

# Ageing Well in Place at Hopton Court

**Tenant-led survey & research by  
Hopton Hopefuls tenants' group**

With support from One Manchester, Cornbrook Medical Practice and CLASS; and funded by the Social Responsibility Catalyst Fund at the University of Manchester



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## Abbreviations used in this report

CLASS	Community Led Action and Savings Support
CRT	Community Research Team
GDPR	General Data Protection Regulation
MSOA	Middle Layer Super Output Area (this is a geographical scale within a statistical system through which agencies attempt to improve the reporting of small area statistics in England and Wales, there are also 'Lower Super Output Areas' which equate roughly to smaller populations)
NORC	Naturally Occurring Retirement Community
OM	One Manchester
UoM	University of Manchester

## Notes of quotations

The report presents a mix of direct quotes from tenants and paraphrased comments which has been necessary given that responses were handwritten by a mixed team of people and then typed up and anonymised by CLASS staff and volunteers. If something is a direct quote it is presented with quotation marks.

## Notes of authorship

These findings have been co-produced with Hopton Hopefuls tenants and savings group with support from Whitney Banyai-Becker and the volunteer team at CLASS. The report was written up by Dr Sophie King, Development Manager at CLASS.

# 1. Introduction

This tenant-led survey builds on the work of the Ageing Well in Hulme partnership which was established in October 2020 following an initial scoping study looking at the issues facing older tenants living in tower blocks in Hulme.

A [background paper](#) was produced which set out the context for older people in Manchester and in Hulme and shared the findings from the research (Cribbin et al., 2021). The report established a new agenda for the development of a 'Naturally Occurring Retirement Community' (NORC) for Hopton Court with benefits for the wider Aquarius area, including the construction of a new communal building in the shared gardens.

For the purpose of this project, *a NORC is a term used to describe an age-integrated housing development or neighbourhood that originally contained different age groups, but which over time has become home to a concentration of older adults, 55 years of age and older.*

In February 2021, older tenants at Hopton Court formed a new tenants group called Hopton Hopefuls which has taken a lead role in taking forward some of the recommendations from the report with support from a small charity called CLASS. Progress on this is shared in section 5 below.

Hopton Hopefuls have been working closely with their housing provider One Manchester together with other partners to plan how to take the recommendations forward and to prepare for and carry out the survey reported on here.

The aim of this survey has been to provide a more detailed evidence-base about the needs, strengths and aspirations of the Hopton Court community. This will contribute towards the creation of a robust programme proposal setting out the opportunities for supporting older people living in Hulme's tower blocks and across the Aquarius area more widely in support of attracting investment in a partnership around the idea of a *Naturally Occurring Retirement Community* (NORC) in Hulme.



## 2. Methodology

CLASS and Hopton Hopefuls worked together to recruit a Community Research Team from among the Hopton community.

Six community researchers were recruited and participated in six planning sessions. These preparatory sessions were part training, part co-design. We all had different forms of knowledge and experience to bring to bear on the issue of how best to prepare for and carry out a flat-by-flat survey at the block.

Tenant researchers understood what tenants fears and concerns may be about the research; how best to present and share informed consent information with residents; and how best to approach residents for interviews. They also had a clear sense of what the risks may be for participants, or for the research team, and co-produced a carefully considered risk assessment and research plan.

The informed consent information and survey questionnaire were piloted twice and adjustments made before the team agreed they were ready to begin the research exercise with other tenants.

An ethics committee comprising academics from the University of Manchester and a local GP read through and approved the research plan and informed consent materials. One Manchester's Data Protection Officer also

checked the research process was paying appropriate regard to GDPR regulations. One Manchester also kindly provided supermarket vouchers to enable the research team to say thank you to tenants for their participation.

Tenants worked with CLASS staff and volunteers to carry out face-to-face interviews with tenants throughout the week of 19-25 June 2021 and were able to carry out 36 tenant interviews out of a total number of 65 occupied flats, achieving a 55% response rate.

This is an extremely high response rate for a tower block community like Hopton Court which can be wary of engagement in formal exercises. The team consider that this was only possible because the exercise was led by tenants who understood how to engage and communicate with their own community and could build on existing relationships of trust. The survey questionnaire that the research team used is provided as an appendix.

A small amount of desk-based research has also been carried out to provide the wider context for older people's wellbeing in the area which is presented below.

# 3. Ageing Well in Hulme's Tower Blocks: Local Context

An earlier publication from the Ageing Well partnership: [Ageing Well in Place in Hulme](#), highlighted the socio-economic and health inequalities experienced by older people in Hulme, drawing attention to the following statistics:

- The proportion of older people in Hulme who are living alone (54%) is one of the highest in England and Wales, as are the number of residents claiming pension credits (60%).
- 30% of older residents report day-to-day activities being limited “a lot” due to long-term health issues, which is over 50% higher than the national average (Dept. of Work and Pensions, 2018).
- Data from One Manchester shows that the 12 tower blocks in Hulme house a large proportion of older people.
- The two blocks adjacent to the Aquarius estate, Hopton Court and Meredith Court, both have the highest percentage of older people: 75% and 46% respectively. These two blocks also house the highest number of older people (50+) living alone: 91% of Meredith Court and 96% of Hopton Court.

We have now gathered further data<sup>1</sup> about the Aquarius and St George's estates as key areas where a NORC initiative could benefit older people. We have focused on two Mid-Layer Super Output Areas (MSOAs) which roughly map onto what people consider locally to be the Aquarius and St Georges areas.

The focus of the Ageing Well in Place in Hulme initiative has increasingly been on how to support older people living in Hulme's tower blocks. The original idea of a NORC as an approach to ageing well emerged from the experience on of tenants in tower blocks in New York who had grown old together over time and required additional forms of support to enable them to age well in place rather than having to relocate in later life.

We have also therefore presented a small amount of data specifically focused on the tower blocks within or bordering the Aquarius and St Georges areas.

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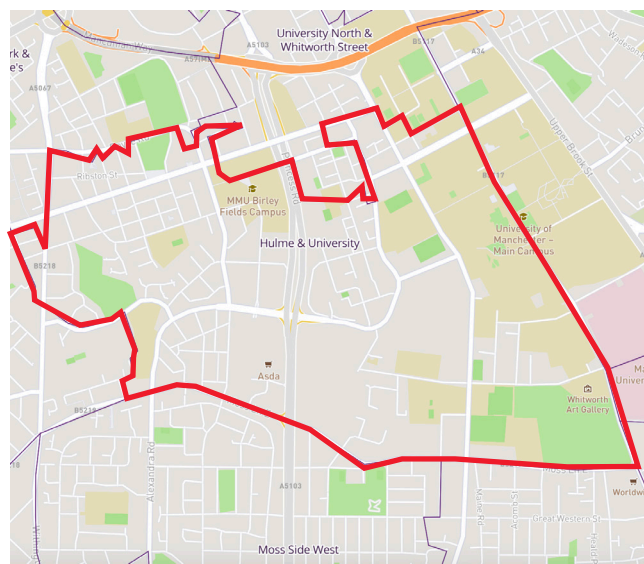
<sup>1</sup> Here we share findings from desk-based research drawing on local GP practice data and Public Health England's 'Local Health' database (<https://fingertips.phe.org.uk/profile/local-health>).

### 3.1 Aquarius Estate

The Aquarius estate roughly maps onto 'MSOA Manchester 019' (although a small corner of MSOA Manchester 057 is also considered part of the Aquarius estate). The total estimated population is 14,646 of which approximately 8% (1,183) are aged Over 50 (Office for National Statistics, 2019).

#### *Deprivation and wellbeing in Manchester 019*

The rate of Older People in Deprivation within the Aquarius area is well above the national average at **45.2%** (compared to **14.2%** across England) and wellbeing indicators in the area measured in terms of emergency hospital admissions linked to serious diseases are significantly worse than the averages for both Manchester and England as a whole.

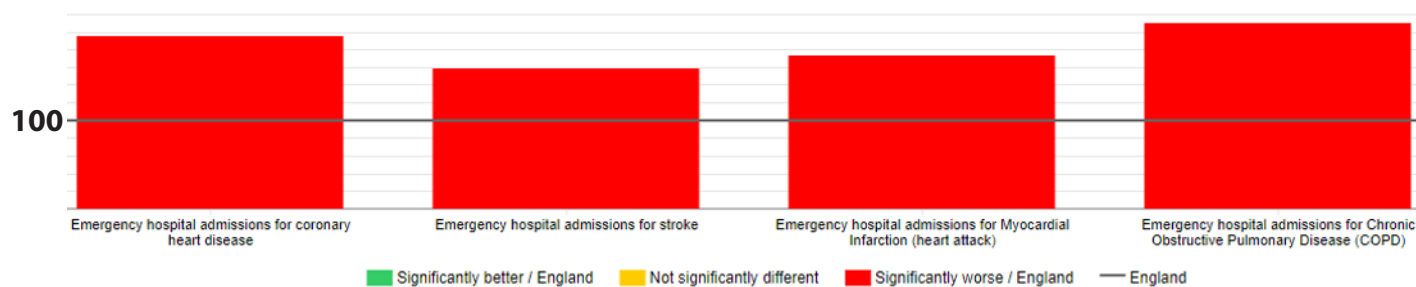


*Map of MSOA Manchester 019*

	<b><i>Manchester -019</i></b>	<b><i>Manchester average</i></b>	<b><i>England average</i></b>
Older People in Deprivation	45.2%	33.6%	14.2%
Older People living alone	49.8%	39.7%	31.5%
Emergency hospital admissions 2015-16 to 2019-20 (Standardised Admission Ratios)			
For coronary heart disease	195.4	156.5	100.0
For stroke	158.3	149.6	100.0
For heart attack	172.3	128.8	100.0
For Chronic Obstructive Pulmonary Disease (COPD)	209.6	220.2	100.0

## Emergency hospital admissions, 2015 to 2016 and 2019 to 2020.

Standardised Admission Ratios (SARs) - Manchester-019



Source: Hospital Episode Statistics (HES) NHS Digital

Cornbrook Medical Practice (CMP) have also been able to provide a small amount of wellbeing data on their registered patients at Hopton Court as the block with the highest number of older tenants. This data shows that **one-third of the 59 Hopton tenants registered with CMP have at least one long-term health condition, and 46% suffer with depression or anxiety.**

### ***Tower blocks within the Aquarius area and Over-50s tenants***

There are five tower blocks within or bordering the Aquarius area which are owned and managed by One Manchester as housing for social rent (with a small number of leaseholds). These are listed below together with some statistics about Over-50s tenants.

	Total	Social	Leaseholder	Over-50s tenants	Over-50 & living alone	Average tenancy (years)
Hopton Court	68	64	1	51	49	11
Meredith Court	72	68	4	33	30	11
Fulton Court	74	72	2	23	17	13
Duffield Court	68	64	4	23	12	12
Hornchurch Ct	77	58	19	19	8	10
<b>Total</b>	<b>359</b>			<b>149</b>	<b>116</b>	

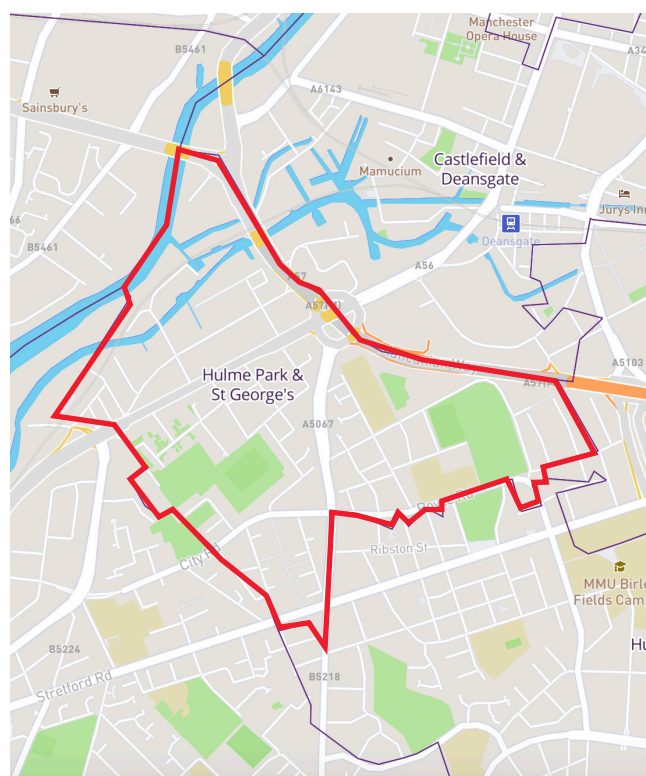
Source: One Manchester Ltd (Data as at 09-11-2020)

## 3.2 St. Georges

The St Georges estate roughly maps onto MSOA – Manchester 059. The total estimated population is 6,596 of which approximately 11% (743) are aged Over 50 (Office for National Statistics, 2019)

### *Deprivation and wellbeing in Manchester 059*

The rate of Older People in Deprivation within the St Georges area **is extremely high at 60.4%** (approximately double the rate for Manchester and **four times higher** the average for England). Emergency hospital admissions linked to serious diseases are, as for the Aquarius area, significantly worse than the averages for both Manchester and England as a whole. The exception is for emergency admissions for heart attack which are not significantly different to national rates of admission.



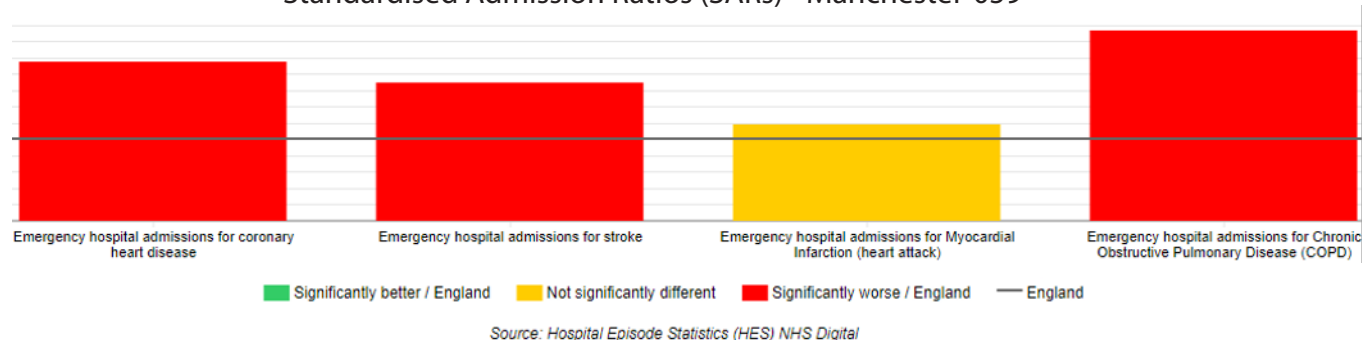
Map of MSOA Manchester 059

	<i><b>Manchester -059</b></i>	<i><b>Manchester average</b></i>	<i><b>England average</b></i>
Older People in Deprivation	60.4%	33.6%	14.2%
Older People living alone	65.5%	39.7%	31.5%
Emergency hospital admissions 2015-16 to 2019-20 (Standardised Admission Ratios)			
For coronary heart disease	195.4	156.5	100.0
For stroke	169.7	149.6	100.0
For heart attack	117.9	128.8	100.0
For Chronic Obstructive Pulmonary Disease (COPD)	233.1	220.2	100.0



## Emergency hospital admissions, 2015 to 2016 and 2019 to 2020.

Standardised Admission Ratios (SARs) - Manchester-059



### Air quality in Aquarius and St Georges

It is notable that emergency hospital admissions are highest for COPD across both areas given the location of these neighbourhoods on the edge of the city centre and next to major arterial roads and ring roads. Manchester has some of the highest levels of air pollution in the country and research highlights how 'dangerous levels of toxic pollutants [are] having a devastating impact on the health of those living in the region' ([Manchester Metropolitan University, 2020](#)). Communities living on the edge of the city centre are some of the worst affected.

### Tower blocks in St Georges and Over-50s tenants

There are five tower blocks within this area owned and managed by One Manchester as housing for social rent (with a small number of leaseholds).

	Total	Social	Leaseholder	Over-50s tenants	Over-50 & living alone	Average tenancy (years)
Ledburn Court	65	60	5	20	16	12
St Georges	68	55	13	18	15	11
Thomas Court	59	50	9	21	16	11
Westcott Court	58	53	5	17	13	13
Royce Court	67	64	3	22	17	13
Hulme Court	57	48	9	21	14	13
<b>Totals</b>	<b>374</b>			<b>119</b>	<b>91</b>	
<b>%</b>				<b>32%</b>	<b>24%</b>	

Source: One Manchester Ltd (Data as at 09-11-2020)

## 4. Findings

### 4.1 Demographic information

We gathered a small amount of demographic data from participants to help us put the findings in context. Here are some facts about our 36 respondents.

#### Ages

28/36 tenants we interviewed were over 50:

<b>20-30</b>	0	<b>50-64</b>	13	<b>80-89</b>	1
<b>30-39</b>	1	<b>65-69</b>	7	<b>90-99</b>	0
<b>40-49</b>	7	<b>70-79</b>	7		

#### Gender

Male	24
Female	12

#### Living alone

Given that Hopton Court is mainly comprised of one-bedroom flats it is perhaps not surprising that 33/36 tenants we spoke to were living alone.

Yes	33
No	3

#### Length of tenancy in years

Less than one year	3
1-9 years	16
10-19 years	11
20+ years	4

#### Ethnic background

50% of the tenants we spoke to were from a BAME background:

<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	18
Irish	4
Gypsy or Irish Traveller	
Any other White background	
<b>Mixed / Multiple ethnic groups</b>	
White and Black Caribbean	1
White and Black African	
White and Asian	
Any other Mixed / Multiple background	
<b>Asian / Asian British</b>	
Indian	
Pakistani	1
Bangladeshi	
Chinese	1
Any other Asian background	
<b>Black / African / Caribbean / Black British</b>	
African	2
Caribbean	3
Any other Black / African / Caribbean background	2
<b>Other ethnic group</b>	
Arab	2
Any other background	1
<b>Prefer not to say</b>	1

## 4.2 Housing

### *What tenants like about living at Hopton Court*

Tenants were asked what they like most about living at Hopton Court and about their particular flat. The strength of community relations and the extent to which people from many different backgrounds value their neighbours within the block was striking. The key themes in their responses are summarised here:

Neighbours/people/community/ community spirit	28
Location	17
Gardens	11
Bus service / transport links	5
GP surgery across the road	4
Sunlight	4
Quiet / peaceful / Being in an 'end' flat	5
"Its home"/"Its my home"	6
Safe	2
Clean / Easy to clean	3

### *Challenges with flats*

Tenants were asked if there were anything they would like to change about their flat or challenges they have experienced. These were the key themes in their responses:

Windows stiff / difficult to open / dangerous	4
Walk in shower / other mobility modifications	5
Size/too small	2
Hot water and heating system / problems with the boilers*	7
Broken or poorly fitting doors	3
Leaks in the plumbing especially bathrooms or from flats above	3
Air quality and dust	4
Inadequate storage space	2
Kitchen needs redesigning / too small/ needs fixing	3
Décor / carpets and flooring	3
Lack of fire escape / fire safety	3

This was an open question which has influenced the spread of responses but there was a particular frequency of challenges with the hot water and heating system and these comments are therefore captured here:

- One tenant explained they had a repair but had to wait two months for hot water to return.
- 'Yes: for my heating to work'.
- 'The heating system is too old - in winter the flat is too cold, and even in summer I have to wear a cover inside'.

- 'I often do not have hot water in my shower. Usually, it is very cold. For four years I have to heat water in the kitchen and put in a bucket and then take to bathroom to wash. I don't like to complain every time, so I just do this instead.'
- One tenant said they need a 'more economical heating system' including updating boiler system and upgrading from using the key system to pay for electricity.

### **Repairs**

- 23/36 tenants considered the state of repair in their flat to be either 'alright', 'good' or 'very good' (Alright: 14/36; Good: 6; Very Good: 3)
- 9/36 tenants considered it to be 'bad' and 2 to be 'very bad'.

The types of repairs mentioned are listed below:

Windows	4
Water tanks	1
Doors (front /internal)	5
Heaters	3
Taps (kitchen or bathroom)	2
Toilet	1
Handrail	1
Boiler	2
Mould	1
Floor covering / carpet	1
Leaks through ceilings	3

The main concern tenants had about repairs were:

- How long it took to get through on the telephone to report a repair.
- How long it took for the repair to be resolved.
- The number of repeat visits required by tradespeople for the issue to be resolved.
- No redecorating of ceilings or walls when a leak has occurred from another flat.

For example:

"I have had no hot water for two months. I reported the water problem but they send someone round and then it is fine for two weeks and then the problems start again. The problems started after they put the new boilers in. The tradesman who came to do the work said they are poor quality boilers."

"I have had the mechanism on the toilet they have come out to fix that more than 10 times and replaced a part. They say it costs £45 per visit. It would have been cheaper to buy me two new toilets than to keep a short-term fix going."



## Facilities

Tenants were asked if they have experienced any challenges with any of these facilities within the last 12 months:

Lifts	26
Intercom system	22
OK Each Day	12
Carpark gates	25
Pedestrian gates	29
Rubbish disposal/collection	16
Laundry room	10
Cleaning of communal areas	17
Gardens	12

Apart from the pedestrian and car park gates regularly not working properly, it was the regular breakdown of the lifts that caused most concern. This was particularly the case with older tenants and people with physical disabilities. Others were concerned about fire safety if both lifts had broken down and there was no fire escape.

Five tenants highlighted that cleaning had significantly improved since the new caretakers have started work at Hopton. The main issue tenants highlighted in relation to outstanding problems with cleaning was the balcony areas and handrails and the gap between the main external front wall of the flats and the ground, where dirt and rubbish accumulates.

Four tenants highlighted the recurrent problem of people urinating in the lift which was also linked to concerns about why CCTV footage is not used to identify offenders.

Issues raised about the intercom system were either that people cannot hear clearly through the intercom or that people are buzzing

flats indiscriminately in the early hours of the morning. Some tenants use the 'privacy' function to switch off their intercom when they go to bed, others are too worried about fire safety or other reasons why they may need to be reached through the intercom during the night.

## Mobility and physical adjustments

Tenants were asked if they had experienced challenges getting around the block or their flat in the past 12 months and if there were adjustments that would help. We have summarised responses to both of these questions together below.

Challenges getting around flat/block	
Lifts not working	3
Gates not working	2
Doors to main building not working	1
Getting in and out of the bath	8
No space to move around in kitchen	1
Adaptations that would help	
Reaching things in the kitchen	1
Inability to lift anything	1
Walk in shower	6
Handrails (bedroom or bathroom)	4

### **Information provision**

- 25/36 tenants had never been informed about their entitlement to have adjustments made to their accommodation as they get older if their situation requires it.
- 10/36 tenants had been given information about this by someone and 1 person wasn't sure.

Some tenants said they would like adjustments made, others explained that they had already had certain adjustments made. Other further comments were as follows:

- 'I only know about the possibility of the walk-in shower from talking to my friend.'
- 'They made changes to my flat because I had a car accident which left me disabled.'
- 'I have difficulty getting into the bath and I am scared of falling. I have slipped before.'
- 'It took me over two years to get one handrail in the bath. They said it was the council's responsibility, that is a problem. (This tenant explains that he sometimes gets stuck in the bath and has to ask his neighbour to come and help him get out – but he can only do this when he remembers to bring his phone into the bathroom and leave his front door unlocked).'
- 'I am not there yet but useful to have this information.'
- 'I don't need it yet, but good to find that info out, like putting it in the notice board or something.'

- 'Not really, I was told that I had to see a doctor. I would like a walk-in shower but I was told to go to the doctor.'
- 'The stress of applying for this kind of thing is enough to put you off applying even though it might make my life easier.'

### **Ageing well not relocation**

Despite some challenges, tenants were overwhelmingly in favour of remaining at Hopton Court as they get older and very few people intend to, or have any desire to, relocate.

**For 30/36 tenants (83%) of the tenants we spoke to, Hopton is 'home',** and they want to remain living there as they grow older. This was perhaps the most significant finding of the survey – that despite needing additional support in order to 'age well in place' tenants want to remain living at Hopton Court.

## 4.3 Views of concierge service and OK Each Day

Until 2017, there was a 'concierge service' in place at Hopton Court which meant that there were security staff monitoring the CCTV cameras 24 hours a day, who were also able to respond to urgent questions via the intercom system. Initial research suggested there may be interest in having this system reintroduced in some form, however, the research team recognised that there could be many different interpretations of what constitutes a 'concierge service'. In discussions with tenants during the survey, this was described as 24-hour monitoring of CCTV cameras and the potential to assist in emergencies, or give postal/delivery services or other key agencies access to the main building via the intercom system.

- 20/36 tenants expressed concern about the level of security at Hopton Court
- 14/36 tenants said they feel 'as safe as they want'; 15 tenants said 'I feel adequately safe, but not as safe as I would like'; 5 tenants said they feel 'less than adequately safe' and 2 tenants selected 'I don't feel safe at all'.
- 29/36 tenants said a concierge system would make them feel safer in their accommodation.
- 13/36 tenants had experienced problems with receiving post or deliveries in the last 12 months and several people mentioned packages going missing.
- **23/36 tenants said they would support a proposal to re-introduce a concierge service at Hopton Court, while 10/36 said "it depends".**

### The further comments were as follows:

- 'If it did not cost extra money, I would definitely want it.'
- 'I would but I don't want to be charged extra, it should be free because it is an older person block'.
- 'I want it back but I can't afford to pay extra.'
- 'I am happy to pay the extra service charge'.
- 'It depends on the cost. If they keep adding service charges, I won't have any pension left'.
- The sooner the better.
- 'It depends on the price, I cannot afford to pay'.
- 'It depends on what I have to pay'.
- 'Yes, if there's no money involved'.
- 'I have no money'.
- 'Depends on the nature of the service'.
- 'Not if it costs me more money'.

It is clear that a concierge service would need to be paid for and that older tenants cannot afford to pay themselves. One option would be to identify alternative funding for this in the context of significant numbers of older people living in deprivation rather than introducing an additional service charge.

In recognition of the potential for an additional service charge, the research team also asked about tenants' preferences between a concierge service and the existing OK Each Day service for which some tenants pay a charge of £4 per week.

- 23/36 tenants said that if they had to make a choice, they would prefer to have a concierge service and stop having OK Each Day
- Some tenants reported having refused to have OK Each Day or being unhappy with OK Each Day. Two tenants talked about OK Each Day being imposed on tenants in an 'undemocratic way' even though they do not want it.
- 2/36 tenants said they would prefer to keep OK Each Day
- 2/36 tenants said they would prefer to have both services and pay a higher service charge.

#### **Security incidents that were raised by tenants were as follows:**

- Several people mentioned the same incident where bikes have been stolen from the bike shed in the gardens.
- Three people mentioned CCTV footage not being monitored / perpetrators not being identified, or questioned the purpose of having CCTV if there is never any footage being captured of wrongdoing.
- Three people mentioned a persistent problem of people urinating in the lifts, the lifts having CCTV cameras on them, but the problem never being addressed.
- Two people referred to flats being broken into.
- Problems were raised with the gates and the doors to the main building posing security threats such as people gaining access who do not live there including people being aggressive towards tenants.



## 4.4 Quality of Life

### Leisure time

Tenants said they spend their free time on the following activities although this was not a tick box exercise which might have yielded higher numbers across these stated activities.

See friends and family	9
Community activities / help people in the block / volunteering	3
Do some exercise / go for a walk	6
Reading	4
Listening to music	3
Watching TV	3
Cooking	1
Sit/socialise in the gardens	3
Go to the pub	2
Work	2
Crafts or creative activities	2
Look after grandchildren	1

### Family and friends

- 18/36 or **50% of tenants said they have no family living in Manchester**; 17/36 tenants said they do have family living nearby.
- 16/36 or **44% of tenants said they only spend time with family or friends once a month or less** however 4 of these tenants cited COVID-19 as the reason for not spending time with others.
- 14/36 tenants spend time with family or friends every week while 5 tenants said every day; and 23/36 tenants said they have as much social contact as they want or adequate social contact.

- 13/36 tenants said they do not have enough social contact or have little social contact and feel isolated.

Other further comments included:

- 'Many of my friends have died. I had no family, I was adopted.'
- 'I am going this weekend to visit some family up North but I haven't seen them at all since COVID. It is difficult managing public transport.'
- 'I really enjoyed talking to [the CLASS volunteers] in the gardens, I so enjoy speaking to young people.'
- 'The shared gardens really help. I see people every day. This has a major effect on my sense of wellbeing, it's come as you are.'
- 'All the friends I had are all gone - we used to meet and go to the pub, but I don't bother with the pub now. All the people I worked with have gone.'
- 'He says he is a loner but doesn't feel as secure with older age. He is used to being alone though, but he is not as resilient with age – mentally or physically – so it is becoming more of a concern.'
- 'Loneliness doesn't bother me.'

## Getting around

- 16/36 or **44% of tenants stated that in the last 12 months they have either found it difficult or mostly been unable to get to all the local places they wanted to**, and of these, 2 said that they rarely leave their flat.
- 19/36 tenants said that they have been able to get to all the local places they wanted to over the past 12 months.

These results were not only determined by COVID as the following additional comments demonstrate:

- 'Since this virus started I've been out every day'.
- 'I struggle to walk'.
- 'It's confusing the new buildings. I am not steady on my legs'.
- 'The area has changed and every time I go out things have changed, it all looks different'.

- One tenant explained that they get help from a neighbour – she helps him out with shopping and has a key in case he is in trouble. He has the fall team visiting for the first time on Tuesday, because he is starting to get more physically unstable and has a pacemaker.
- One tenant explained that if the place is close, there is no problem, but if it is too far away, it would be more difficult because her and her husband have leg pain and health problems.
- 'I have been able to get around apart from when I have had stays in hospital'.
- 'We are surrounded by busy roads - there is a lot of traffic and not enough zebra crossings, there are also a lot of fast bicycles. I had a fall on Oxford road – I managed to get past the traffic and was then knocked over by a bike.'

### ***Places for older people to socialise***

- 22/36 tenants or **61% of tenants said there is nowhere for older people to socialise together in their neighbourhood**; and 11/36 said there are not enough places. Only 2 people felt there was an adequate or good variety of places for older people to socialise.
- 10/36 people said they would welcome some additional support to access local social activities.

Further comments:

- 'There is nothing for us it is all for students'.
- 'When we came here first, we used to have places to go Friday, Saturday and Sunday like Seahawk for example. We don't have those places to go now'.
- 'Nowhere apart from the garden'.
- 'We used to have the Aquarius centre at least but that's closed now'.
- 'The area has nowhere for us to go, I would love to be able to socialise in a local pub'.
- 'Older people are just forgotten in Hulme'.
- 'Community gatherings should be encouraged'.
- 'Everywhere is now closed, there is nothing for us'.
- 'There is no social life in Hulme anymore it's very sad. It's a young person's place now'.
- 'The shared gardens is the only place for us to socialise there are no other places local to us to socialise'

### ***Quality of life***

- 16/36 tenants rated their quality of life overall as 'alright'; 4 as 'bad'; and 13 as 'good' or 'very good'.

Further comments:

- 'You have to make it good. I just get out and about. Getting out is a way of keeping fit'.
- 'I have depression and physical conditions.'
- 'My quality of life is bad because we are under constant threat of building work and change. It always feels like something else is going to happen. All the development. The air pollution is also really bad, I didn't have asthma until I moved here'.

## 4.5 Health and Social Care

- 14/36 tenants rated their general health as 'bad or 'very bad'
- 11/36 tenants rated their health in general as 'fair', while 10 tenants rated it as 'good' or 'very good'
- 21/36 of the tenants we spoke to had a chronic or long term condition
- 6/36 tenants had been admitted to hospital because of a fall in the last 12 months
- 12/36 tenants had been admitted to hospital because of a serious illness in the past 12 months
- 22/36 tenants identified as having some form of disability

### **Practical help**

- 14/36 tenants receive practical help on a regular basis from family, friends or neighbours
- 19/36 tenants do not receive any practical help from others – we were unable to gather the reasons for this e.g. whether this is because they do not need or want help or for other reasons

### **Social care support**

- 7/36 tenants have received social care support in the past 12 months; 22 were not in receipt of care support during this time and 6 preferred not to say.

Reasons why people said they did not want to access additional support included:

- Not wanting strangers in their home
- Not trusting people they don't know
- Not wanting to walk into a room full of strangers (when discussing support groups) – this person said 'if there was a group that was just for people here at Hopton I might use it'
- One tenant said: 'I wouldn't use the carers after seeing how my neighbours have been treated. I would just call friends.'

### **Information about support available**

Tenants were asked if they have found it easy or difficult to find information and advice about support, services or benefits that they may be entitled to.

- 21/36 tenants said that it is was either 'fairly difficult' (8) or 'very difficult' (13) to find information or advice on these issues.
- 11/36 said they hadn't tried to find information or advice on these issues.
- 2/36 said it was either 'very easy' or 'fairly easy'.

The further comments were instructive about some of the challenges tenants face:



- Two tenants mentioned having a language barrier, one explained 'because I am not able to walk very far and also the language all these are barriers for me. I cannot understand on the phone only face to face'.
- One tenant mentioned that they would get support from the On Top of the World coordinators Tina or Anne if they needed information.
- Another tenant is concerned about an elderly person they support who 'has been experiencing a lot of anxiety because of a constant need to renegotiate how much he pays in relation to private pension and rent contribution. There must be a better way for One Manchester to do this with people so it is not stressful for them especially as they get elderly.'

Other comments included:

- 'Everything is online, I want to see a face'.
- 'People offer some support but it is the wrong kind of support'.
- 'I'm not sure how to access'.
- 'They keep changing things, like numbers and who does what'.
- 'The GP and chemist give me all I need'.

### ***Feedback on quality of social care support***

Those tenants who had received social care support within the past 12 months (or applied for it) were asked if they had had a positive experience and if they had experienced any challenges. They shared the following feedback:

- 'My experience has been positive'.
- 'I do not like the services'.
- 'Fair'.
- 'Poor'.
- 'It's hard to get support, I'm just on a waiting list'.

## 4.6 Views on new community building

- 35 out of 36 tenants interviewed said that “all things considered” they are in support of a new community space being constructed in the gardens.

The tenant who was not in support stated that they just ‘prefer the garden the way it is’ and didn’t want to lose any outside space.

The most popular designs among those shared with tenants that had been drawn up as ‘concept designs’ by a team of students at the Manchester School of Architecture (MSA) are reproduced below, with a list of additional design features that tenants expressed an interest in grouped together by theme.

### Tenants additional preferred design features:

- Easy disabled access
- Large windows / patio windows
- Outdoor seating / covered outside seating
- A kitchen / café area
- Nothing too modern / not official
- A wooden cabin feel
- One to one meeting/consultation space
- Children’s swings for grandchildren
- Water and electricity, toilets & a wet room
- Raised beds & gardening space
- A prayer room
- A pool table/games area/TV/gym equipment



Above: Designs by Tanqing (Pyros) Cheng (MSA)

Tenant responses about the activities and services that they would participate in at a new community space are shared below.

### Activities

Games (e.g. bingo, dominoes, darts)	26
Communal meals and BBQs	32
Cookery classes	15
Arts/crafts/creative classes	13
Gardening	22
Exercise / dance classes	16
Music/singing	21
Tenant's meetings to talk about how things are going at Hopton	30

### Additional suggestions:

- On Top of the World Wednesday socials
- Chess
- Tai Chi (good for balance and bone density).
- Herbal medicine and holistic nutrition advice

- Bulk buying health food/vegetables from local growers for distribution
- Shared tools for carpentry and DIY and learning how to DIY.
- Educating people about recycling - what to put where and why.
- Talks and events to raise awareness about inequality experienced by communities like Hulme and discuss local politics.
- Activities to build community cohesion.

### Services

Health checks	29
Flu jabs or other vaccinations	26
Chiropodist	27
Physiotherapy / occupational therapy	23
Counselling	15
Smoking/alcohol cessation	11
Nutrition/healthy eating or cooking advice	19
Money advice	22



Above: Designs by Robert Andrei Petrescu (MSA)

### **Additional suggestions:**

- Four tenants felt that with Cornbrook Medical Practice directly across the street it was not necessary to use the community space for standard NHS/health services
- One of these four tenants stressed that it could be used for holistic/alternative wellbeing services rather than mainstream

### ***Views on sharing the facility with tenants from other tower blocks:***

- **26/36 respondents said they would be happy for tenants from other nearby tower blocks like Meredith Court and Fulton Court to come and enjoy activities and services at the proposed community building.**
- 4/36 said they would not be happy and 5 tenants said 'it depends'.
- These were the further comments:
  - 'As long as everyone is safe and it's not too noisy'.
  - 'Although I am happy that residents of other local blocks are allowed, I think we have to be careful'.

- One tenant was concerned that strangers or unknown people using the space might affect the sense of belonging and feeling of home that the space would provide to Hopton court residents
- Another felt it would be OK as long as there is still seating availability for Hopton residents who are not participating to still enjoy being in the garden.
- 'The people who live in the other 5 blocks - there's a bit of competition between them, but it's a bit of a laugh, there are lots of friendships between people across the different blocks. It would be great to encourage people to get together more.'
- 'Yes, and they do already, like at the Wednesday drop-in'.
- 'It depends how big the building is'.



## 5. Recommendations

The overarching recommendation from the Ageing Well in Place in Hulme report which is supported by these findings is for older tenants at Hopton to work in partnership with One Manchester and other agencies to establish a 'Naturally Occurring Retirement Community' or 'NORC' initiative. This would focus initially on Hopton Court and Meredith Court as the two tower blocks with the highest numbers of older people but would develop into a neighbourhood-wide initiative that could benefit older tower block tenants across the Aquarius and St Georges estates.

Below are some of the specific recommendations supported by the research findings presented here and details of progress achieved to date:

### **R1. Age-banding Hopton Court as an Over-50s block:**

In May 2021, One Manchester introduced Over-50s age-banding for Hopton Court within their local lettings policy. The four vacant flats at the time the survey was conducted will be ring-fenced for people in this age-bracket. One Manchester are exploring how to include an age-banding clause within private leasehold contracts.

### **R2. Recruitment of an Independent Living advisor to ensure older tenants with the highest levels of need across Hopton Court and Meredith Court are supported to access the services and adjustments that they need as soon as possible:**

One Manchester and the Manchester Local Care Organisation are in discussions at the time of writing about financing a 12 month full-time post in the immediate future to ensure that vulnerable older people are receiving the care they need across these two tower blocks.

### **R3. Recruitment of a specialist Development Worker to develop the NORC model in partnership with older tenants and One Manchester including the development of a new community building in the Hopton gardens:**

The NORC model will not be realised on the efforts of older tenants alone. There is a clear need for a full-time NORC Development Worker who can work in partnership with tenants and One Manchester to create an innovative neighbourhood-wide ageing well initiative. Their responsibilities might include:

Developing and strengthening tenants and older people's groups to ensure older people play a lead role in planning ageing well activities and services in the Aquarius and St Georges areas with a diversity of partners.

Developing and strengthening the emerging Ageing Well in Place in Hulme partnership

bringing a rich variety of groups and agencies into collaboration, making the most of collective strengths and assets to achieve significant improvements for older people's wellbeing in the context of high levels of deprivation and health inequalities.

Working with One Manchester to ensure that older tenants living in tower blocks in these neighbourhoods are safe and secure including looking at ways to ensure there is investment in older people's safety rather than expecting older people experiencing deprivation to pay for additional services directly. One option would be to re-instate the 24-hour concierge service.

Taking forward the proposal for a new community building in the Hopton gardens including fundraising and contracting appropriate architects for co-design and building firms for construction

Capturing and sharing learning widely including through facilitating learning exchanges with other Ageing Well in Place initiatives around the city-region in support of wider adaptation of the naturally occurring retirement community approach in other areas

#### **R4. Block-wide needs assessments with older tenants:**

Hopton Hopefuls are in discussions with One Manchester and the Manchester Local Care Organisation about how to arrange for a block-wide assessment of older people's needs at Hopton Court. This would be a cost-effective way to ensure that all older tenants have the physical adjustments they need in their flats according to their circumstances.



## Appendix: Survey and consultation questionnaire

### Ageing Well in Place: survey and consultation with tenants of Hopton Court - June 2021

Names of the people conducting the interview: \_\_\_\_\_

\_\_\_\_\_

Flat number: \_\_\_\_\_ Person number: \_\_\_\_\_

**\*Remember your signposting information sheet\***

## SECTION 1. INTRODUCTION

*[Informed consent process removed from this version]*

## SECTION 2. COMMUNITY SPACE

- One of our proposals as a tenant's group is to have a new community space constructed in the gardens.
- There is no funding available to construct this space at present. We want to gather everyone's views first and make sure it is something most people want.

Some reasons for wanting a community space are:

- Somewhere to meet and socialise for the Hopton community even when it's raining.
- Many tenants are living on their own and can get isolated, this will help encourage people to socialise.
- A way to bring more services, information and activities to Hopton.
- Show them some of the student's designs to help them imagine the space.

## QUESTIONS

**2.1 Would you be happy to lose some garden space in order to construct a new community building in one section of the gardens?**

- ☐ Yes
- ☐ No
- ☐ It depends (please give further information below)

Further comments:

**2.2 What aspects of these student designs do you like the most?**

**2.3 What aspects of these student designs do you like the least?**

**2.4 What else would you like to have included in the designs for a new community space, if funding were available?**

**2.5 Which of these activities do you think you would participate in at a new community building in the gardens:**

**(Tick all that apply)**

- ☐ Games (e.g. bingo, dominoes, darts)?
- ☐ Communal meals and BBQs?
- ☐ Cookery classes?
- ☐ Arts/crafts/creative classes?
- ☐ Gardening?
- ☐ Exercise / dance classes?
- ☐ Music/singing?
- ☐ Tenant's meetings to talk about how things are going at Hopton?

**Can you suggest any others?**

**2.6 Which of these services do you think you would access in a new community building in the gardens?**

**(Tick all that apply)**

- ☐ Health checks?
- ☐ Flu jabs or other vaccinations?
- ☐ Chiropodist?
- ☐ Physiotherapy / occupational therapy?
- ☐ Counselling?

- ☐ Smoking/alcohol cessation?
- ☐ Nutrition/healthy eating or cooking advice?
- ☐ Money advice?

**Can you suggest others?**

**2.7 Would you be happy for Over-50s tenants from other nearby tower blocks like Meredith Court or Fulton Court to come and enjoy activities and services at a new Hopton Court community building?**

- ☐ Yes
- ☐ No
- ☐ It depends (please give further information below)

Further comments:

**2.8 All things considered, are you in support of a new community space being constructed in the Hopton gardens, if we can identify funding for construction?**

- ☐ Yes
- ☐ No
- ☐ It depends (please give further information below)

Further comments:

### **SECTION 3. CONCIERGE SERVICE**

There used to be a concierge service at Hopton Court. It stopped in 2017. This included:

- Monitoring of CCTV cameras by a 24-hour security service
- Warnings issued to people posing a security threat through the intercom system when concerning behaviour was seen on the CCTV cameras
- Access to the flats for postal services if they could not get in to deliver mail and parcels
- Contacting emergency services on behalf of tenants during emergency situations

Some tenants have shared that there are now access and security problems at Hopton Court. This has included people not being able to get access to elderly tenants in their flats, problems with post and deliveries, and people being broken into at night.



**We have to be clear that there is no funding available at present to re-introduce a concierge service and it could mean an additional service charge of £7 per week or more (for those tenants who pay the service charge already).**

### **QUESTIONS**

**3.1 Can you describe any problems you have experienced with postal or other kinds of services being able to gain access to your flat in the past 12 months?**

**3.2 Can you describe any problems you have experienced with security or crime at Hopton Court in the past 12 months?**

*[If anyone has experienced a crime please ask if they reported it to the police and what response they received]*

**3.3 Which of the following statements best describes how safe you feel in your accommodation?**

- ☐ I feel as safe as I want
- ☐ Generally I feel adequately safe, but not as safe as I would like
- ☐ I feel less than adequately safe
- ☐ I don't feel at all safe

***Is there anything else you would like to say about this?***

**3.4 Would a concierge service make you feel safer in your accommodation?**

- ☐ Yes
- ☐ No
- ☐ It depends (please give further information below)

Further comments:

**3.5 Would you support a proposal to reintroduce a concierge service at Hopton Court?**

- ☐ Yes
- ☐ No

☐ It depends (please give further information below)

Further comments:

#### 1.6 We would like to ask you about your preferences for services:

Some people pay £4/week to have the OK Each Day service.

Until 2017, there was a Concierge service which cost about £7/week for the tenants who pay a service charge.

Having both services is expected to be too expensive for tenants.

If you had to make a choice, would you prefer to have OK Each Day or to have the Concierge service re-introduced?  
**(Tick only one box)**

- ☐ I would prefer to keep OK Each Day
- ☐ I would prefer to have a Concierge Service and stop having OK Each Day
- ☐ I would prefer to have both services and pay a higher service charge

### Section 4. Your housing

*We are a tenants group trying to advocate for investment in the Hopton Community: we do not work for One Manchester or the Council.*

*We cannot resolve individual repairs/housing issues but we can give you information about how to address these issues [USE SIGNPOSTING INFORMATION].*

#### **QUESTIONS:**

##### **4.1 What do you like most about living at Hopton Court?**

##### **4.2 What do you like most about your particular flat?**

##### **4.3 Is there anything you would like to change about your flat, or any challenges you have experienced within the last 12 months?**

**4.4 Have you ever been informed about the fact that you are entitled to have adjustments made to your flat as you get older if your situation requires it (examples might include handrails in the bathroom or walk-in showers)?**

- ☐ Yes
- ☐ No
- ☐ Not sure

***Is there anything else you would like to say about this?***

**4.5 Have you experienced any challenges with your ability to get around OK in your flat or in the block over the last 12 months?**

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

***Is there anything else you would like to say about this?***

**4.6 Can you describe any physical adjustments you would like that would make it easier for you to move around your flat?**

*We cannot ensure physical adjustments will be made.*

*Tell the person they can contact the Assessment Team at Manchester City Council to ask them to do an assessment about adjustments that are needed. See SIGNPOSTING INFORMATION*

**4.7 How would you describe the state of repair of your flat?**

- ☐ Very good      *Please tick (✓) one box*
- ☐ Good
- ☐ Alright
- ☐ Bad
- ☐ Very bad

#### 4.8 Are there any repairs or improvements that are needed?\*

\*If YES:

- Ask for further details (record below)
- Ask them if they know how to report the need for a repair
- If they need more information use SIGNPOSTING INFORMATION to explain to them how to report a repair and check they have someone who can help them do this if they need it.

#### 4.9 Are you happy about the floor\* that you live on? Is there any reason why a lower floor would be more accessible for you?

*\*Explain that we do not have the power to arrange for them to move to a different floor.*

*We are interested to understand if there are a significant number of people for whom this would be helpful in case this is something important for the HH tenants group to discuss with One Manchester.*

- ☐ Yes
- ☐ No
- ☐ Not sure

***Is there anything else you would like to say about this?***

#### 4.10 Have you experienced any challenges with any of these facilities at Hopton Court within the last 12 months

- ☐ Lifts
  - ☐ Intercom system
  - ☐ OK Each Day
  - ☐ Carpark gates
  - ☐ Pedestrian gates
  - ☐ Rubbish disposal/collection
  - ☐ Laundry room
  - ☐ Cleaning of communal areas
  - ☐ Gardens
- (Tick all that apply)***

***Please share further details about these challenges if you can:***

**4.11 Would you most like to stay living in your flat here at Hopton Court in later life or do you think you might want to relocate somewhere different?**

- ☐ Remain at Hopton Court
- ☐ Relocate somewhere different
- ☐ Don't know

***Is there anything else you would like to say about this?***

## **Section 5. Quality of life**

*In this section of the survey, we are trying to get a sense of tenants' social life and social connections as well as identifying the kinds of support and services that people at Hopton may be in need of.*

*We also ask some questions about the quality of existing social care support that tenants may be receiving. This will help us build understanding about the level of investment that is required to enable older tenants at Hopton to "age well in place" as well as the kinds of social activities that people may enjoy or benefit from.*

### **QUESTIONS**

**5.1 What do you usually do for fun or in your spare time?**

**5.2 Do you have any family living in Hulme or within Manchester?**

- ☐ Yes
- ☐ No

**5.3 How often do you spend time with family or friends?**

- ☐ Every day
- ☐ About twice a week
- ☐ About once a month
- ☐ Less often than this

***Is there anything else you would like to say about this?***

**5.4 Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?**

***Please tick (✓) one box***

- ☐ I have as much social contact as I want with people I like
- ☐ I have adequate social contact with people
- ☐ I have some social contact with people, but not enough
- ☐ I have little social contact with people and feel isolated

**5.5 Thinking about the last 12 months, which of the following statements best describes your ability to get around outside of your flat?**

***Please tick (✓) one box***

- ☐ I have been able to get to all the places in my local area that I want
- ☐ At times I have found it difficult to get to all the places in my local area that I want
- ☐ I have mostly been unable to get to all the places in my local area that I want
- ☐ I rarely leave my flat

***Is there anything else you would like to say about this?***

**5.6 Which of the following statements best describes the situation for older people wishing to socialise in your neighbourhood:**

***Please tick (✓) one box***

- ☐ There is a **very good** variety of places where older people can socialise with each other in my neighbourhood.
- ☐ There is an **adequate** variety of places for older people to socialise together in my neighbourhood.
- ☐ There are **not enough** places for older people to socialise together in my neighbourhood.
- ☐ There is **nowhere** for older people to socialise together in my neighbourhood.

***Is there anything else you would like to say about this?***

**5.7 Would you like some support to access local social activities or further information about this?**

**If YES: try to note down the kinds of support required/interests:**



**5.8 Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?**

***Please tick (✓) one box***

- ☐ Very good
- ☐ Good
- ☐ Alright
- ☐ Bad
- ☐ Very bad

<b>Is there anything else you would like to say about this?</b>
---

## **Section 6. Health and Social care**

*We understand that some people do not like to discuss their personal health information.*

***Please do not feel under pressure to answer these questions and remember you can just say 'pass' or 'I don't want to answer that'.***

*We are asking you these questions because we are trying to build an understanding of the level of support needs at Hopton and in the surrounding community.*

*Your responses will be collated together with other people's and only ever presented in an anonymised form.*

**6.1 How is your health in general? Please tick (✓) one box**

- ☐ Very good
- ☐ Good
- ☐ Alright
- ☐ Bad
- ☐ Very bad
- ☐ Prefer not to say

**6.2 Do you have a chronic or long-term health condition?**

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

**6.3 Have you been admitted to hospital because of a fall in the past 12 months?**

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

**6.4 Have you been admitted to hospital because of a serious illness in the past 12 months?**

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

**6.5 Do you have a disability?**

The Equality Act 2010 defines this as: 'a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out day-to-day activities.'

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

**6.6 Do you receive any practical help on a regular basis from your husband/wife/partner, friends, neighbours or family members?**

***Please tick (✓) as many boxes as apply***

- ☐ Yes, from a partner or family members
- ☐ Yes, from friends or neighbours
- ☐ No
- ☐ Prefer not to say

**Please tell us more about this if you are comfortable to:**

If YES: can you describe the help you receive and from who?

If NO: is this because you don't need help, or for another reason?

**6.7 Have you been accessing any care and support services in the past 12 months?**

***Please tick (✓) one box***

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

**If you are comfortable to, please give details about the kinds of support you receive or any reasons why you do not want any support:**

**6.8 In the past 12 months, have you generally found it easy or difficult to find information and advice about support, services or benefits that you may be entitled to**

***Please tick (✓) one box***

- ☐ I've never tried to find information or advice
- ☐ Very easy to find
- ☐ Fairly easy to find
- ☐ Fairly difficult to find
- ☐ Very difficult to find

**Is there anything else you would like to say about this?**

**6.9 If you have received any social care support in the past 12 months can you tell us briefly here about your experiences of the services you have received?**

- Have you had a positive experience?
- Are there any challenges you have experienced with the services you have received?

## Section 7. Demographic information

### 7.1 Are you male or female?

Please tick (✓) one box

Male

☐

Female

☐

Other

☐

### 7.2 How old are you?

\_\_\_\_\_ years

### 7.3 How many years have you been a tenant at Hopton Court?

\_\_\_\_\_ years

### 7.4 Do you live alone?

***Please tick (✓) one box***

☐

Yes

☐

No

☐

Prefer not to say

## 7.5 To which of these groups do you consider you belong?

Please tick (✓) one box

### White

English / Welsh / Scottish / Northern Irish / British

☐

Irish

☐

Gypsy or Irish Traveller

☐

Any other White background

☐

### Mixed / Multiple ethnic groups

White and Black Caribbean

☐

White and Black African

☐

White and Asian

☐

Any other Mixed / Multiple background

☐

### Asian / Asian British

Indian

☐

Pakistani

☐

Bangladeshi

☐

Chinese

☐

Any other Asian background

☐

### Black / African / Caribbean / Black British

African

☐

Caribbean

☐

Any other Black / African / Caribbean background

☐

### Other ethnic group

Arab

☐

Any other background

☐

Prefer not to say

☐