

Lifetime Neighbourhoods: Practice Examples

Summary Resource

Introduction

Recognising the importance of neighbourhood as a determinant of well-being in later life and its crucial role in supporting older people's independence, the Department for Communities and Local Government commissioned the Centre for Housing Policy at the University of York to explore and develop the idea of a 'lifetime neighbourhood', and search out and present examples of how the idea has been taken forward in different parts of the country.

This summary describes the key elements that make up a lifetime neighbourhood, and sets out how individual residents, communities, local government, practitioners, councillors, the voluntary sector and the private sector can become involved and contribute to the development of lifetime neighbourhoods.

The summary also includes a checklist which sets out a range of issues that residents might want to consider as part of a community planning processes and the development of neighbourhood plans. It aims to focus thinking about how well the design of neighbourhoods and access to services work for different groups within neighbourhoods and to prompt reflection on the kind of issues that residents may want to consider in terms of how neighbourhoods and services might need to look in response to a growing older population in coming decades.

housing

The summary is intended as a resource to highlight a range of examples and sources of information that show how individuals and agencies nationally and internationally are addressing various aspects of lifetime neighbourhoods.

What is a lifetime neighbourhood?

Figure 1 (page 3) sets out the main components that make up a lifetime neighbourhood, and includes:

- supporting residents to develop lifetime neighbourhoods – especially resident empowerment
- access
- services and amenities
- built and natural environments
- social networks/well-being
- housing

Figures 2-7 illustrate a range of practice examples and resources that are available under each heading. The resources and examples listed are not exhaustive by any means, and are intended to illustrate the type of activities that are taking place. The full report describes in more detail the rationale for lifetime neighbourhoods, as well as describing practice examples in a range of different urban and rural contexts, in order to highlight the way in which features of lifetime neighbourhoods are being tackled in these diverse areas.

Figure 2 (Page 4) – Resident Empowerment/Supporting Residents to Develop Lifetime Neighbourhoods

Figure 3 (Page 8) – Access

Figure 4 (Page 11) – Services and Amenities

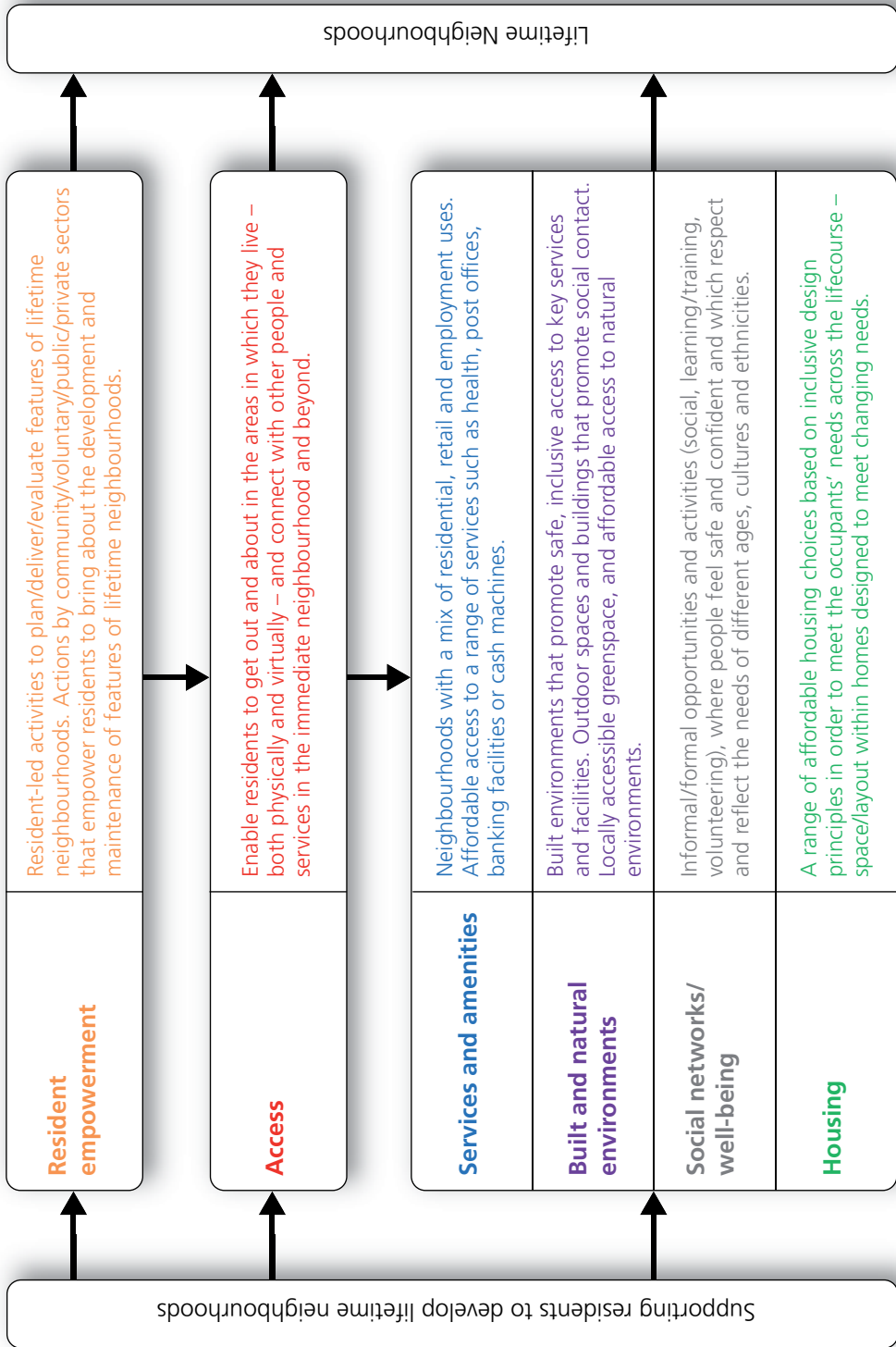
Figure 5 (Page 13) – Built and Natural Environments

Figure 6 (Page 16) – Social Networks/Well Being

Figure 7 (Page 18) – Housing

Checklist (Page 21) – Looking at Lifetime Neighbourhoods

Figure 1 Lifetime Neighbourhoods: Key Components



Supporting residents to develop lifetime neighbourhoods: resident empowerment (see Figure 2)

How lifetime neighbourhoods are achieved is just as important as *what* is done to bring about necessary changes. Residents stand at the centre of achieving change within the areas in which they live. Whilst it is not possible to be prescriptive about the specific features of lifetime neighbourhoods that should be developed in all areas, the overarching principle needs to be that of resident empowerment. This involves public sector, private sector, voluntary and community organisations working in such a way that residents of any age are enabled to:

- set out their needs and concerns
- identify priorities for action within their own areas
- work towards bringing about change and delivery themselves, and/or,
- make the case for the range of services that they want others to deliver into their communities.

FIGURE 2: KEY THEME: SUPPORTING RESIDENTS TO DEVELOP LIFETIME NEIGHBOURHOODS

	Description of approach	Examples and further information
Resident-led	Development of resident-led definition of lifetime neighbourhoods	Case Example – <i>London Tenants’ Federation (LTF)</i> : development of own definition of lifetime neighbourhoods (http://ucijustspace.wordpress.com/2007-just-space-briefings/lifetime-neighbourhoods-2008/)
	Guidance in undertaking Community led planning	Case Example – <i>Action for Communities in Rural England (ACRE)</i> has set out a step by step guide for communities to involve all sections of the community and covers all matters that affect their quality of life in a local area, particularly those that need most support www.acre.org.uk/our-work/community-led-planning).
	Evaluation of communities/ neighbourhoods to assess ‘age friendliness’ against set criteria Resident/community group/ voluntary sector partnership working	Case Example – <i>Development of an ‘age-friendly’ action plan – Eastleigh Southern Parishes Older People’s Forum</i> . A method for focusing thinking at local level about the range and type of issues that go into making up an ‘age-friendly neighbourhood’ and that could be incorporated into community led planning approaches such as parish plans: www.espopf.org/ Further Information – National Association for Neighbourhood Management www.neighbourhoodmanagement.net/index.php Further information – Community Development Foundation www.cdf.org.uk/
Voluntary sector	Voluntary sector delivery at local level, or the development of resources such as toolkits to assist neighbourhood change	Further information – Help the Aged (2008) Towards Common Ground: The Help the Aged Manifesto for Lifetime Neighbourhoods (London: Help the Aged).
Parish and town councils	Grassroots governance	Parish and town councils will have a crucial role in facilitating a consideration of planning for a growing older population as well as achieving lifetime neighbourhood features as part of community planning. Further information – National Association of Local Councils: www.nalc.gov.uk

FIGURE 2: KEY THEME: Supporting residents to develop lifetime neighbourhoods (continued)

Examples and further information		
	Description of approach	
Local authority approaches	Planning and delivering change through local authorities	<p>The <i>Local Government Improvement and Development</i> website provides and shares good practice for local authorities on a range of issues including improving services for older people. The Ageing Well programme has a range of tools, practice examples and events for promoting neighbourhood change www.idea.gov.uk/idk/core/page.do?pagelid=20344655.</p> <p>The <i>Planning Advisory Service</i> has provided practice guidance for local authorities for planning, place based development, working with communities and meeting the needs of older people www.pas.gov.uk/pas/core/page.do?pagelid=1</p> <p>Northern Housing Consortium (2010) A guide to age-friendly communities in the North: people and places 2020. Sunderland: Northern Housing Consortium Ltd.</p> <p>Department for Work and Pensions www.dwp.gov.uk/policy/ageing-society/products-tools-goodpractice/</p>
	Case examples of local authority approaches	<p>Case Example – <i>Manchester City Council – Valuing Older People to create an age-friendly city</i> (www.manchester.gov.uk/downloads/file/11899/manchester_a_great_place_to_grow_older_2010-2020).</p> <p>Case Example – <i>Edinburgh – A City for All Ages</i> Edinburgh is also working towards meeting the needs of older people within black and minority ethnic groups as part their approach to developing an age friendly city, centred upon the <i>Today and Tomorrow Task Group</i> www.edinburgh.gov.uk/acfaa.</p>
Housing provider approaches	Developing neighbourhood plans	<p>www.liverpoolmutualhomes.org/your_neighbourhood/regenerating_neighbourhoods/neighbourhood_plans/</p>

FIGURE 2: KEY THEME: Supporting residents to develop lifetime neighbourhoods (continued)

		Examples and further information
	Description of approach	
Approaches by private sector agencies	Private sector developers that work with residents to consider social infrastructure as part of developments	<p>Further information – Beyond Green: www.beyondgreen.co.uk</p> <p>Further information – Urban Splash: www.urbansplash.co.uk</p>
International approaches	Approaches from other countries to foster resident-led planning, developments and evaluation at neighbourhood level	<p>Further information – resource for resident groups and others to develop livable communities for all ages http://livable.org/about-us</p> <p>Further information – Vital Aging Network – www.vital-aging-network.org/Vital_Communities_Toolkit/Tools/71/Comprehensive_Tools.html</p> <p>Further information – World Health Organisation (2007) <i>Global Age-friendly Cities: A Guide</i>. WHO, Geneva, Switzerland. www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf</p> <p>Further information – Rural areas: Federal/Provincial/Territorial Ministers Responsible for Seniors (2007) <i>Age-Friendly Rural and Remote Communities: A Guide</i>. Healthy Aging and Wellness Working Group of the Federal/Provincial/Territorial (F/P/T) Committee of Officials (Seniors), Canada (www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age_friendly_rural/AFRRC_en.pdf)</p> <p>Further information – Cities in balance. EU Programme to improve mainstream opportunities for older people, aiming to reduce reliance on health and care services by encouraging a greater emphasis on broader well-being issues: www.cib-online.eu/</p> <p>Age platform Europe. European network representing older people across a range of policy areas: www.age-platform.eu/en/about-age</p>

Access (see Figure3)

Access encompasses the various ways in which people can get out and about around the areas in which they live – both physically and virtually – and connect with other people and services in their immediate neighbourhood and beyond. The connections between different places are as important as the design and accessibility of places themselves. Forward thinking inclusive design features at one point in someone’s journey may be rendered useless by poor design somewhere else. Considerations include access to information and advice, creating walkable environments and transport.

FIGURE 3: KEY THEME: ACCESS

Issue	Description of approach	Examples and contacts
<p>Information and advice</p>	<p>Using a variety of approaches to enable people to find out information, get advice and where to find help</p>	<p>Case Example – Firststop (Elderly Accommodation Counsel) provides a web and telephone information and advice service for older people, www.firststopcareadvice.org.uk/. An evaluation of the service has been undertaken by Burgess (2010).</p> <p>Case Example – Village Agents, Gloucestershire, defined as ‘A locally based people who are able to provide face to face information and support which enables older people to make informed choices about their future needs’. Village Agents are jointly funded by Gloucestershire County Council and Gloucestershire NHS. The scheme is managed by Gloucestershire County Council in partnership with Gloucestershire Rural Community Council www.villageagents.org.uk</p>
<p>Transport-linking together different types of transportation to provide a coordinated service; Providing a choice of public and demand responsive services</p>	<p>Integrated transport services Resources for local authorities Community Transport Advice and support about rural transport issues (Rural Community Councils)</p>	<p>Case Example – Local authority led integrated transport including voluntary sector and community group services – CallConnect, Lincolnshire County Council</p> <p>Further information – Report on integrated transport in rural areas, including UK/European practice examples http://cfit.independent.gov.uk/pubs/2008/rpt/index.htm</p> <p>Further Information – Department for Transport (2010) Resource guide for local authorities: Transport solutions for older people www.dft.gov.uk/pgr/inclusion/older/transportolutions.pdf</p> <p>Further Information – Community Transport Association www.ctauk.org/</p> <p>Case Example – H.A.R.T. Community transport, East Yorkshire www.medibus.org.uk</p> <p>Using Social Enterprise to develop community transport in rural areas; www.plunkett.co.uk/whatwedo/RCT.cfm</p> <p>Further information on advice and support on rural transport issues www.ruralsusex.org.uk/service/rural-transport/</p>

FIGURE 3: KEY THEME: ACCESS (continued)

Issue	Description of approach	Examples and contacts
Creating walkable environments		Further information – toolkits for practitioners and community groups: www.livingstreets.org.uk/campaigning_tools/ Further information – Mitchell, L., Burton, E. and Raman, S. (2004) Neighbourhoods for life. A checklist of recommendations for designing dementia-friendly outdoor environments. London: Housing Corporation.
Orientation and wayfinding	Using signs, uncluttered streetscapes and landmarks to make it easier for people to navigate and find their way around	Manual for Streets 2 sets out design principles for decluttering: www.ciht.org.uk Mitchell, L., Burton, E. and Raman, S. (2004) Neighbourhoods for life. A checklist of recommendations for designing dementia-friendly outdoor environments. London: Housing Corporation. Burton, E. and Mitchell, L. (2006) Inclusive urban design: streets for life (London: Elsevier), sets out the arguments and design principles for accessible streets, including orientation and wayfinding as part of the discussion.
Adequate provision of away from home toilets	Design guidance and practice examples of away from home toilet provision	Inclusive Design for Getting Outdoors (IDGO): www.idgo.ac.uk/design_guidance/streets.htm#publictoilets Department for Communities and Local Government: www.communities.gov.uk/documents/localgovernment/pdf/713772.pdf Department for Communities and Local Government: www.communities.gov.uk/documents/localgovernment/pdf/1064520.pdf

Services and amenities (see Figure 4)

Neighbourhoods that offer a mix of residential, retail and employment uses can help to meet the needs of diverse groups within the community. Although it is an ambitious aspiration, this feature of lifetime neighbourhoods has the potential to enable local authorities and residents to meet a range of parallel objectives such as striving towards sustainability and helping to reduce negative impacts on the environment. The issues to be considered include promoting well being, local access to outlets and accessible food.

FIGURE 4: KEY THEME: SERVICES AND AMENITIES

Issue	Description of approach	Further information and case examples
Promoting well-being	Health interventions within communities	Further information – partnerships between local authorities, health, voluntary and community sectors to join up service and break down barriers to bring about better locally delivered services www.dwp.gov.uk/policy/ageing-society/products-tools-goodpractice/linkage-plus/ Partnerships for Older people Projects (POPPs) www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/PartnershipsforOlderPeopleProjects/index.htm
Local access to retail outlets	Supporting commercial and community owned outlets	Further information – Rural Shops Alliance www.ruralshops.org.uk/en/pages/Default.aspx Further information – Plunkett Foundation: www.plunkett.co.uk/whatwedo/rcs/ruralcommunityshops.cfm Case example – Oxfordshire Village Shops Development Worker Scheme, Rural Community Council
Accessible food/fresh food		Further information – London Food link: www.sustainweb.org/londonfoodlink/ Further information – www.sustainweb.org/cityharvest/ . Further information – www.cabe.org.uk/sustainable-places/advice/urban-food-production Case example – Manchester food futures : www.foodfutures.info/site/ Case example – Incredible Edible Todmorden: www.cabe.org.uk/case-studies/incredible-edible-todmorden .

Built and natural environments (see Figure 5)

Working towards built and natural environments that are inclusive of as wide an audience as possible is not just about a fundamental equalities issue. Outdoor spaces that work well for people have the potential for benefits in terms of sociability, health and well being. Although a range of guidance already exists that promotes sound design principles into new build, one consideration is the extent to which current guidance takes sufficient account of the implications of a larger number of older people in future decades. Further, a significant issue is how existing environments may need to be retrofitted to accommodate a growing older population, leading to the following key issues:

- How will new developments incorporate lifetime neighbourhood objectives into masterplanning;
- Retrofitting the current built environment, including the potential of regeneration and renewal, and
- Adequate maintenance of the existing infrastructure
- Recognising the importance of greenspace for health and well-being (and which is accessible for as many people as possible).

FIGURE 5: KEY THEME: BUILT AND NATURAL ENVIRONMENTS

Issue	Description of approach	Further information and case examples
<p>New design and retrofitting that promotes inclusive and walkable environments</p> <p>Streets, pavements, footpaths and cycle routes that are sufficiently maintained, clean, well-lit, with adequate road crossing points and seating/places to rest in public places;</p>	<p>Design guidance and resources for practitioners</p>	<p>Resource for Urban Design Information (RUDI). Resource, news and networking site dedicated to urban design and placemaking: www.rudi.net/</p> <p>Manual for Streets – emphasises joint working among practitioners in the design of residential and other lightly trafficked streets, with a prime consideration that they meet the needs of pedestrians and cyclists: www.dft.gov.uk/pgr/sustainable/manforstreets/</p> <p>Manual for Streets 2 – not a replacement for manual for streets, but widens the scope beyond residential streets (including rural areas) and also sets out decluttering: www.ciht.org.uk</p> <p>Further information – Papworth Trust, Guide to planning, designing and managing communities that are inclusive of disabled people: www.papworth.org.uk/downloads/pt_guide_todevelopinginclusivecommunities_2008_100901101523.pdf</p> <p>Planning Advisory Service – practice examples to illustrate how local planning authorities are working to incorporate the philosophy and principles of inclusive design into robust planning policies and supplementary planning Documents: www.pas.gov.uk/pas/aio/40475</p> <p>Inclusive Design for Getting Outdoors (IDGO) www.idgo.ac.uk/index.htm</p>

FIGURE 5: KEY THEME: BUILT AND NATURAL ENVIRONMENTS (continued)

Issue	Description of approach	Further information and case examples
<p>Designing and developing environments that promote health and well-being</p>	<p>Design guidance and resources for promoting health and well-being in new and existing developments</p> <p>Guidance on achieving health outcomes from planning contributions</p>	<p>Further information – examples of toolkits and guidance from Scotland for local authorities: www.livingstreets.org.uk/index.php?cID=124</p> <p>International example – Provincial Health Services Authority (Canada): www.phsa.ca/HealthProfessionals/Population-Public-Health/Healthy-Built-Environment/default.htm</p> <p>NHS London Healthy Urban Development Unit (HUDU) Health and Urban Planning Toolkit for calculating planning contributions from developments for healthcare www.healthurbandevelopment.nhs.uk/index.html.</p>
<p>Design that promotes community safety, including safe streets and play areas for children</p>	<p>Design guidance on community safety</p>	<p>Further information – Secured by Design: www.securedbydesign.com</p> <p>Further information- http://designagainstcrime.org/</p>
<p>Greenspace</p>	<p>Providing opportunities for social contact.</p> <p>Promoting health and well-being objectives</p>	<p>Further information – Design guidance for public outdoor spaces and parks – I'DGO Consortium: www.idgo.ac.uk/design_guidance/open_spaces.htm</p>

Social networks (see Figure 6)

As well as enabling residents to meet their daily needs, the inclusive design of physical features of neighbourhoods provides the essential backdrop to enable people to develop their social networks and participate as active citizens in their communities. Social networks enhance the way in which individuals are able to engage with their neighbourhoods and beyond, linking in to different groups, activities and facilities that are available.

The practice of developing lifetime neighbourhoods, therefore, includes not only a consideration of physical design, but also developing an understanding of the social factors and events that promote active participation in community life.

FIGURE 6: KEY THEME: SOCIAL NETWORKS/WELL-BEING

Issue	Description of approach	Further information and case examples
<p>Helping social networks to develop and reduce tensions between residents and groups</p> <p>Supporting social networks/practical help/ Tackling social isolation</p>	<p>Intergenerational projects</p> <p>Good neighbour schemes</p>	<p>Further information – Beth Johnson Foundation: www.bjff.org.uk/ National Foundation for Educational Research (NFER). Literature review of effective intergenerational practice: www.nfer.ac.uk/publications/LIG01/</p> <p>Case example – Leeds intergenerational projects. ‘Neighbourhoods for all’ network established by the local authority to support grassroots, community led intergenerational work, especially in primary and secondary schools. www.leedsinitiative.org/assets/0/706/732/818/824/0c18de6f-0e91-43c2-892a-9e31a714e352.pdf</p> <p>Case example – Suffolk good neighbour scheme: www.onesuffolk.co.uk/GoodNeighbourScheme/</p>
<p>Places for people to meet</p>	<p>community centres/ village halls/ community cafés</p>	<p>ACRE guidance and examples of community owned assets – www.acre.org.uk/our-work/community-assets</p>
<p>Tackling crime/fear of crime and anti-social behaviour</p>		<p>The role of the voluntary sector, community groups and the private sector coming together to self organise and address issues related to fear of crime has been emphasised by the Safer Homes Initiative funded by the Home Office, www.grantsadmin.co.uk/saferhomes/index.html</p> <p>Case example – Kilburn Older People’s Exchange – Production by community group of DVD on crime prevention to help reduce fear of crime, social isolation as well as helping to keep people safer: www.kove.org.uk</p>

Housing (see Figure 7)

Wherever we live as we grow older our homes have a powerful influence on our capacity to remain independent, socially involved and to enjoy a good quality of life. In the context of delivering lifetime neighbourhoods, a key challenge is to ensure a diverse range of appropriate accommodation options within neighbourhoods (or that are within reach of communities if particular housing options cannot be made available in the immediate locality – especially in rural areas). The overwhelming proportion of older people living in general needs housing – 90 per cent – shows that the emphasis of the lifetime neighbourhoods agenda needs to be on retrofitting accommodation, and in delivering services across existing neighbourhoods. Where there are opportunities, however, to develop new housing and new neighbourhoods, the emerging policy context suggests that residents, local planners and developers will need to work together to determine future new build developments, taking account not only of the requirements of current needs, but also projections of future demands in the coming decades. The variety of housing options required if any one neighbourhood needs to consider a balance between general needs housing, specialist housing options, and also housing related support services such as Home Improvement Agencies and handyperson services.

FIGURE 7: KEY THEME: HOUSING

Issue	Description of approach	Further information and case examples
<p>Providing housing choices for people throughout the lifecycle</p>	<p>Design guidance on housing and neighbourhoods for all ages</p> <p>Specialised housing options for older people</p>	<p>Further information – design guidance for housing and neighbourhoods on the archived CABE website: www.cabe.org.uk/housing; see also: www.buildingforlife.org/home</p> <p>New information about CABE and the Design Council will be available from April 2011: www.designcouncil.org.uk/</p> <p>The sixteen design standards that comprise the Lifetime Homes Standards (see www.lifetimehomes.org.uk/), but also see Manchester’s Design for Access 2 for an alternative: www.manchester.gov.uk/site/scripts/download_info.php?fileID=3521</p> <p>Further information – Housing for an Ageing Population Panel for Innovation (HAPPI) was commissioned by the Homes and Communities Agency: www.homesandcommunities.co.uk/Housing-Ageing-Population-Panel-Innovation</p>
	<p>Support tools by housing providers to facilitate housing and neighbourhood design</p>	<p>Further Information – Habinteg is developing a new on-line tool to bring together guidance, good practice, research and case studies on all aspects of Lifetime Neighbourhoods: www.lifetimehomes.org.uk/pages/lifetime-neighbourhoods.html</p> <p>Further information – Homes and Communities Agency – resource for practitioners and community groups identifying practice examples and guidance on a range of key themes relevant to lifetime neighbourhoods (including built environment, community empowerment and housing): http://skills.homesandcommunities.co.uk/</p>
<p>Supporting people to live in their own homes</p>	<p>Housing related support services</p>	<p>Further information – Home improvement Agencies www.foundationsofuk.com/home</p> <p>Further information – advice for older people (led by the Elderly Accommodation Counsel) www.firststopcareadvice.org.uk/</p>

Looking forward to lifetime neighbourhoods

A key role for practitioners is in facilitating a consideration of the responses necessary within neighbourhoods to address the long term implications of a growing older population. Planning for neighbourhood change might revolve around *engagement* with residents over individual services or more holistic, place based design of neighbourhoods and services. More fundamentally, practitioners have an important role in resident *empowerment*, and also in providing information about projected population change within neighbourhoods to assist residents in thinking about how neighbourhoods and service delivery may need to be configured into the future.

In this respect, resident empowerment will be an essential process as part of fostering lifetime neighbourhoods, to enable individuals and communities to set their own priorities and agendas in order to bring about change in the area where they live, either by their own actions or by working with providers and commissioners to get the services that they need. There are a range of evaluation tools from other countries, especially the USA and Canada. In the UK, there are also a number of examples where audits of neighbourhoods, and specific features of neighbourhoods have taken place, as a way of helping to assess 'age friendliness', and how well neighbourhoods work for people.

While pre-existing tools and resources are useful, all neighbourhoods will be different, and each will be starting from a unique point. There is an imperative to consider the lifetime neighbourhoods agenda in many rural localities since the implications of a growing older population are already becoming apparent, and will continue to do so more rapidly than in urban communities. Whilst the broad principles that underpin lifetime neighbourhoods are similar for any area, the practical outcomes in terms of priorities and emphases will look very different between rural, suburban, inner city and town or city centres, as well as between different types of rural area.

Nevertheless, there remain real challenges for residents and practitioners who aim to develop lifetime neighbourhoods, including overcoming limited awareness of the implications of demographic change and the potential for neighbourhood design and service delivery to be more inclusive, as well as severe resource constraints in taking this agenda forwards.

This summary has set out a number of principles and themes for achieving lifetime neighbourhoods. The issues that residents currently face in terms of the design of their neighbourhoods and the range of services and facilities available vary hugely. The priorities that communities decide upon in order to meet the challenges and opportunities of the coming decades will necessarily be diverse. Furthermore, there is already a huge range of individuals, groups and organisations undertaking projects that help to meet lifetime neighbourhood objectives. We would urge communities, service providers and tiers of government to celebrate this diversity, and to encourage residents to articulate their visions and share ideas and innovation at local level, and more widely.

The following checklist sets out the range of issues that residents might want to consider as part of community planning processes and the development of neighbourhood plans. It aims to focus thinking about how well the design of neighbourhoods, and access to services work for different groups within neighbourhoods. It also aims to prompt reflection on the kind of issues that residents may want to consider in terms of how neighbourhoods and services might need to look in response to a growing older population in coming decades. It is suggested that the checklist be considered alongside the features and themes of lifetime neighbourhoods set out in Figure 1.

Checklist:

- How well does our neighbourhood work as a place to live?
- How far does it meet the needs of all the people who live here?
- Are there aspects of the neighbourhood that work well for some people, but not for others?
 - Older people
 - Families with children
 - Young adults
 - Children
 - Disabled people
 - Minority ethnic groups
- Are there features of our neighbourhood that are highly valued?
 - By whom?
 - Is there a consensus?
- Is there a feature of the neighbourhood, or a service, that we don't want to lose?
- Are there features of our neighbourhood that are less valued?
 - By whom?
 - Is there a consensus?
 - Is there anything we would like to lose?
- How well do we think our neighbourhood will work when there is a larger number of older people in the future?
 - What do we think may be needed in the future?
 - Will new or different services need to be provided?
 - Will the design of the neighbourhood need to alter?
 - How will people be able to access the services they require?

Access

- How well does our neighbourhood work in terms of enabling residents to get out and about? What about the following groups:
 - Older people
 - Families with children
 - Young adults
 - Children
 - Disabled people
 - Minority ethnic groups
- Are there adequate, safe, well maintained pavements/cycle ways and roads?
- How will access around the neighbourhood need to change when there is a larger number of older people?

Housing:

- Is there sufficient housing that is affordable and that has the space to enable households to make any necessary changes for example as a result of poor health or impairments?
- Is there a sufficient range of housing, including homes that are well designed to meet needs across the lifecourse, which is affordable and that has the space to enable households to make any necessary changes e.g. as a result of poor health or impairments?
- How well does the range of housing choices that are available in the neighbourhood work for:
 - Older people
 - Families with children
 - Young adults
 - Disabled people
 - Minority ethnic groups
- How well will the housing choices that are available work when there is a larger number of older people?

Information services and amenities

- Is there sufficient access to information and advice on housing options, wider services and amenities to exercise choice locally?
- How far do residents have local access to services and amenities?
 - How far do people have to travel if there is no provision within the neighbourhood?
 - How do they get there?

Social networks/well-being

- Are there any tensions between members of the community?
- Can these tensions be resolved?
- How safe do we feel when we go out?
- Does this change at different times of the day?

Thinking about the future:

- How can we plan *now* for the changes we are going to see in the coming decades?
 - What would be our priorities?
- Can we get involved in the design and commissioning of services?
- Who is already involved from within our community when we talk to service providers or commissioners?
 - Who is not involved?
 - How can we get wider involvement?
- What about the design of the neighbourhood itself?
 - Can changes be made to the existing infrastructure?
 - How will the infrastructure be maintained?
- If a new development is going to take place amongst us or near us, what can be done to make sure it meets the needs of as many people as possible?
 - Are there design features we feel are an absolute minimum?
 - What type of community infrastructure would be of most benefit to the neighbourhood?
- If a change is planned in terms of a service or a design feature in the neighbourhood, will there be winners and/or losers?
- Can this tension be resolved?
 - What opposition is there likely to be to any planned change?
 - What information and data is there available about different aspects of the neighbourhood and who lives here?
 - Who can provide this?
 - Do we need to provide this information ourselves?

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