



UK Network of Age-friendly
Communities

Community Survey Template

Administered by:



How to use this document

On these pages is a list of questions you may want to ask in your community survey. However, the process of creating a community survey should involve working with stakeholders to understand what information is important to collect and what information you may already have elsewhere.

This survey should be used as a baseline; you may eliminate or add questions as needed, but we would encourage you to reflect the diversity of topics captured by the World Health Organisation Eight Domains as this survey does.

Please see our [Good Practice](#) document for more guidance on the community survey process – from how to write your own questions, to how to distribute the survey and analyse the data.

Include a cover sheet describing what the survey is, who is administering it, and how to fill out/return the form.

The next page of this document is an editable cover. Click on the relevant boxes to update the template name and administration details



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Think about your local area and/or town centre when answering these questions. Many questions ask about 'access'- think about two things: whether something exists, and if so, whether you can get to it.

Please Indicate your answers by marking an 'X' in the box

1: Outdoor Spaces & Buildings

	Yes	No
1a. I do not need a mobility aid (e.g. wheelchair, walking frame, mobility scooter, walking stick) to get around		

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
1b. In general, the pavements in my community are well-maintained						
1c. I am able to access places to rest (benches & other seating) when out and about						
1d. I am able to access public toilets in my community when I need them						
1e. I am able to access an open green space / park if and when I want to						
1f. In general, the green spaces and parks in my area are well-maintained						
1g. I find it easy to access key services and amenities (shops, GP, library, etc.) when I need them						
1h. In general, I feel safe when I'm out and about in my community during the day						
1i. In general, I feel safe when I'm out and about in my community at night						

Optional: please add any further comments about your answers, or anything else you would like to share about outdoor spaces & buildings

2: Transport

2a. What modes of transport do you use most regularly? (tick all that apply)			
Train		Car - Drive Myself	
Bus		Car - Driven by Others	
Walking		Shuttle/Community Transport	
Wheeling (wheelchair/Mobility Scooter)		Other	
Cycle			

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
2b: I can easily get to and from the places I need to go (supermarket, GP, etc.)						
2c: Public transport in my area is frequent and reliable						
2d: Public transport in my area is affordable for me						
2e: In general, public transport stops and vehicles are accessible to me						
2f: In general, public transport staff are helpful and treat me with respect						
2g: I can access information about bus or train times in my area						
2h: It's easy to park near the places I need to go (supermarket, GP, etc.)						

Optional: please add any further comments about your answers, or anything else you would like to share about transport

3: Housing

3a. What type of housing do you live in?			
Own outright		Social rent	
Own with a mortgage		Rent Free	
Private rent		Living with family	
Other			

	Yes	No
3b. I want to stay living in my current home for as long as I am still able to		

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
3c. My rent/mortgage is affordable to me						
3d. I can afford bills and repairs related to my housing						
3e. I can move around my home safely and easily						
3f. I know where to get support (e.g. information about reputable tradespeople, financial support, etc.) to improve or adapt my housing						
3g. I know where to find out about the different housing options available in to me locally						
3h. There is housing available locally that would meet my needs if or when I want to move						
3i. My current home would need to be modified if I became less mobile or had health problems						

Optional: please add any further comments about your answers, or anything else you would like to share about housing

4: Social Participation

	Yes	No
4a. I am a part of groups (hobby & social interest groups, residents' groups, political parties, etc.) in my community		

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
4b. There are activities and events in my community that interest me						
4c. The activities and events that interest me are affordable to me						
4d. The activities and events that interest me are organised in places that are accessible to me						
4e. I know where to get information about activities and events in my community						
4f. I feel I have the amount and type of social contact I need						
4g. If I needed help I know someone would be there for me						
4h. I interact with neighbours, more than just to say hello, on most days						
4i. I often feel lonely						

Optional: please add any further comments about your answers, or anything else you would like to share about social participation

5: Respect & Social Inclusion

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
5a. I see positive imagery of older people in my community (e.g. In newspapers, posters, and other marketing)						
5b. My cultural heritage or identity is celebrated in my local area (e.g. through events or culturally appropriate services)						
5c. There are opportunities for me to interact with different generations						
5d. In my community, I feel badly treated because of my age						
5e. I know where to report abuse or discrimination based on age if I experience it						
5f. Businesses (e.g. Shops, cafes, leisure centres, etc.) in my community meet my needs as a customer						

Optional: please add any further comments about your answers, or anything else you would like to share about respect and social inclusion

6: Civic Participation & Employment

6a. What best reflects your employment status?			
Employed full time		Unemployed – not seeking employment	
Employed part time		Retired	
Full-time carer		Other	
Unemployed- seeking employment			

	Yes	No
6b. I currently volunteer or help others in my community at least once a month		

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
6c. My job offers good opportunities for career progression and skill building						
6d. My job allows for flexible working arrangements						
6e. I feel that I experience a lack of respect because of my age in the workplace						
6f. I know about volunteer opportunities in my community						
6g. There are volunteer opportunities in my community that appeal to me						
6h. It can easily get to and from volunteering opportunities in my community						
6i. There are opportunities for my voice to be heard in local decision-making (e.g. public consultations, forums)						
6j. In general, I think that local elected officials effectively respond to the concerns and priorities of older people						

Optional: please add any further comments about your answers, or anything else you would like to share about Civic Participation & Employment

7: Communication & Information

7a. How do you hear about what's going on in your local area? (Tick all that apply)

Local Council		Local Organisation Websites	
Noticeboards and leaflets from libraries and community centres		Local Newspapers	
Whatsapp Groups		Newsletters	
Word of Mouth		Social Media	
Radio		Other	

If you ticked 'other', please let us know where else you get information from:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
7b. I know where to access information about services available to me in my community						
7c. The information I receive from the council or other local organisations is clear and easy to understand						
7d. The information I receive from the council or other local organisations is useful to me						
7e. I am comfortable using the internet for personal social use (e.g. talking to friends, reading the news, etc.)						
7f. I am comfortable using the internet to access services I need (e.g. Internet banking, council services, etc.)						
7g. I feel confident identifying scams or false information when I encounter it						

Optional: please add any further comments about your answers, or anything else you would like to share about Communication & Information

8: Health Services & Community Support

	Yes	No
8a. Do you regularly help anyone aged 18+ who wouldn't be able to manage without your support?		
8b. Do you regularly provide unpaid childcare for anyone under 18 (e.g. so that parents can work)?		
8c. Are you registered as a carer?		

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	NA/Don't Know
8d. I am satisfied with the care options available to me and the people close to me (e.g. home care, personal care, housekeeping)						
8e. The health services (e.g. dentistry, physiotherapy) in my area are affordable						
8f. When I access health services, the staff treat me with respect						
8g. I know where to go to access healthcare support and welfare services in my community						
8h. I know where to go to access mental health support in my community						
8i. I find information I receive about my health easy to understand (from doctors, carers, etc.)						
8j. There are opportunities for me to exercise in my local area that appeal to me (e.g. walking, gyms, exercise classes)						
8k. On a 'usual' day, I eat at least 5 portions of fruit and vegetables						

Optional: please add any further comments about your answers, or anything else you would like to share about Health Services & Community Support

Do you have any other comments you would like to add?

Demographics

What is the first part of your postcode?

What is your age?

Under 55	55-65	66-75	76-85
86-95	96+	Prefer not to say	

What is your ethnicity?

Asian or Asian British

Indian	Pakistani	Bangladeshi	Chinese
Any other Asian background			

Black, Black British, Caribbean or African

Cwariibbean	African
Any other Black, Black British, or Caribbean background	

Mixed or multiple ethnic groups

White and Black Caribbean	White and Black African
White and Asian	Any other Mixed or multiple ethnic background

White

English, Welsh, Scottish, Northern Irish or British	Irish
Gypsy or Irish Traveller	Roma
Any other White background	

Other ethnic group

Arab	Any other ethnic group
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What is your gender?

Male	Female	Nonbinary
Other	Prefer not to say	

Do you identify as transgender?

Yes	No	Prefer not to say
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What is your sexual orientation?

Gay	Lesbian	Straight	Bisexual
Asexual	Other	Prefer not to say	

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes	No	Prefer not to say
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Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

Yes, a lot	Yes, a little	Not at all
Prefer not to say		