

# Housing and later life needs – research about moving home

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# Aims

We are very familiar with the idea that older people would much prefer to stay in their homes to **age in place** rather than **move to a new home and location**, even when their current living arrangements may not be suiting their needs as they age. But is this true for everyone?

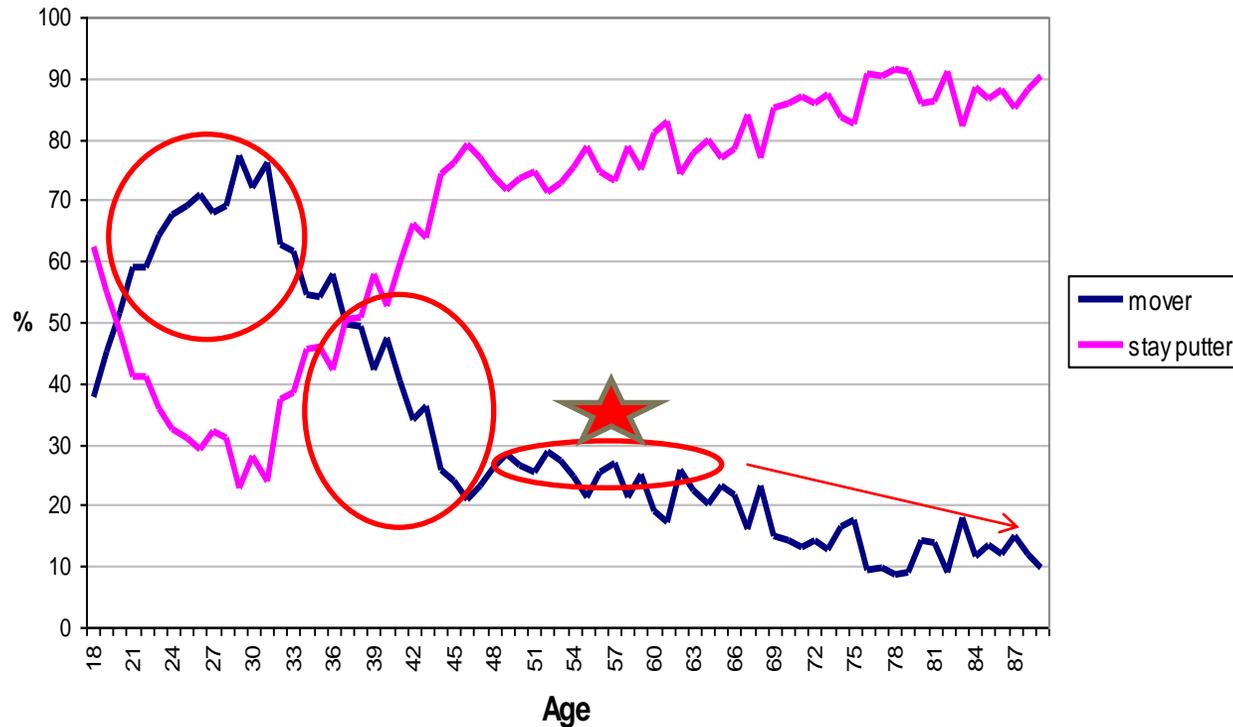
This presentation explores this question by presenting **Welsh evidence** about:

- ✓ **Patterns of moving home** amongst adults
- ✓ Asking older people what they **dislike** about their home and how this influences their **intentions to move**
- ✓ **Providing the right services** ... the **journey** that some older people have taken to move into extra-care when they benefit from a **“help to move” service**

# Moving home

## Patterns of moving home amongst adults in Wales 2004 *Living in Wales* survey data (n = 784,763 people 18+)

Figure 1. Proportion of people age 18+ who have been living at their address for less than 6 years (movers)



- Young adults move a lot until their 30s
- Between 30 and mid 40s – people generally “stay put”
- Then we may move 45-65
- Then we “stay put” ..
- So the older we become, the less likely we are to move .... *ageing in place* highly likely
- does what we do in pre-retirement represent a window of opportunity for decisions?

## Asking the right questions

Ageing in place in Wales ... we're satisfied with our housing ..  
But is there more to it?



But are we asking older people the *right questions* about their housing preferences?

Our research has shown that asking people what they **dislike** about their home and neighbourhood environments can give us a different picture about moving intentions

## Asking the right questions

### Results from the 2004 Living in Wales survey

- People 50+ revealed their moving intentions and satisfaction with their home

Moving intentions and overall satisfaction % (N = 4079)		
wants to move from current home	<b>18.4</b>	
satisfaction with home	95.0	
satisfaction with state of repair of home	92.4	
satisfaction with neighbourhood	91.1	

**So moving in later life *is* contemplated by about 1/5<sup>th</sup> even though people say they are *generally highly satisfied* with their living environments**

## Asking the right questions

- People 50+ told us what they *disliked* about their home and neighbourhood and whether this was influencing their thoughts about moving

Moving intentions by type of dislike (%)			
	Wants to move from current home?		
	yes	no	Total
	N = 751 (18.4%)	N = 3328 (81.6%)	N = 4079 (100%)
no dislikes	15.8	43.4	38.3
home only	21.4	16.2	61.7% } 17.2 20.8 23.7
neighbourhood only	18.8	21.2	
home & neighbourhood	43.9	19.1	
Total	100.0	100.0	100.0

**So being satisfied doesn't mean people don't have dislikes & even if no dislikes, some are thinking about moving**

## Asking the right questions

What are the factors most likely to shape wanting to move vs not wanting to move?

People who have some dislikes are more likely to want to move than those who have none .....

- at least 1 dislike about **home**: much more likely to want to move (5.488\*\*)
- at least 1 dislike about **neighbourhood**: more likely (1.683\*\*)
- at least 1 dislike about **home & neighbourhood**: much more (2.384\*\*)

**So disliking one or more things about your home  
and/or neighbourhood can increase the  
likelihood that you will think about moving**

# Asking the right questions

## Summing up

Large scale data show that older people move less as they age .. except around pre-retirement ages, but ....

Some older people *do* want to move, despite saying they are highly satisfied with their homes.

Asking people questions about their dislikes puts them into a “different frame of mind” – so they can be both satisfied and still have dislikes.

Having dislikes does influence older people’s intentions to move.

## Providing the right services

So what are we doing to facilitate moving, if older people want to turn an intention into an action?

Service provision gaps ... in Wales

## Providing the right services

### Facilitating decision-making and actions about moving

- We evaluated a new pilot 'Moving On' service in North Wales – ICF
- The 'Moving On' service (practical, information, financial)
- Interviewed 18 clients who had planned to move to a local extra-care facility using this service to find out their thoughts and experiences about it
- Looked at moving on as a process - pre-move, move and post-move.

# Providing the right services

## Moving on service – types of services used

### • Pre-move

#### Information about:

- Removal firms
- Solicitors
- Estate agents

#### Practical support:

- Service transfers
- Decluttering
- Furniture donation arrangement
- Financial transactions
- Help with Benefits application

**AND – NOT IN ORIGINAL SERVICE PACKAGE**

Emotional support  
Brokerage support

### • Move

#### Use of:

- Removal firm
- Solicitor
- Estate agent

Emotional support  
Brokerage support

### • Post-Move

#### Practical support:

- Settling In

Emotional support  
Brokerage support

A process



## Providing the right services

Story: Mrs. V. 74: mover and extensive service user

### Pre-move phase motives: health + housing environment + planning ahead

“I lived there for 22 years. ...my husband started fighting with **arthritis** and that was getting steadily worse ... We couldn't manage the **garden** ...the house was **damp** and we were always feeling the **cold** ... I was thinking about the **ageing process**, not being able to look after myself or my husband ... I thought it was a good idea to come to E-C .. it didn't have **stairs**”

### Services used: information + service transfers + packing + brokerage (solicitor)

“She (CW) told me what was **going to happen** and how she would be helping me with the bank .. **sorting out electricity and water** .. she came and did all the changeovers .. She brought me some **boxes** ... another lady (**solicitor**) came and helped me with the tenancy agreement”

## Providing the right services

Story: Mr & Mrs J: movers and extensive service users

### Pre-move phase motives: location + visual impairment + health + external advice

“Even to post a letter or anything like that we had to drive. (Husband) has not been able to drive ... because of **his eyes**”.

“We have **friends** who have been nagging us saying that we’re too old to be staying there.”

### Services used: information + service transfers + packing + brokerage (solicitor)

(I): “Unlimited help?”

Wife: ‘You have a problem we’ll sort it for you’

“We had that list of **estate agents** ... of **solicitors** and a list of **removal** people.”

“**She notified** a whole lot of people for us (services)”

(I): “How would you say the Moving On Service has helped you the most?”

“**She made it possible** as far as I am concerned”.

### Post-move service use: empowerment + practical + brokerage

“**She was here yesterday** ... because ... we have (no) phone... We are supposed to get one...and when we have it, it will be because of CW badgering them...”

“We’re having trouble with the **shower** room ... We mentioned it to CW the other day and she was practically horrified as well and she said **she’s looking into it.**”

# Providing the right services

## Key insights from clients

### Some key “positives”

- ✓ Financial
- ✓ Empowerment
- ✓ Emotional support: “Just being there”
- ✓ Post-move – the importance of “all round support”

### Some key “negatives”

- ✓ Affordability
- ✓ Post-move follow up service needs
- ✓ Awareness of service

## Conclusions

- ✓ Lots of older people do wish to age in place but there are others who express a desire to move.
- ✓ Asking the right questions is crucial.
- ✓ Challenge for service providers is to offer appropriately designed services which can help older people make an intention become a reality – either to move or to stay put.
- ✓ Such ‘moving on’ support should extend to all phases of moving – continuum of support: pre-, move and post-move.

## References and contact details

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