

Creating Age-Friendly Communities

00:00:09:15	<p>DR SANJAY THAKRAR:</p> <p>So, hello, and welcome to this conversation on the topic of creating age friendly communities in living environments, the importance of co-production in community involvement. This has been one of a number of recordings that we will be releasing as part of our 2023 annual lectures.</p>
00:00:24:08	<p>I am Sanjay, the head of Research Policy Awards at the Dunhill Medical Trust. And I am joined in this session by a number of people, and I'll allow them all to introduce themselves shortly. But by way of ... background, we have team members from both their co-creating age-friendly Social Housing and Developing age-friendly community Salford Projects where with us today.</p>
00:00:43:24	<p>These are two really exciting research projects that we funded as a part of our Suitable Living Environments Funding Core in late 2021, which these researchers working in partnership with community organisations, and hopefully this conversation will explore, to some extent, what that looks like in practice.</p>
00:01:01:12	<p>Facilitating the conversation is Matthew Winn who is the National Advisor on Community health for NHS England. So I am really looking forward to sitting in on this conversation, and with that, I'll pass you over to Matthew.</p>
00:01:14:20	<p>MATTHEW WINN:</p> <p>Thank you, Sanjay. Great to be here and with such esteemed colleagues. So I am Matthew Winn. I, as Sanjay said, support NHS England but I am also a jobbing Chief Executive in the East England for my NHS Organisation. I am going to just get the team to introduce themselves so you know who is around the table. And I'm going to actually ask one person to bring their team in from each of the areas that are funded. So I am going to start with Andrew and the Salford Crew.</p>
00:01:45:14	<p>PROFESSOR ANDREW CLARK:</p> <p>So my name is Andrew Clark, I am a sociologist and I am based at the University of Salford, and joining me is Eve Blezard.</p>

00:01:56:02	<p>DR EVE BLEZARD:</p> <p>Hello, everyone. I am Eve, I am the Research Fellow on our project. I am working at Salford University.</p>
00:02:02:12	<p>PROFESSOR ANDREW CLARK:</p> <p>And also Bernadette Elder.</p>
00:02:04:22	<p>BERNADETTE ELDER:</p> <p>And hi, everybody, I am Bernadette and I am the Chief Exec of a (INAUDIBLE) called Inspiring Communities Together and we are the voluntary sector partner.</p>
00:02:16:05	<p>MATTHEW WINN:</p> <p>Great. And over to Mark in Manchester.</p>
00:02:20:06	<p>DR MARK HAMMOND:</p> <p>Hi Ron, my name is Mark Hammond, I am a Senior Lecturer and Manchester School of Architecture which is part of the Manchester Metropolitan University. I am the PI on the Co-Creating Age-Friendly Social Housing project and I will pass over to Niamh.</p>
00:02:38:04	<p>DR NIAMH KAVANAGH:</p> <p>Yeah, so hi, I'm Niamh Kavanagh, I am the Research Associate on the Co-creating Social Housing project and I am based at the University of Manchester.</p>
00:02:50:00	<p>DR MARK HAMMOND:</p> <p>And finally over to Shakira.</p>
00:02:52:14	<p>SHAKIRA EVANS:</p> <p>Hello, I am Shakira Evans, I am a community developer working with elders or with, yeah, older people in a tower block in Manchester and I work for a housing association, One Manchester.</p>

<p>00:03:07:10</p>	<p>MATTHEW WINN:</p> <p>Great. So really interesting territory to get through. Team, let us avoid any acronyms because I won't understand what you are saying and maybe our audience won't, fine box for every time we do that, so to be collected afterward. But we are going to start with ... Let us start with Salford. Salford, let us just hear from you and Andrew about what is your work? What is the project? What are you trying to do?</p>
<p>00:03:32:15</p>	<p>PROFESSOR ANDREW CLARK:</p> <p>So our project is called Developing Age-Friendly Communities beyond the pandemic, and we are exploring the ways in which the Covid-19 pandemic has impacted on the ways in which older people have made connections to other people and local (places). I always say that when we designed the project we thought that the pandemic was going to be over and we now have the caveat that we are well aware that Covid 19 is still around.</p>
<p>00:04:03:01</p>	<p>But we have got on the project three questions we are trying to explore. First of all we are really interested in how older people make connections to their environments around them. Second, we are really interested in what has been the impact of the pandemic and ... (CUTS) ... response to that on how older people experience their living environments, not just during the pandemic itself but also today.</p>
<p>00:04:27:15</p>	<p>And also how can we develop and evidence based team to support organisations going forward to develop sort of age appropriate or age-friendly communities.</p>
<p>00:04:40:13</p>	<p>MATTHEW WINN:</p> <p>Great. We will unpack that a little bit more. Let us go to Niamh, the Manchester Team and similar things. Let us set out your areas of work.</p>

<p>00:04:49:04</p>	<p>DR NIAMH KAVANAGH: Yeah. So we are an (BAD SOUND) ... team, including academic (BAD SOUND) ... Manchester Met ... Metropolitan University ... the University of Manchester, Greater Manchester combined authority, and also three housing associations from the Greater Manchester Housing Providers Group. So the project essentially is aiming to investigate how older people, social housing providers, community organisations and academics can come together and collaborate on programs that support people, older people to age and place.</p>
<p>00:05:16:22</p>	<p>So research is based on three case studies, three case studies initiatives in Greater Manchester where have co-producing place based age-friendly initiatives that help to address the different forms of exclusion that older residents are facing living in social housing.</p>
<p>00:05:33:06</p>	<p>DR NIAMH KAVANAGH (Cont): So the three case studies are, firstly we have an older people's co-housing community in Old Moat in Manchester with South Wing Housing Trust. The second case study is focused on improvement of social infrastructure in Brinnington, in Stockport and that is working with Stockport Homes. And then third and final, finally, the third case study is looking at a naturally care and retirement community on (NAME), in Hulme in Manchester, will be their partner One Manchester. And this will be the focus of our discussion today, we will focus on that case study and I will explain a little bit more about (NAME) in a second.</p>
<p>00:06:10:11</p>	<p>But essentially older people in each of these three neighbourhoods are experiencing different local pressures and factors and negatively affecting their lives there. And that in turn then produce or exacerbate the (forms) of exclusion and marginalisation that they face in their every day life.</p>
<p>00:06:26:14</p>	<p>And through developing these initiatives we will be able to investigate in a (INAUDIBLE) way what processes are needed for older residents and social housing provides to be able to work together to co-produce age-friendly program in response to the specific challenges in their communities.</p>

<p>00:06:43:00</p>	<p>So I can say the focus (INAUDIBLE) ... so I will just give you a little bit of background about that. So the focus in this case study is around Hopton Court, and this is a nine storey tower block built in the 1960s. So this tower block is very close to both of the universities in Manchester, so Manchester Metropolitan Uni and also the Uni in Manchester. And the block is like spatially nestled in between the universities campuses but also the student accommodation that comes with, with the university, and is also in the midst and sort of spatially nestled more ... in the more sort of general ongoing gentrification of Hulme that's been going on for decades, but that has intensified in recent years.</p>
<p>00:07:25:05</p>	<p>And just to go back to the block. Despite not being designed for older people specifically, 75 percent of the residents within there are over 50 and 96 percent of those are living alone. So that comes with its own sort of exclusionary and isolating challenges.</p>
<p>00:07:40:09</p>	<p>DR NIAMH KAVANAGH (Cont): But at the same time there's also a strong history of tenant led engagement and activism from those living at Hopton, Hopton Court, and there has been various efforts in previous years trying to (BAD SOUND) and make visible the experiences of all the tenants living there. And this is led by a group called Hopton Hopefuls and they try to put in place different initiatives or strategies to help address the exclusion that older people are facing in the block.</p>
<p>00:08:03:13</p>	<p>And one of the solutions or ideas that has come out of this previous engagement work or research with Hopton Hopefuls and One Manchester working together is to reimagine this tower block as a retrofit retirement community or what has been termed as sort of naturally occurring retirement community.</p>
<p>00:08:20:13</p>	<p>So essentially what this programming does is it leverages a high concentration of older adults living in one place already by providing a range of integrated health and social support that is clustered around and within the existing housing accommodation that older tenants were ... have always lived. And then a range of different benefits to this such as allowing people to age in (INAUDIBLE), we've not got time to go into that now, but essentially, I mention this because this is essentially where the point ...</p>

00:08:48:08	<p>It is the point in which we are at now in this research and in this particular case study, so we are at a point where we are trying to imagine and envision what the (NAME) program is to be at Hopton, and this is where Shakira's role comes in, acting ... well, she is the development worker there in ... One Manchester but nevertheless working very much on the ground with tenants, older tenants there trying to engage different people and try to sort of generate different ideas about the potentialities of (NAME) program there. But yeah, we can get into the details of that in this discussion. But year, that's it.</p>
00:09:20:22	<p>MATTHEW WINN:</p> <p>Thank you. Right, let us get into some discussion about those and share what your learning and what you are going to learn. So let me start with the partnership aspects. What does it kind of look like? You are all quite diverse, you have got some really interesting kind of partners in there. So let me start with Bernadette. What does the partnership look like in practice? How did you get here? How did you form it? How did ... How did we get the ingredients to do these amazing different types of cakes that you are describing.</p>
00:09:56:22	<p>BERNADETTE ELDER:</p> <p>I suppose we have got quite a long history as a bunch of sector community with the university. The university is in the heart of the community in which we work. So you know, it is important that we have some relationship, some of it positive, some of it not so positive. Obviously trying to mix communities and students is not always a positive experience. But we have been able to work with the university for a number of years to be able to sort of have those conversations, even if they're not always positive, but to be able to work through some of those situation.</p>

00:10:28:06	<p>I went to Salford as part of a very large regeneration program New Deal For Communities. It was the first community led program, and the university were heavily involved in that piece of work. They sat on the Board and they were part of the partnership. And then over the years as the program started to come to an end, it was clear that the community wanted to continue to do something as part of that, that work that had happened. So that is how our charity was formed, New Deal For Communities. And again it was recognised that the university had a key role to play in helping to continue to shape that neighbourhood and what that neighbourhood looked like.</p>
00:11:02:19	<p>BERNADETTE ELDER (Cont):</p> <p>And so we have a named person from the university that sits on the Board (inspiring) communities together as well. So I suppose from a strategic perspective that is how we sort of come together, but also it is so important that we have more than operational role as well, how we support each other in what we are trying to do with that neighbourhood particularly, but also the wider neighbourhoods of Salford.</p>
00:11:25:02	<p>So as a charity, we offer placements to student nurses who come and spend some time with us to try and understand what it is like to work within the community and how the community and what happens in the community can benefit people to age well, in terms with their health and wellbeing, which is really key to helping people.</p>

00:11:43:25	<p>And we also work with some of the students, and now trying to do some of their public health research and how all that sort of starts to come together. And I suppose sort of how we came to be involved with Andrew and his team particularly, was during Covid and the pandemic and there was an opportunity, we had a small (INAUDIBLE) to try and understand from an older person and stakeholder perspective what it was like to live during that time, what impact that was having on not just older people's lives, but also the stakeholders who were trying to support older people through that whole really bad period.</p>
00:12:21:04	<p>And Andrew and his team came together and they did the research for us which helped us to understand a lot about what we are now using today, because obviously that ... then the Dunhill Trust program came along and it was like: Oh, hang on a minute, we worked well together before let us see how we can sort of take that learning and actually build on it and start to continue to tell that story. And I suppose that is what we are trying to do, is to continue to tell the story of older people through the lens of Covid, but also through the lens of where they live and what is important to them and their environments and how ... or has that changed over this period in time?</p>
00:13:03:19	<p>BERNADETTE ELDER (Cont): I suppose that is how our opportunity came really.</p>
00:13:07:21	<p>MATTHEW WINN: Fascinating. Thank you. Really, really great to hear. Mark, do you want to kind of answer the kind of same question because it is quite different in terms of the make up of what you have got around the Manchester area. Tell us more.</p>
00:13:21:23	<p>DR MARK HAMMOND: Yeah. So yeah, we started from a really, a really different position to I think most kind of co-produced research projects in that we were in the office twiddling our thumbs and we get an email from a community group in Hulme who said: You know, we are a group of tenants who have already come together, you know, we</p>

	would like the help of a university to make a case to our housing association about improvements.
00:13:45:10	So they kind of recognised the value of research and evidence in kind of systems change and they wanted us to be part of that.
00:13:52:25	So we ... You know, went to their meetings, we helped them with a report a couple of years ago by doing some data analysis and literature review, but the tenants themselves did a survey and they did all kinds of other investigations as part of it. And we created this document which was basically a case for setting a naturally occurring retirement community project. And the audience of that report was One Manchester. So it kind of went, went to them, went to their directors, and it was a way of bringing them round the table.
00:14:21:14	So at that point we developed this, this collaboration. One Manchester were invested, they were interested in the model. The discussions then came about how we, how we move it forward. One of the interesting things about the naturally occurring retirement model as opposed to the retirement community, is that you do not get a lot of support, there isn't, there isn't necessarily funding that is attached to things like extra care housing which the tenants could leverage.
00:14:46:14	DR MARK HAMMOND (Cont): So we are on the lookout for funding. We got a bit of support from the local care organisation in Manchester. But then call for the Dunhill Medical Trust came along and it was such a good fit for what the group were trying to do in terms of innovating a model that we are in a really good position to put forward I think quite a compelling case at quite short notice. Because we have already been working with the group for a year and ah half and we have kind of developed

	<p>those relationships and we already had a really strong idea of how we wanted to push it on.</p>
<p>00:15:16:11</p>	<p>One more little example though, which I think is a really interesting kind of ... yeah, it exemplifies some of the ideas about co-production, was when the product started we obviously had to recruit people to it, so. Shakira was recruited to the role but the recruitment process was co-designed by the tenants and One Manchester and a community development group who was supporting us called Community Savers.</p>
<p>00:15:45:10</p>	<p>So one of the tenants was on Shakira's interview panel, parallel to the interview process which was quite formal, there was a kind of practice based interview where the applicants had to interact with tenants in a community activity and the tenants would report back to the interview panel about their experience, what their rapport with the people was.</p>
<p>00:16:07:04</p>	<p>And it was just ... it was really exciting to see, you know, the organisation come together before we had even started, before we had even recruited the role in kind of rethinking what that relationship was between Housing Association tenants and our research projects. So, yeah.</p>
<p>00:16:25:21</p>	<p>MATTHEW WINN: Thanks. It is fascinating having different people on interview panels, isn't it? And the richness you get from that? Reminds of my first, one of my first jobs as a youth worker, there was a young person on my panel who said: "Matthew, what would you do if someone was about to physically be violent to you?"</p>

<p>00:16:45:11</p>	<p>MATTHEW WINN (Cont):</p> <p>And my response, not out of the playbook, was: “Get out the way!” Which they very much liked, and I got the job as opposed to formerly talking them down. Anyway, let us move on. Let me just ... Supplementary question to you both, just so people can learn. What would you have ... what should you have done more together when you set these things up? Mark, really quickly and then Bernadette?</p>
<p>00:17:12:10</p>	<p>DR MARK HAMMOND:</p> <p>I think, um ... I think we have been kind of learning as we go with how the relationship is going to work and we are kind of identifying the power dynamics as we have moved along, I think. I think had we been a bit more focused at the beginning we probably might have had a smoother ride of the first few months because we were much more clearer about what was and was not our remit and kind of what was and was not our responsibilities.</p>
<p>00:17:37:06</p>	<p>MATTHEW WINN:</p> <p>Okay. Bernadette? Anything comes to mind?</p>
<p>00:17:40:19</p>	<p>BERNADETTE ELDER:</p> <p>I think really ... I think because we already had a relationship I think, as Mark says, you know, you are constantly learning and evolving and Eve was new to the program, so obviously probably a different dynamic came in. And again, that relationship that we have got with older people, we already had quite a good relationship with quite a high number of older people in Salford with the other work that we do. But also about how do we stretch and reach those people that we are not reaching all the time. How do we have those relationships between academia and the voluntary sector.</p>
<p>00:18:13:20</p>	<p>And yeah, I think there is a lot of learning that perhaps is not part of this program that I think me and Andrew have conversations about it all the time. But again, you know, how do we, how do we get over those hurdles and how do we have those open and honest conversations, rather than all being a bit polite. And I suppose that is ... that is something when we are learning together.</p>

<p>00:18:34:09</p>	<p>MATTHEW WINN:</p> <p>Okay. I won't dig any further. Clearly a paper to be written on how to set those things up. Right, you talked about Eve and developing that approach with older people, so Eve, let me come to you. How have you involved older people in what ... in this project? Because we often talk about co-production? But what has it meant? How have you done it? And I am intrigued as, how have you done it in a meaningful way?</p>
<p>00:19:03:25</p>	<p>DR EVE BLEZARD:</p> <p>Yeah, I think to sort of go over that, it will be helpful to go through the sort of, briefly, the phases of our research projects. And that the whole sort of approach is really underpinned by that co-production. So the Participatory Action Research approach. That runs through everything that we do. So that means that older people contribute to all aspects of the project. So whether that be exploring and finding the data, taking action, evaluation, so that that meaningfulness comes that they're involved at all different stages on all different levels.</p>
<p>00:19:37:24</p>	<p>But what we did actually start with, which sort of kind of feeds on from Bernadette's point, we have five phases but we actually started with sort of a pre-phase, an initial phase before that, where that was a real opportunity for me to get out into the community and work with services and really understand what was going on. But what happened at the same time was, we ran a series of community workshops with older people, I think it was over a hundred people that we engaged with and we were able then to have conversations about co-design then.</p>
<p>00:20:10:12</p>	<p>So what will this look like for you? How do you ... how do you want to do this? What can we do moving forward? And I think that was really important to sort of kick us off, that that started us off in that vein of co-production and me being really clear about what older people were looking for. And then the sort of first sort of phase of data collection, we engaged with 11 different organisations that support older people or develop policy to support older people, to really understand their position in terms of where they were through the pandemic and where they are now.</p>

<p>00:20:46:20</p>	<p>DR EVE BLEZARD (Cont):</p> <p>And we've just moved into Phase 2 now, which is interviews with older people themselves, so that is a really important part of co-production, of going out and mapping older people's social connections, but we are also doing walking interviews out in their neighbourhood. So we really go out with people in their community and really understand and see the spaces that they are living in from their point of view.</p>
<p>00:21:10:09</p>	<p>But the interesting thing that sort of that runs concurrently, the sort of research arm, is the community develop arm. So we will have a group of ... like a voice and influence group of eight older people and they are going to work on a community research piece and they are going to use Photovoice and film to sort of capture and record older people's lived experiences. So that's just that added element then to really bringing life to their experiences.</p>
<p>00:21:37:23</p>	<p>And then that group will then help us audit different activities and environments and provision of age-friendly service, so we can really understand it from their point of view, and then bring everybody back round the table and different stakeholders, older people, people from the community, to have conversations then about well what does that ... what does that mean, you know? What does that audit mean? What does our data mean? What do we do?</p>
<p>00:22:03:18</p>	<p>And then, is we go into the final sort of two phases we really want to think about quite creative dissemination that is co-produced with older people, you know, rather than us sort of taking those findings away. It is about delivering, you know, developing those outputs with those keys stakeholders. So we, as well as gathering the data with them, we are with them all the way through to sort of dissemination and recommendations at the end of the project.</p>

<p>00:22:30:23</p>	<p>MATTHEW WINN:</p> <p>And Eve, just one other thing then. How far does that go in involvement? I mean for instance, did the older people that you are working with co-produced the questions you wanted to ask? Are they involved in being researchers themselves and interviewing other older people? How far does that go in terms of their involvement?</p>
<p>00:22:52:07</p>	<p>DR EVE BLEZARD:</p> <p>In terms of the co-design, obviously the research focus was sort of that that broad focus was outlined. What we were really trying to get to is what are the best ways that we can talk to people? What are the best ways that we can really capture that, like you said, that meaningful lived experience. So it was very much how they wanted to -- like Bernadette was saying before -- how they wanted to tell their own stories and how they wanted to be representative. And that is where the Photovoice has really come through. That was something they were really keen to use that more sort of creative side and that visual side to tell that, that story.</p>
<p>00:23:28:15</p>	<p>And that voice and influence group will serve as like a co-researcher group. It is doing quite a lot really. So that runs along side, so that as well as that more traditional academic data gathering, that we have this group of older people that are working, you know, in that co-research as well, and I think that is really nice that we get those, those two to run together, but then come back in to really work as a city, you know, not just as a project team, work as a city to piece all that together, to understand what does that mean for age-friendly provision? What does it look like for everybody, is the aim.</p>
<p>00:24:07:05</p>	<p>MATTHEW WINN:</p> <p>Great,. Thank you, Really helpful. And co-producers sound like they need an honorary university title to be offered at the end of it. I look forward to seeing the pictures of that graduation, given that you are probably not paying them, but I am not sure if you are. Just tell me back in a minute. Shakira. Tell me how you are involving all the people and embedding them into the centre of what you are doing?</p>

00:24:31:10	<p>SHAKIRA EVANS:</p> <p>Yes. So I was quite, well not fortunate, I ... the community I am working with in terms of the neighbourhood and the block to a certain degree, I had already been working with them volunteering with two year previous, but yeah, mainly on a voluntary basis but doing youth and community work and intergenerational work.</p>
00:24:50:05	<p>So I have been really lucky that I have quite a ... a really good rapport, a trusting relationship with the tenants and I feel that although my role is to, I suppose trying to be the go-between and try and get everyone to sit round the table and communicate well together is, I am kind of working, you know, with and for the residents hopefully help facilitate their voices being heard.</p>
00:25:14:15	<p>So I think ... The process has changed a little bit. I think they were already having meetings before I came in. They kind of established with the help of Community Savers their own, their own group where they met, and there is a few people who kind of help represent the tenants. There is a lot of tenants with a lot of high need or mobility issues. But there is a few people who are a little bit younger, maybe like late 50s, early '60s who are really amazing at supporting the block. And they have been really present for a lot of meetings.</p>
00:25:47:17	<p>But I think we have tried to strip it back now, make everything quite informal. So they are really good at getting together as a community over a brew. There is a caretaker's room at the bottom of the tower block where, you know, there is a fridge and there is a kettle and people tend to come in and some of them -- there is a resident Joe -- who comes in the same time every day at half 10 and has a brew before he goes for his second walk of the day.</p>
00:26:13:03	<p>And so for me, that is where it has been really great to be in those spaces and sometimes I just go and work there and you know, probably do not get much work, you know, committee work done, but of taking meetings for them I think often when we do work with professionals and academics we try and engage people who may be not from that background, into meetings spaces or committees or ...</p>

00:26:38:17	<p>SHAKIRA EVANS (Cont):</p> <p>And for me it is about humanising meetings I think a little bit more -- not that ... more professional meetings are obviously human -- but and sitting around the table and having a brew and a piece of cake together and doing meetings in that way, so it feels less hierarchical and I think it also maybe helps to break down barriers with professionals and tenants. Yeah, I think especially with bigger companies where they maybe have not had a lot of those face-to-face interaction and actually got to know each other on a human level.</p>
00:27:11:24	<p>So I think we are doing a lot more than that, there ... things like that. They have had a whole history of like was saying earlier, of barbecues and food and drinks in their sort of garden actually where the ... at the bottom flats, and they are already doing loads of community stuff really amazingly. So for me it is, you know, you ... to do community work in the way that I like to do community work, is you obviously observe what, what the strengths are and what they are already doing and help facilitate that and do that well, so.</p>
00:27:44:23	<p>Yeah, so for me that is where a lot of the really great other work and development work can be done. So let us eat some fried chicken and you know, do the mapping, look at what ... like what does age-friendly mean to you; getting people speaking to integrated services in terms of home care professionals but inviting them to these spaces so people can actually sit and have some chicken together or ...</p>
00:28:10:18	<p>And the doctors surgery across the road has been really amazing. They have quite a good ... they have a really good relationship with them and they are really up for coming into those spaces, so.</p>
00:28:21:20	<p>I don't know if that answers the question but yeah, I suppose, yeah, I am constantly having, I suppose just because of the way I work and the relationship I have, is you know, we meet for a brew every week anyway, either at the community centre where a lot of them attend or in the caretaker's room or when one of them is sat out in the garden or buzzing about in the ... there is a pub I see a couple of them at down the road having a pint on the mobility scooter.</p>

<p>00:28:49:08</p>	<p>SHAKIRA EVANS (Cont):</p> <p>Yes, and then having those quite informal updates rather than: Hey, let us meet up and have an agenda, and then everyone feels more baffled at the end, a bit burnt out and quite bored by those meetings sometimes. So I think we are trying to do less meetings. You know, I can sometimes, you know, have more of the -- I do not want to say boring meetings -- but some more of the meetings, make sure their ... I am taking their voice to the meeting, they are invited to all of them and then I catch up with them really regularly and invite people into their space, I suppose, yeah.</p>
<p>00:29:25:09</p>	<p>MATTHEW WINN:</p> <p>Fascinating, fascinating into your wonderful life, sounds revolving around food and hot drinks and chasing people around, with that whole point of actually, you know, let us not take people into ageing environment, we want to get their views, let us go to them where they are comfortable, they are safe, they are going to be ... which, which does bring me on to where that could, I don't know, I am going to pose a question maybe to Andrew first. This tension of academic rigor, you know, everything Shakira just described. I do not associate that with academia, I associate that with fantastic community development and doing things really well in a person centred way.</p>
<p>00:30:11:22</p>	<p>So tell us a little bit about that kind of relationship and balance between what you are delivering from a university perspective beneath this grant from the great Dunhill Medical Trust, and how that kind of fits in with that ethos of bottom up approach with voluntary sector and community groups? How does that work?</p>
<p>00:30:34:10</p>	<p>PROFESSOR ANDREW CLARK:</p> <p>So I just ... I mean I started, perhaps even by stating the obvious, that you know, universities just like voluntary of (such) organisations, are really complex places. And what universities do is really you know, often very different to perhaps how people might see them to be.</p>

<p>00:30:51:24</p>	<p>PROFESSOR ANDREW CLARK (Cont):</p> <p>But in terms of this whole idea of academic rigor, I mean you know, what we are trying to do with our projects is yes, you know, gather sort of rigorous data or evidence on people’s lives, but we are also really keen that the work that we do is sort of, what we call kind of impactful and relevant as well. So it is not just about doing academic research for the sake of doing academic research. It is about doing research that has got proper meaning and has got resonance and that can be seen as being kind of worthwhile, you know, for people whose lives are, you know, stretched way beyond the kind of university campus.</p>
<p>00:31:32:02</p>	<p>So I think what, what we are trying to do in this research is first of all with the work that Eve has explained, we have been working on a one-to-one, really closely, with different older people to really get at their experiences of their day-to-day lives, sort of the challenges that they might be facing. But alongside that we are working with Bernadette’s team to also make sure that older people are, are involved in also contributing to that evidence base.</p>
<p>00:31:57:11</p>	<p>So it is about trying to understand different sorts of data, different kinds of evidence. And really I think our project is about storytelling and how we can gather different kinds of stories in different sorts of ways, so you know, alongside the academic team. And you know, I should have said at the start that we have got, we have a partner at Manchester Metropolitan University who cannot be with us today, (NAME); we have got a really fantastic community development worker, Vanda Groves, who works with Bernadette’s team. We have been really fortunate to have the support of groups like the Age-Friendly Salford Network and Age UK, Salford.</p>
<p>00:32:29:07</p>	<p>And what we start to see is actually all these groups are really, really keen in not just trying to support all the people but also to try to better ... develop that evidence base for what kind of works well, what could be done better in the future. So the work that we are collecting we hope will feed directly into the work that Bernadette and her team are doing on the ground, as well as to other kinds of organisations.</p>

<p>00:32:53:01</p>	<p>PROFESSOR ANDREW CLARK (Cont):</p> <p>And also at the same time what Bernadette’s team is always able to, I am always reminded of is that, you know , they do keep reminding us of the centrality of all the people’s experiences and the ... not to lose sight of all the people and their voices because that is really, you know, what we are all trying to do, is just try to understand and also hopefully support and improve support and activities and you know, enable older people to live as well as possible.</p>
<p>00:33:20:20</p>	<p>MATTHEW WINN:</p> <p>Fascinating. Thank you. And Niamh, let me just bring you in from the Manchester team. What are the benefits and challenges that you are finding in working in this very kind of fluid and dynamic way with lots of different kind of stakeholders?</p>
<p>00:33:37:24</p>	<p>DR NIAMH KAVANAGH:</p> <p>Yeah. I think maybe the first thing to say is the thing I recognise when I started working in this role was that whilst there was always different partners, I think the extent to which we work with them all varies and changes, so I have a lot of interaction with Shakira and residents, but maybe not other, other people don’t interact as much, so I’ll probably just reflect on, on mine and Shakira’s interactions up till now.</p>
<p>00:34:01:22</p>	<p>And I think that is another thing as well. It is like figuring out the responsibilities and the requirements of each partner and what is required of us. And that is something that we are also figuring out as we go. But yeah, I think with, with Shakira and I, I think obviously, not to state the obvious, but we obviously bring different skill sets. My background is academic where I am used to evaluating things, capture experiences, analysing them with social theory, sociological theory. Whereas Shakira is very much from a community development background where she is about doing.</p>
<p>00:34:29:12</p>	<p>And I think when we have these reflections meeting each week where it seems like ... our motives are not different but you know, I always want to know ... I think as part of the research is to try and learn about how social housing providers and tenants can work together.</p>

<p>00:34:45:19</p>	<p>DR NIAMH KAVANAGH (Cont):</p> <p>We want to understand Shakira’s process in that role and what she is learning, so yeah, so we can write about it and know and share that on. But for Shakira it is very much about doing the here and now and what she can, what she can, yeah, the outputs in the here and now which ... And I think it is just about ... it is obviously not a bad thing, it is just about balancing that and bringing together different, different partners.</p>
<p>00:35:09:03</p>	<p>But I think in doing that, at the same time we have had, we have had conversations about how, okay, so we want these reflections from Shakira and sometimes we figure ... we try to figure out are we asking too much of Shakira in one sense. So I think it is, yeah, just trying to figure out ... yeah, the different ... yeah, just getting out the different, the different motives, and ...</p>
<p>00:35:33:08</p>	<p>MATTHEW WINN:</p> <p>I will tell you what, I am going to be naughty. Shakira, why don’t you come in and say it from the other side? What is it like working with these academics, these people with multiple letters after their name? What it is like from a community development aspect?</p>
<p>00:35:48:13</p>	<p>SHAKIRA EVANS:</p> <p>Um ... To be fair, it is all right. I think I, I ... I think I have been quite lucky that ... yeah, I think we work really well together.</p>
<p>00:36:04:09</p>	<p>MATTHEW WINN:</p> <p>Has it ... Has it changed the way you have operated?</p>
<p>00:36:08:11</p>	<p>SHAKIRA EVANS:</p> <p>A little bit. I think for me, it is interesting, because I feel a bit like in the middle of everything, and I do not mean it in an egotistical way, but obviously you know, I am working with the tenants, I am working for a housing provider but housing provider there is lots of politics within and I am like kind of working, you know, with academia, and all of them, like I say, we are all working on one project but we are all communicate in a different way and we all have a different agenda.</p>

<p>00:36:31:19</p>	<p>SHAKIRA EVANS (Cont):</p> <p>And I do not mean that in a bad way, but we all want to get something out of this project. And so I am aware that, you know, like I say, I am a grassroots community worker, I have a background in other things, but I am aware of that, and do my work that actually reflect (INAUDIBLE) is really useful for the work, the research side of things, and I am aware that feeding back to my managers in terms of the social housing provider feeds into potentially the continuation of my job.</p>
<p>00:36:58:18</p>	<p>So there is like ... So it does. But I do not think it is a bad thing. I think I have had to do reflective practice previously as a youth worker, used to do a lot of evaluation work just for ourselves to try and improve practice within the sessions, so I find it really useful I think to ... because I think it only ever makes you better at what you do to, to kind of critically evaluate it. And like, yeah, and Eve was saying, when you have a discussion with who is working on something different but they stand from a different viewpoint you are like: Hm, okay. And I find that is really valuable.</p>
<p>00:37:35:15</p>	<p>So it is generally, yeah, it has been, it has been really good. I think, you know, we just generally also get on as humans, so which has been quite good. But yeah, generally good, but I think it does obviously create ... I have to be less not gung-ho but kind of like, right, okay, yes, let us just do that tomorrow. And then obviously others kind of being like right, just hold on a minute, let us like have a little think about this. Yeah, and you know, the whole point obviously of this project is co ... co-collaboration or collaboration.</p>
<p>00:38:08:07</p>	<p>And you know, in terms of having resilient communities and resilient societies, obviously working with people who have different views and different ways of working effectively is ultimately really important.</p>

00:38:20:00	<p>MATTHEW WINN:</p> <p>Yeah. And bringing all those skills to bear on that purpose is really important, isn't it? So really fascinated.</p>
00:38:26:23	<p>MATTHEW WINN (Cont):</p> <p>So folks, as we bring this session to a close and it has gone by really quickly and it has been fascinating to hear all your kind of comments and discussion on what you are up to, can I pose each of the teams a question? What is the ... Those that are watching, what should they be looking out for? What is the one thing you hope to bring to everyone as a result of this project? What are you really excited to say when we publish or when we, when we quantify all this, what is one thing that they can kind of look forward to hearing from you about in terms of what you are doing in Salford and Manchester?</p>
00:39:06:11	<p>Mark, you are nodding, so I am going to bring you in first because you clearly have something to say. One thing.</p>
00:39:12:07	<p>DR MARK HAMMOND:</p> <p>So ... So for us I think it is about moving the debate and the social housing sector away from how we can support older people just as new development, bricks and mortar and adaptations. I think we have got to recognise the role that housing providers have in communities and the potential for them to work differently with those communities.</p>
00:39:31:14	<p>So we are going to be producing at the end of our project a, a guide for social housing providers about ... that reflects on the three case (INAUDIBLE) that talks about how they could work with their communities, older communities in a different way and hopefully we will also have some workshops about that as well which I am sure if you are on the Dunhill mailing list you will hear about some time in the future.</p>

00:39:52:21	<p>MATTHEW WINN:</p> <p>Brilliant. And Salford colleague, who is going to come in with one thing you are excited that you are going to produce? Andrew, going to come to you.</p>
00:40:03:17	<p>PROFESSOR ANDREW CLARK:</p> <p>Okay. I will start ... I think, you know, alongside the really exciting data analysis and evidence base, what I really hope that we will be able to see are the ways in which older people and a whole range of partners, different third sets of voluntary sector organisations, universities can come together, perhaps with different objectives with different practices and ways of working, but can come together to kind of achieve a shared goal which is really to better, to better understand not just older people's experiences and provide support to enable them to go on living in their communities and their neighbourhoods, but also to come together to overcome all the kind of challenges and the barriers and the obstacles that we sometimes can get lost in day-to-day.</p>
00:40:46:22	<p>To actually think, actually you know, we did come together to do some really good work and also to try and make a difference, and perhaps you know, well I really hope at the end of this project is that we will make a difference to older people and the people who support them, perhaps one day at a time, one neighbourhood at a time, but it is that small every day level change that I can think will be really impactful.</p>
00:41:07:02	<p>And I hope that, you know, that is what I am looking forward to the most.</p>

00:41:11:07	MATTHEW WINN: We could go on for hours talking about this. You have got two really great projects. You have taught me a new concept, naturally recurring retirement communities which I had not heard about before and I thought I knew a lot about older people's care, but clearly not. I look forward to reading exactly what you are doing, what Andrew and Mark have just described, thank you for everything you are doing in this space. Thank you to all the users and you know, people are all going to be coming to Shakira's door for, for chicken, barbecues and cups of brew up in your neck of the wood.
00:41:50:07	MATTHEW WINN (Cont): And I think I would finally say thank you so much to the wonderful Dunhill Medical Trust for both funding you all and having faith that these are the right things to test out and help learn and spread and adopt the great practice that you are all going to do. Thank you so much for your time and I hope everybody who is listening have enjoyed it as much as I have in hearing what you are up to. Bye for now.
00:42:18:12	(END OF RECORDING)