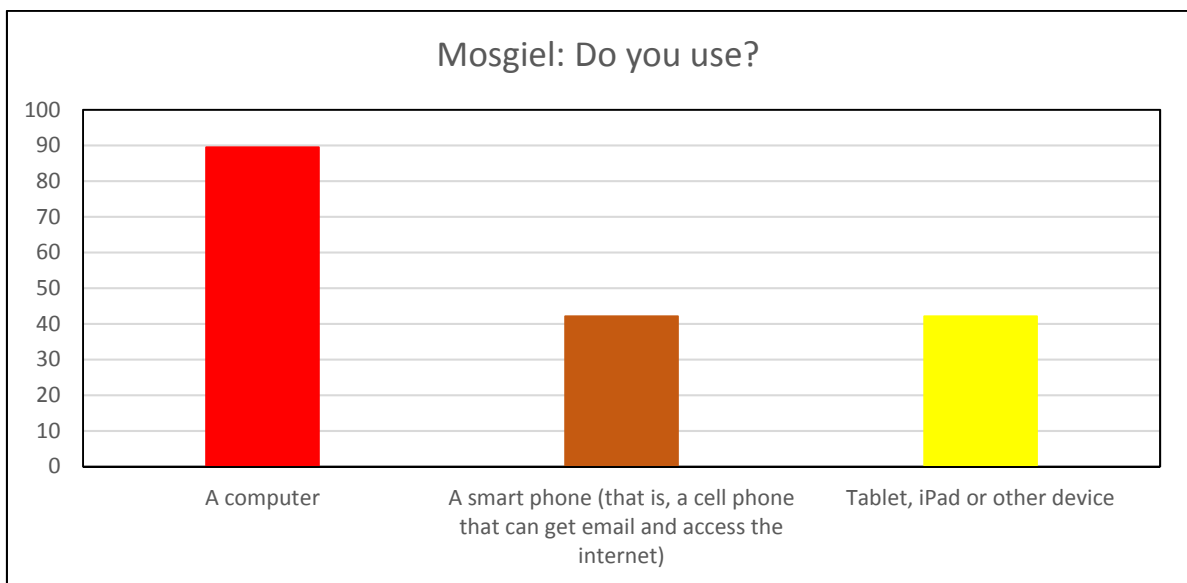
Comments as above (i.e. for all data)

6.3 Mosgiel respondents

Answered: 38

Skipped: 15

Answer choices	Percentage	Numbers
Computer	89.4%	34
Smart phone	42.11%	16
Tablet, iPad etc	42.11%	16



Comment

Note: 15 of the 53 respondents skipped this question

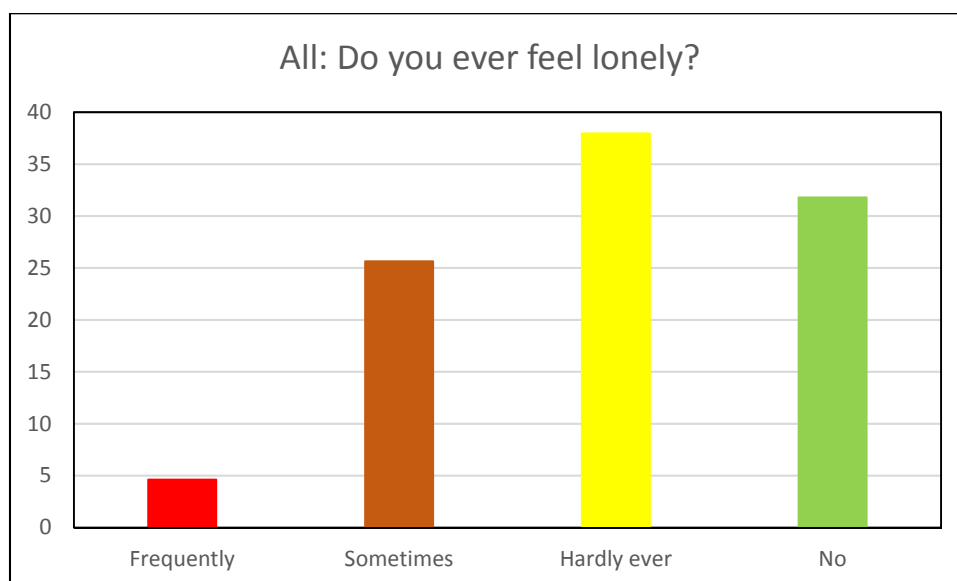
As above for all data

Q7 Do you ever feel lonely?

7.1 All respondents

Answered: 195 Skipped: 12

Answer choices	Percentage	Numbers
Frequently	4.62%	9
Sometimes	25.64%	50
Hardly ever	37.95%	74
No	31.79%	62



Comment

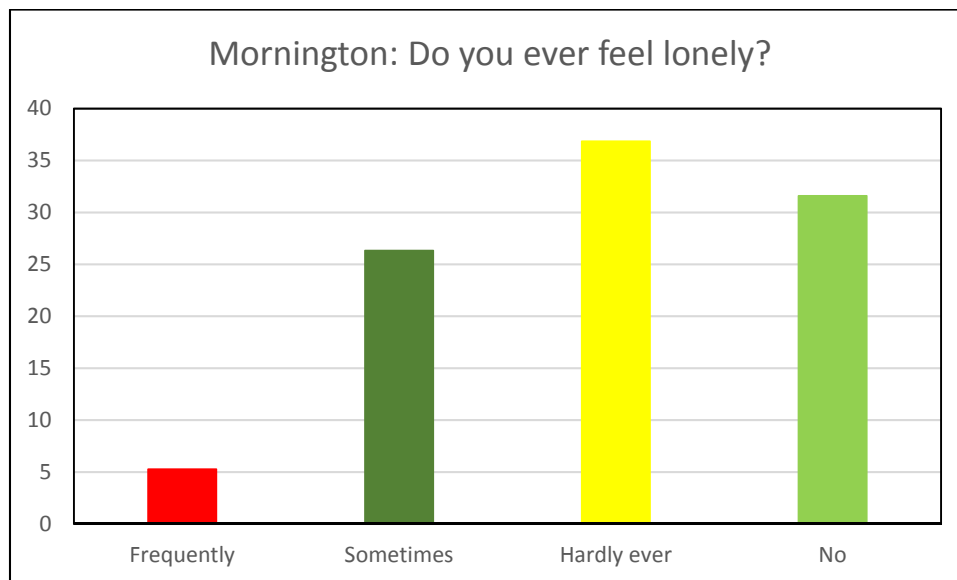
Although it is pleasing to see that a majority of respondents hardly ever feel lonely, or not at all, there is still almost 1 in 3 who do, and this figure is significant when social isolation and loneliness are key contributors to rest home admissions and dementia.

7.2 Mornington respondents

Answered: 19

Skipped: 0

Answer choices	Percentage	Numbers
Frequently	5.26%	1
Sometimes	26.32%	5
Hardly ever	36.84%	7
No	31.58%	6



Comment

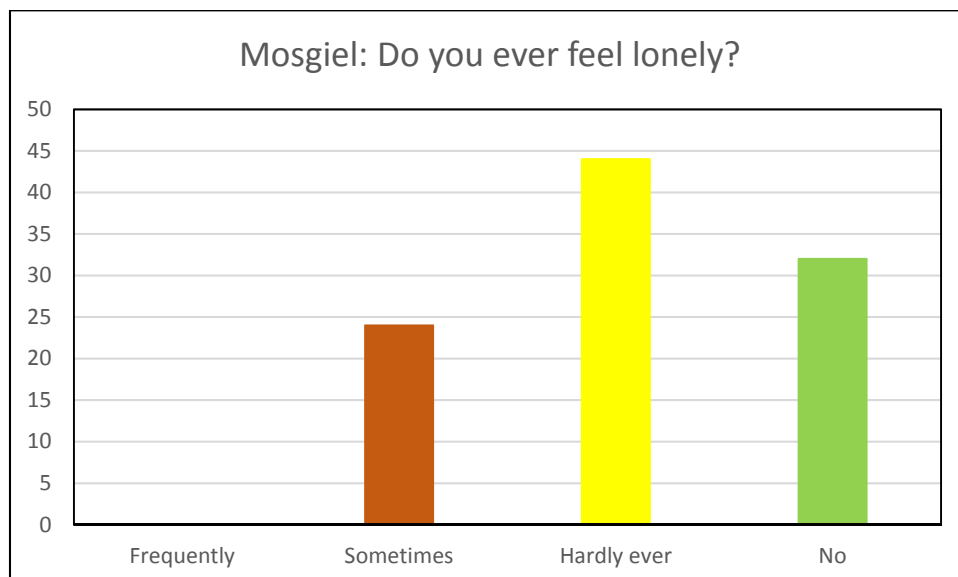
A slightly higher proportion indicate feeling lonely but the overall numbers of respondents are low. The same concern applies to this cohort as described above: this figure is significant when social isolation and loneliness are key contributors to rest home admissions and dementia.

7.3 Mosgiel respondents

Answered: 50

Skipped: 3

Answer choices	Percentage	Numbers
Frequently	0.00%	0
Sometimes	24.00%	12
Hardly ever	44.00%	22
No	32.00%	16



Comment

Although no respondents report frequently feeling lonely, again almost 1 in 3 sometimes do, and this important issue needs to be addressed.

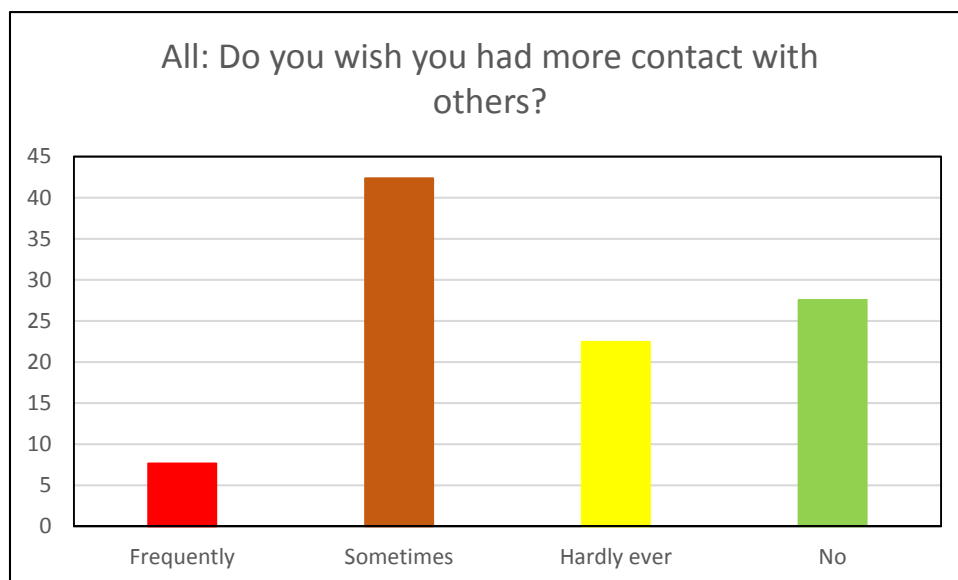
Q8 Do you wish that you had more contact with others?

8.1 All respondents

Answered: 196

Skipped: 11

Answer choices	Percentage	Numbers
Frequently	7.65%	15
Sometimes	42.35%	83
Hardly ever	22.45%	44
No	27.55%	54



Comment

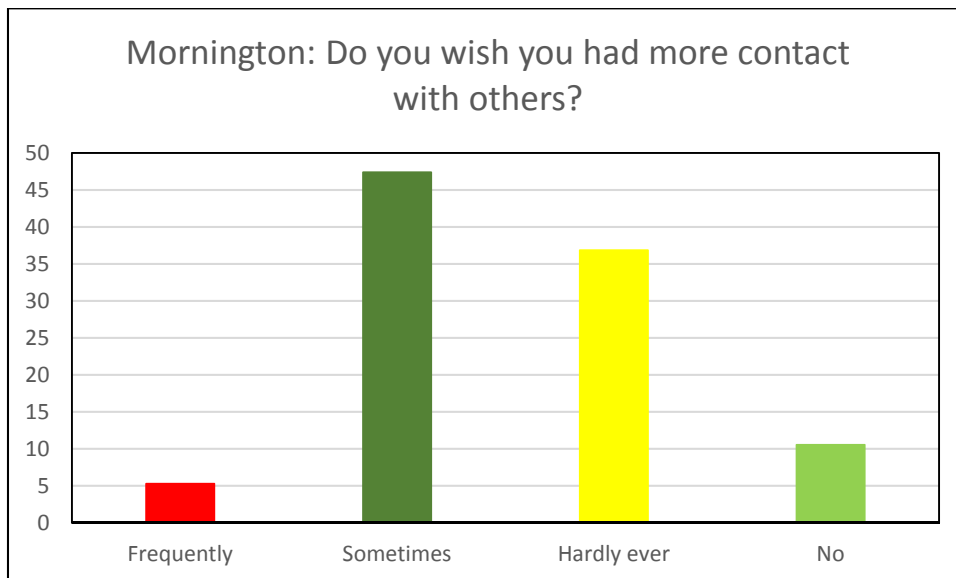
Almost half the respondents frequently or sometimes wished they had more contact with others. This is noteworthy in light of research showing the negative impact of loneliness on health and living independently

8.2 Mornington respondents

Answered: 19

Skipped: 0

Answer choices	Percentage	Numbers
Frequently	5.26%	1
Sometimes	47.37%	9
Hardly ever	36.84%	7
No	10.53%	2



Comment

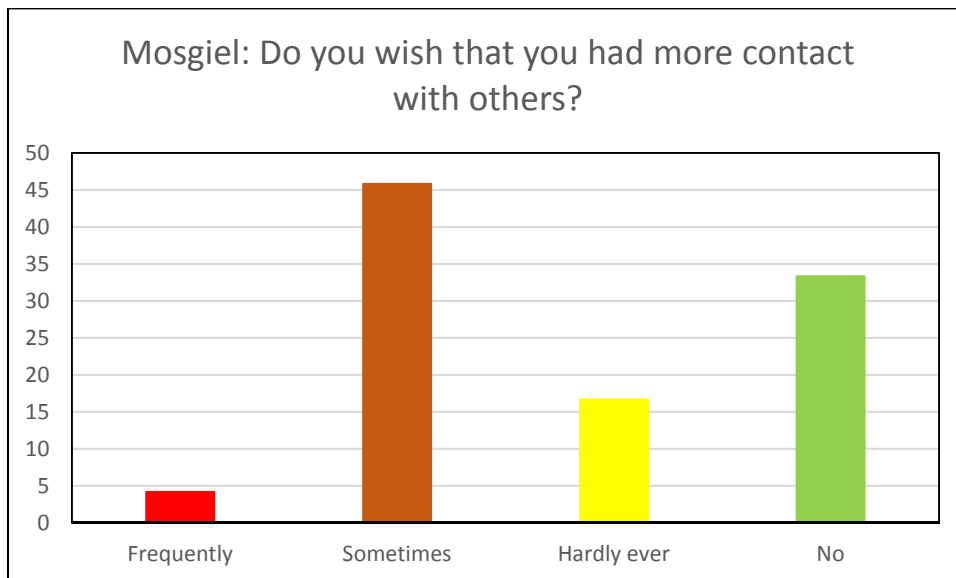
Just over half the respondents frequently or sometimes wished they had more contact with others. This is noteworthy in light of research showing the negative impact of loneliness on health and living independently

8.3 Mosgiel respondents

Answered: 48

Skipped: 5

Answer choices	Percentage	Numbers
Frequently	4.17%	2
Sometimes	45.83%	22
Hardly ever	16.67%	8
No	33.33%	16



Comment

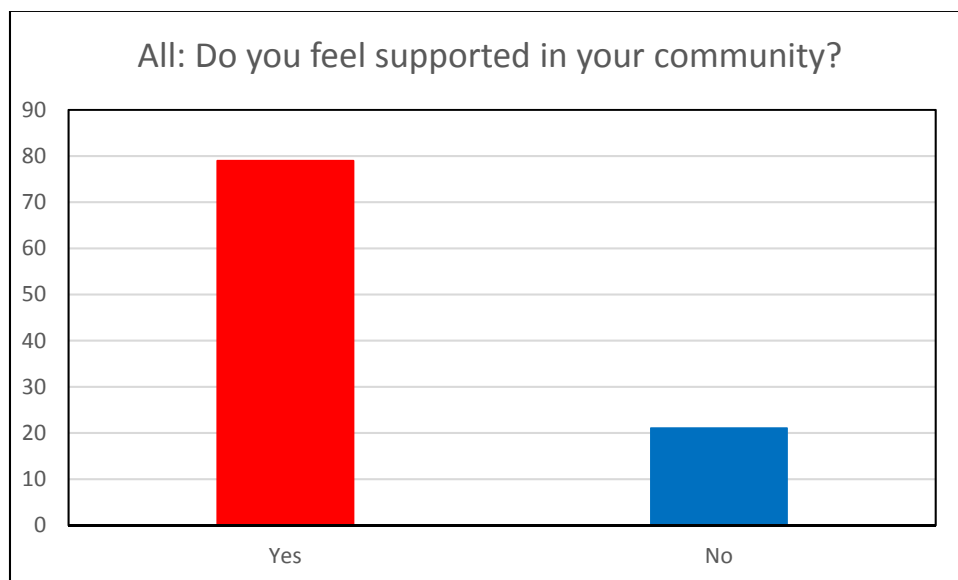
Half the respondents frequently or sometimes wished they had more contact with others. This is noteworthy in light of research showing the negative impact of loneliness on health and living independently

Q9 Do you feel supported in your community?

9.1 All respondents

Answered: 195 Skipped: 12

Answer choices	Percentage	Numbers
Yes	78.97%	154
No	21.03%	41



Comment

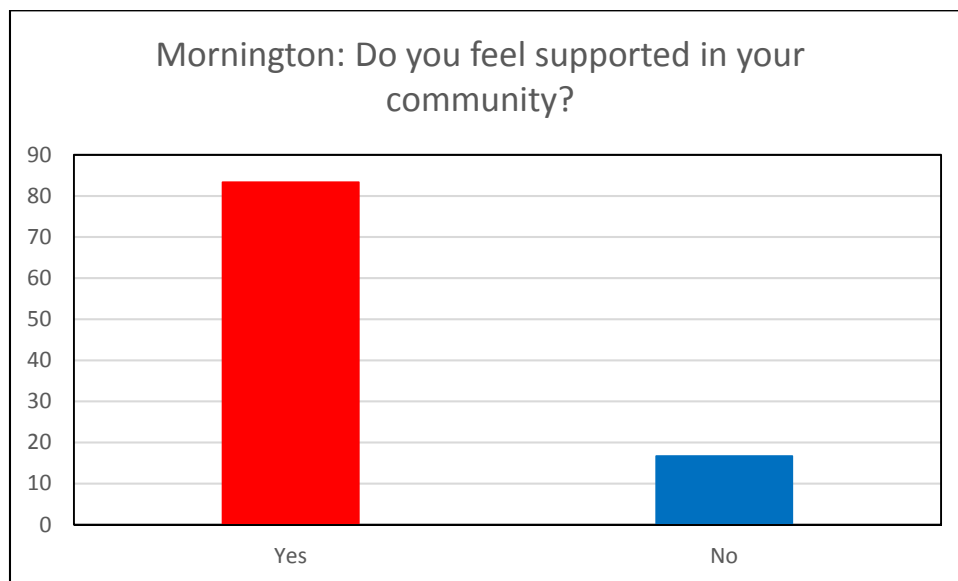
Almost 80% of all respondents feel supported in their community – a positive foundation on which to build even stronger supports and reduce social isolation

9.2 Mornington respondents

Answered: 18

Skipped: 1

Answer choices	Percentage	Numbers
Yes	83.33%	15
No	16.67%	3



Comment

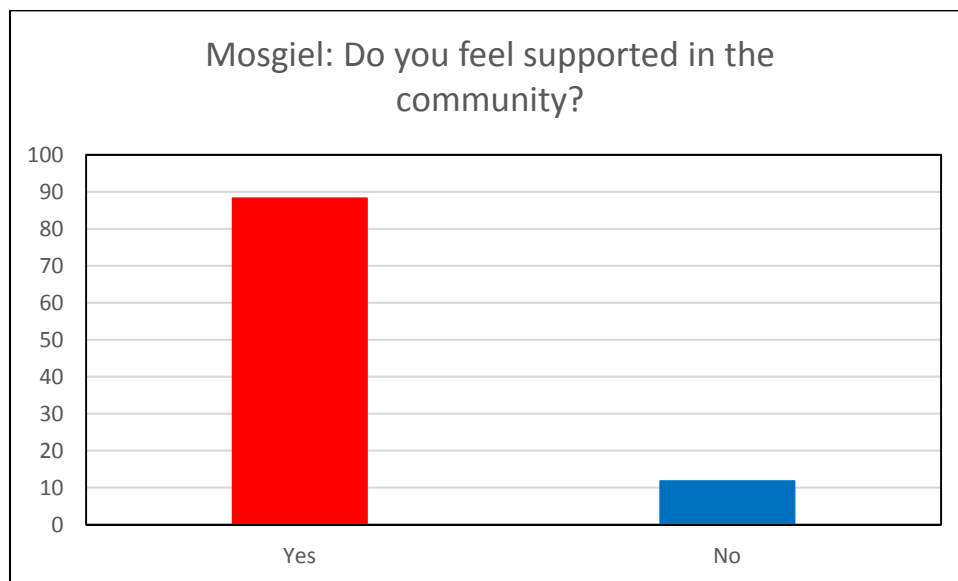
15 of the 19 respondents feel supported in the wider Mornington community

9.3 Mosgiel respondents

Answered: 51

Skipped: 2

Answer choices	Percentage	Numbers
Yes	88.24%	45
No	11.76%	6



Comment

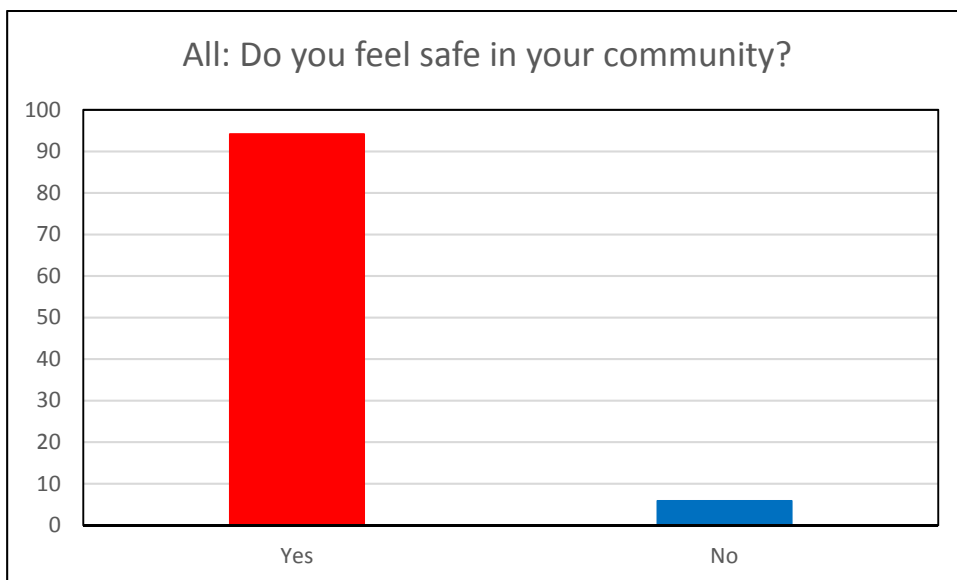
A majority (88%) of the Mosgiel respondents feel supported in their community

Q10 Do you feel safe in your community?

10.1 All respondents

Answered: 205 Skipped: 2

Answer choices	Percentage	Numbers
Yes	94.15%	193
No	5.85%	12



Comment

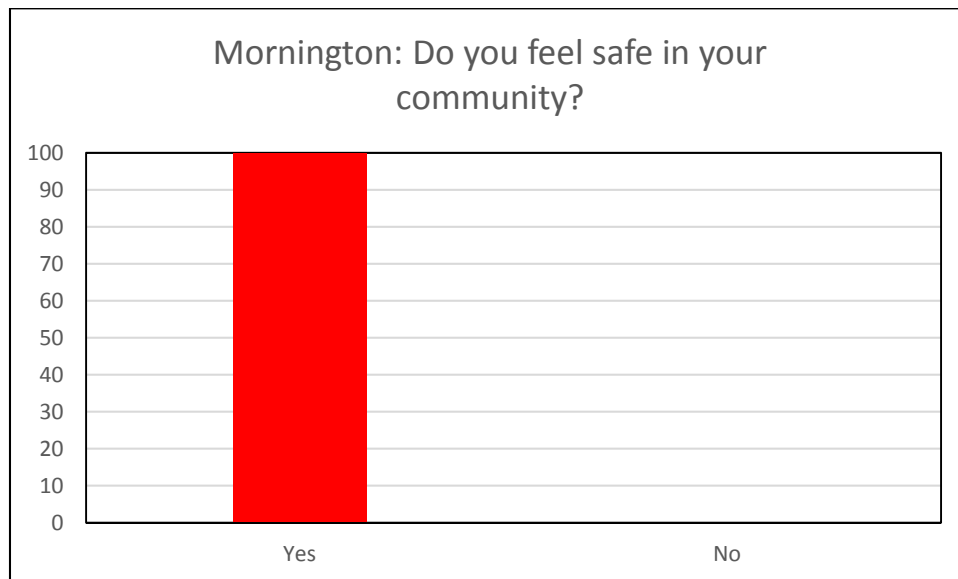
This is excellent feedback for Dunedin communities. As security is one of the main considerations for people who choose to live in a retirement village, this is a positive factor for continuing to age in place in Dunedin

10.2 Mornington respondents

Answered: 19

Skipped: 0

Answer choices	Percentage	Numbers
Yes	100%	19
No	0.00%	0



Comment

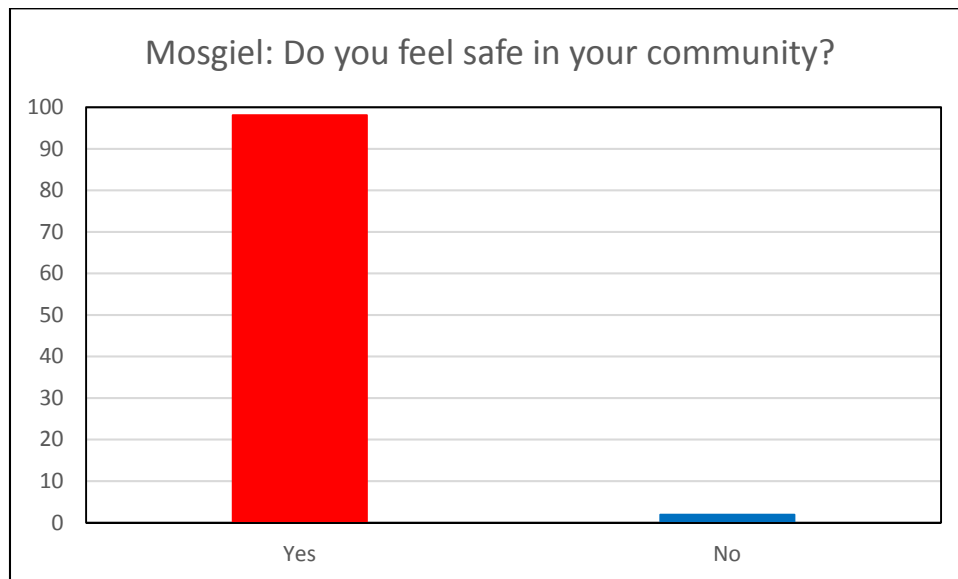
100% of respondents feel safe in their community; an excellent context in which to build greater community resilience and support that reduces isolation and loneliness

10.3 Mosgiel respondents

Answered: 52

Skipped: 1

Answer choices	Percentage	Numbers
Yes	98.08%	51
No	1.92%	1



Comment

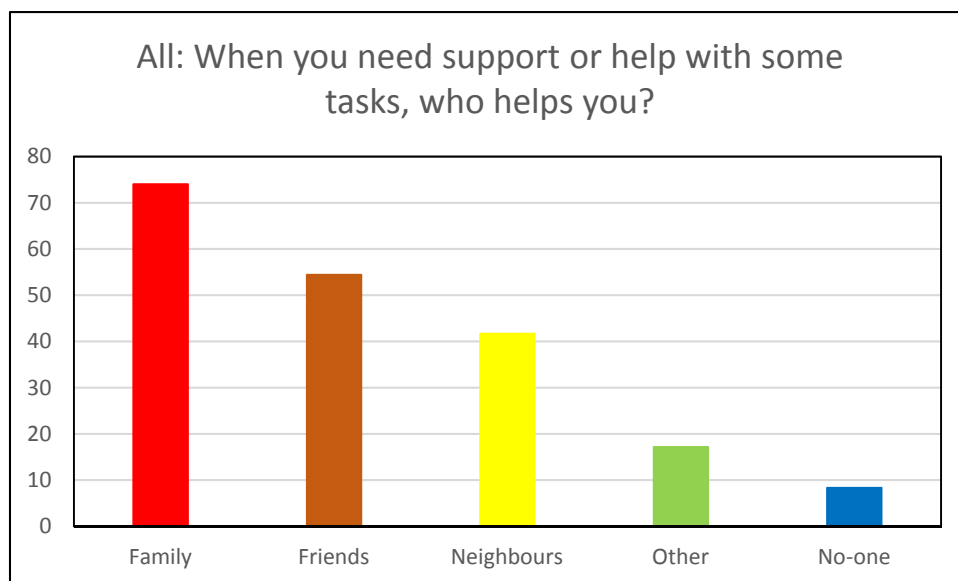
Almost 100% of respondents feel safe in their community; an excellent context in which to build greater community resilience and support that reduces isolation and loneliness

Q11 When you need support or help with some tasks, who helps you?

11.1 All respondents

Answered: 204 Skipped: 3

Answer choices	Percentage	Numbers
Family	74.02%	151
Friends	54.41%	111
Neighbours	41.67%	85
Other	17.16%	35
No-one	8.33%	17



Comment

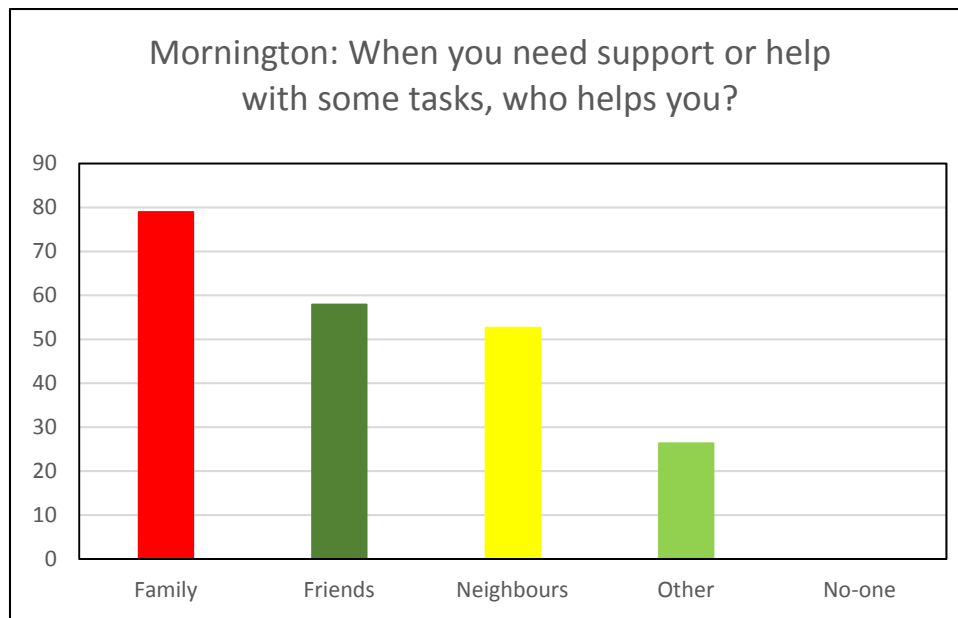
Families, friends and neighbours are key support people for older people living in the community. However, a high functioning and supportive community would not have even 8% reporting no-one to support or help when needed.

11.2 Mornington respondents

Answered: 19

Skipped: 0

Answer choices	Percentage	Numbers
Family	78.95%	15
Friends	57.89%	11
Neighbours	52.63%	10
Other	26.%32	5
No-one	0%	0



Comment

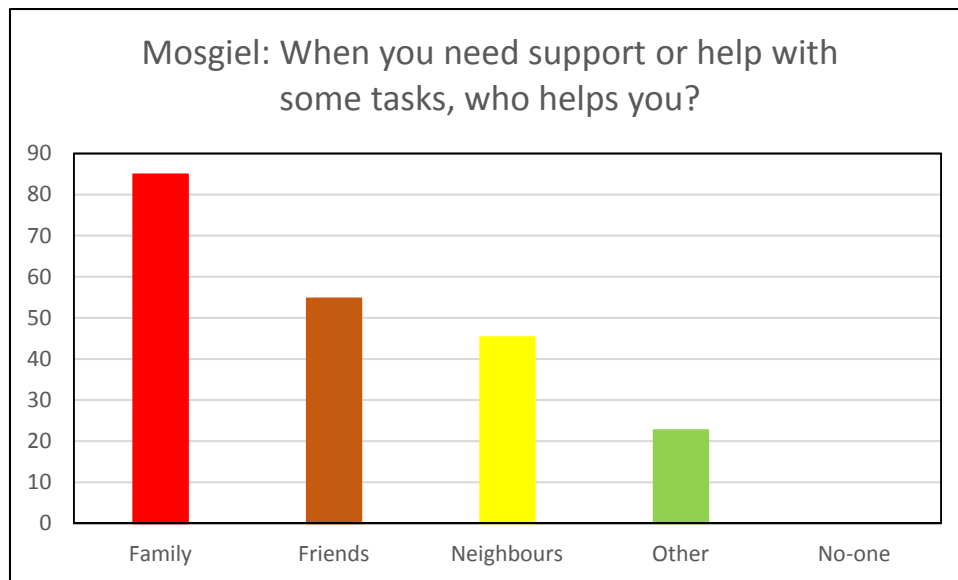
All Mornington respondents had support when needed.

11.3 Mosgiel respondents

Answered: 52

Skipped: 1

Answer choices	Percentage	Numbers
Family	84.91%	45
Friends	54.72%	29
Neighbours	45.28%	24
Other	22.64%	12
No-one	0.00%	0



Comment

All Mosgiel respondents had support when needed.

Discussion

- Although there is always a need to be vigilant regarding community safety, the high rating for feeling safe in the community and feeling supported by the community, means that developing a village hub has a firm community base on which to build, providing the interest for such exists from the people who would lead it.
- People may feel safe, but disconnected, and this is a concern. A higher number of people report wanting more contact than report being lonely. As connectedness is vital to prevent social isolation and loneliness which are key contributors to rest home admissions and Alzheimers. The Village hub model could go some way to preventing social isolation.
- The high use of word-of-mouth channels of communication does rely on 2 or more people and therefore focusing on at least 2 connections per person could enhance this time-old method, and supplemented by other systems including regular telephone contact.
- Building on the use of IT through training and support gives more options for accessing information on supports, community events and services
- Despite the high use of IT, electronic contact is not adequate to combat loneliness, although it may be a very cost-efficient method of disseminating information. A number of older people are not used to e-methods of communication and prefer hard copy, although this is likely to change over time as the people who now use electronic means of accessing information, age
- Although transport options have increased over recent years, transport was still considered a barrier to being involved; this needs to be further considered in any community solutions to increase contact.

- Community safety was rated high and no feedback mentioned elder abuse; the respondents may have considered community as outside their homes, and elder abuse is likely to be hidden “behind closed doors”.
- Comments described moving to a new location hindering connectedness; a village hub model provides a general social framework to meet new people if one has few or no links in the community, and the proposed “Elders Gateway” App will be a source of information.
- There are many and varied activities and events available, although no obvious central coordination or repository of information specific to older people.
- Not a lot of intergenerational activity was mentioned, but has been part of other discussion with both agencies and older people earlier this year. Again, strengthening these connections, strengthens the whole community
- Support groups seem to be an important point of contact for those with specific ageing issues

Finally, in keeping with the Village Hub model’s philosophy, interest, commitment and time needs to come from the people who would become the leaders.

Introduction of the hub model to the specific communities of Mosgiel and Mornington can begin by sharing this information through a variety of channels and listening to the community response.

Adrienne Henderson

Community Development Facilitator

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Appendix 1: Survey



Survey: Older people and Community

At Presbyterian Support Otago, we are keen to find out if, as an older person, you have enough opportunities to be involved in the community, and that you feel supported in your community.

To help us with this, we would appreciate you completing this quick confidential survey. When completed please put in the box provided or return to the address on the next page – thank-you.

(Please pass on this survey to any older people you feel might be interested to complete it)

You and your community

What are you currently involved in? (for example: walking, church, gardening, book club, volunteering)

Is there anything more you would like to be doing?

- Yes
- No

If yes, what would you like to be doing?

If yes, do any of the following barriers stop you being involved?

- Not available where I live
- Can't get there (transport problems)
- No longer able to do them
- Costs too much
- Don't know how to find out about it
- Need assistance to be involved
- Other (please explain)

Where do you find out about things to be involved in?

- Community newspaper such as The Star, Taieri Herald, Mornington Messenger, other
- ODT
- Posters / notices at the library, RSA, cafes, etc
- Internet / Facebook
- Club / church newsletters
- Radio (eg. Radio Dunedin, Access Radio, The Breeze etc)
- Word-of-mouth / friends

Do you use

- A computer
- A smart phone (that is, a cell phone that can get email and access the internet)
- Tablet, iPad or other device

Your Support

Do you ever feel lonely?

- Frequently
- Sometimes
- Hardly ever
- No

Do you wish that you had more contact with others?

- Frequently
- Sometimes
- Hardly ever
- No

Do you feel supported in your community?

- Yes
- No

Do you feel safe in your community?

- Yes
- No

When you need support or help with some tasks, who helps you?

- Family
- Friends
- Neighbours
- Other
- No-one

Some information

We do not need your name, but would be interested to know the following: are you

- Male Female
- Under 65 65 - 80 80+

What suburb do you live in?

Is there anything else you would like to add?

If you have any questions or further comments, please contact

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