

The Economic Contribution of Older Londoners

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Executive Summary

This report aims to identify, quantify and value the economic contributions older Londoners make through their paid work, caring for adults, childcare and volunteering. The report uses a wide variety of survey data to estimate what Londoners aged 50 and above contribute through their paid and unpaid work. The key findings are:

- London is a relatively young place compared to the rest of England but is still home to around two million older individuals. These older Londoners are ethnically diverse and well educated compared to their peers in other English regions.
- The paid work of older Londoners contributes an estimated £47bn per year to the capital, equivalent to around £23,000 per older Londoner or £57,000 per older Londoner in work. Compared to other English regions, London has relatively high employment rates amongst older individuals, helping to explain why older Londoners' work accounts for around 18 per cent of the capital's Gross Value Added.
- An estimated 16 per cent of older Londoners provide care to other adults with the average carer providing around 1,700 hours of care per year. This represents an economic contribution of roughly £4.7bn per year which equates to approximately £2,300 per older Londoner or £14,600 per older care giver in London.
- An estimated 85,000 London families receive childcare from grandparents aged 50 or over in London. Rates of grandparental childcare are lower in London than other regions but the care provided still makes an economic contribution estimated at around £0.6bn per year. This amounts to roughly £280 per older Londoner or between £3,200 and £6,300 per older grandparent providing childcare in London.
- Around 39 per cent of older Londoners are regular volunteers, undertaking some form of voluntary activity at least once per month. Volunteering done by older Londoners is worth in the region of £0.8bn which works out as approximately £380 per older Londoner or £980 per older volunteer in London.

Whilst these estimates attempt to quantify the contribution older Londoners make through their paid and unpaid work and to show older Londoners themselves the significant value of their contributions to the capital, it should be noted that of course these contributions do not capture everything that older Londoners bring to the city and the people within it as there are many important roles that are difficult to measure and value.

Contents

Copyright	2
Executive Summary	3
Contents	4
1. Introduction.....	6
2. Older People in London	8
3. Paid Employment.....	12
4. Care for Adults.....	19
5. Care for Children.....	22
6. Volunteering	25
7. Other Contributions	31
8. Summary.....	33
9. References.....	34
10. Methodological Notes.....	36

Figures

Figure 1: Proportion of Older Residents by Borough.....	8
Figure 2: Age Distribution of the Older Cohort in London and the Rest of England.....	9
Figure 3: Migration Involving London by Age	9
Figure 4: Ethnicity of Older Londoners	10
Figure 5: Health of Older Londoners.....	11
Figure 6: Education of Older Londoners.....	11
Figure 7: Employment Status of Older and Younger People in London.....	12
Figure 8: Employment Rates by Age in English Regions.....	13
Figure 9: Employment Rates in Key Competitor Regions	14
Figure 10: Older and Younger Employees in London by Sector.....	15
Figure 11: Older and Younger Employees in London by Occupation.....	16
Figure 12: Earnings Differentials Between Older and Younger Employees in London	17
Figure 13: Rates of Providing Care by Region and Age Group	19
Figure 14: Recipients of Older Londoners' Care	20
Figure 15: Identity of Londoners Providing Care to Adults.....	20
Figure 16: Hours of Care Per Week Provided by Older Londoners to Adults	20
Figure 17: Rates of Grandparental Childcare by Region	22
Figure 18: Employment Status of London Mothers by Childcare Use.....	23
Figure 19: Employment Status of Mothers in the Rest of England by Childcare Use.....	23
Figure 20: Formal Volunteering in London by Age.....	25
Figure 21: Informal Volunteering in London by Age	25
Figure 22: Formal Volunteering Activities of Londoners.....	26
Figure 23: Informal Volunteering Activities of Londoners	26
Figure 24: Barriers to Volunteering Reported by Older Londoners	27

Figure 25: Reasons Why Older Londoners Started Volunteering	28
Figure 26: Benefits from Volunteering Reported by Older Londoners.....	29
Figure 27: Tenure Status by Age of Head of Household	31
Figure 28: UK Car Ownership Rates by Age of Household Reference Person.....	32
Figure 29: Time Use of Older People in the UK.....	32
Figure 30: Comparison with Meadows (2004)	33

1. Introduction

1.1. Report Aims

London is home to more than two million people aged 50 or over. For these individuals, London is not only their home, it is the place they make their social and economic contributions and these contributions in turn help improve the lives of other Londoners. This report aims to identify, measure and, where possible, value these contributions.

The report is set out in several sections; an introduction explaining how the research has been carried out, a section presenting some demographic information, five sections describing different contributions made by older Londoners and a summary outlining the key findings across the report. The report also includes a bibliography and an annex explaining any key methodological notes.

1.2. Approach

This report is titled ‘The Economic Contribution of Older Londoners’ which immediately presents the need to define three key concepts; economic contributions, older and Londoners.

Within the report, Londoners will be defined as individuals living in London. This definition has been chosen largely because most data which have been used record the residences of older people rather than the locations of their contributions. Using this definition means that the report will, to pick one arbitrary example, capture the volunteering activities older Londoners supply to their Kent based voluntary organisations but will not capture paid employment within London of older people living in Kent.¹

The definition of older used within this report is anyone aged 50 or above. This is clearly a definition that some individuals will disagree with but has been used to provide comparability with other research and to make best use of the available data². This of course means that the report will look at contributions made by many individuals who do not consider themselves as older people³.

The concept of economic contribution is also open to various interpretations but the methodology used here can best be thought as aiming to value the output of all paid and unpaid work⁴ done by older people. This approach was taken to provide comparability with past research and for the ease with which the resulting figures can be understood.

The approach to valuing the economic contribution used here can be thought of as loosely related to the ‘production approach’ used in national accounts. Readers familiar with national accounts statistics will be aware of two additional methods used to value economic output at the national level, the income approach and the expenditure approach.

Were the report to estimate all of the income received by older Londoners, then for a sizeable proportion of the older cohort this would include income from pensions and investments. Income from

¹ The exception to this is grandparental care, for which the data are only available on a ‘workplace’ basis.

² For example some of the data sources only provide age information by categories (such as 50-59, 60-69, 70-79 etc.) rather than by single years.

³ There are some circumstances where the available age break downs do not match this definition. More details can be found in the methodological notes annex.

⁴ Specifically the report will look at caring for adults, childcare and volunteering.

sources such as these is largely derived from past contributions⁵ and therefore tells us less about contributions being made by older Londoners now. Similarly were the report to estimate total spending by older Londoners, as much of this spending would be derived from pension or investment income, it too tells us less about the on-going contributions made by older Londoners.

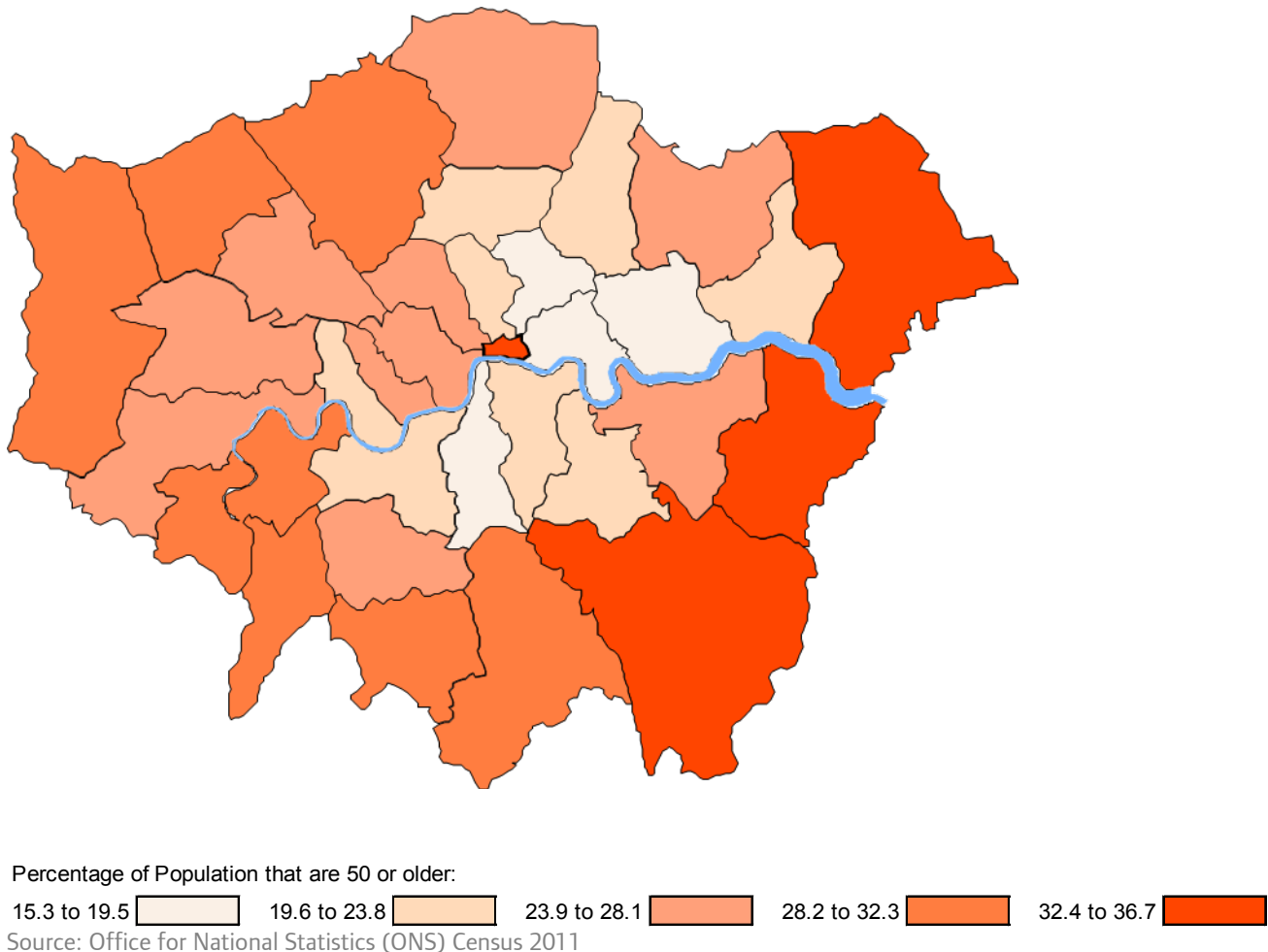
This is not to say that income older people receive from their pensions and the spending they do with that income is not important to London as this is clearly false, however by looking at production rather than income or expenditure the report more closely meets the aim of estimating the economic value of the *on-going* activities of older Londoners. This is because using this approach will capture the productive work, both paid and unpaid, that older Londoners are doing in the present day. In addition part of the motivation for using this methodology relates to a desire to update the analysis in Meadows (2004) *The Economic Contribution of Older People*.

⁵ For example earnings from past work that have been put into pension plans, savings or paid as National Insurance contributions.

2. Older People in London

As previously noted, there are over two million⁶ older Londoners accounting for significant proportions of the population within each Borough, particularly those in Outer London. However, despite amassing over two million in number, the older cohort in London is actually much smaller as a proportion of the total than the older cohort in the rest of England, with people aged 50 or over accounting for 25 per cent of Londoners but 36 per cent of those in the rest of England.

Figure 1: Proportion of Older Residents by Borough⁷



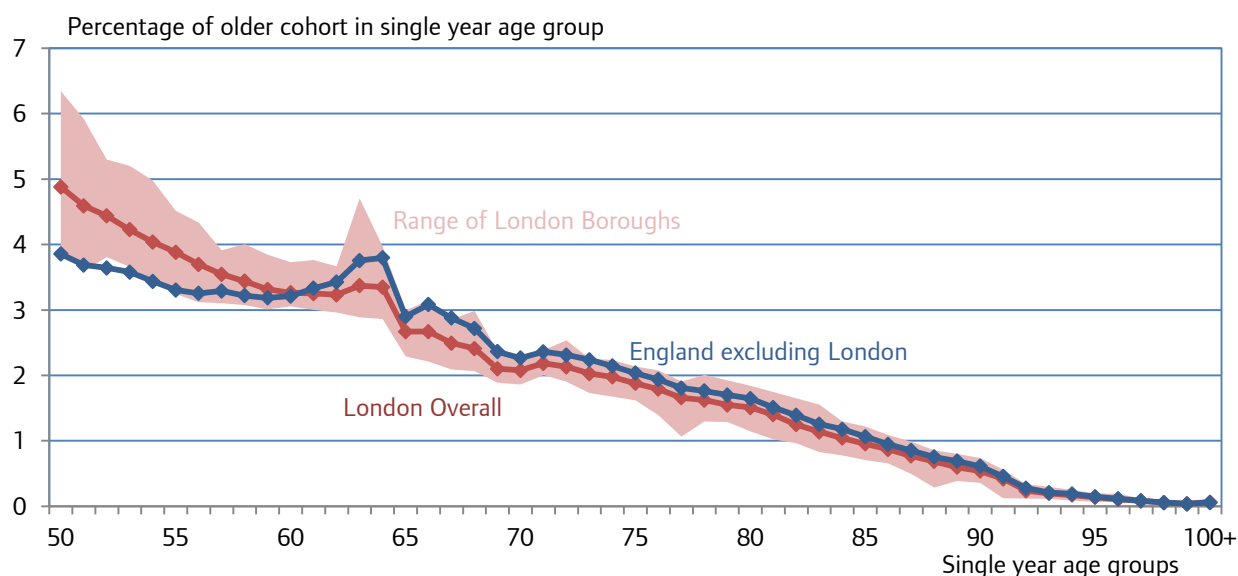
Even within the older cohort, London residents tend to be younger, with 43 per cent of older Londoners aged between 50 and 60 compared to 38 per cent of older individuals based elsewhere in England⁸. London's relative prevalence of young people should not, however, lessen the importance of understanding the roles played by older people and the contributions they make to life in London.

⁶ There are around 2,081,000 older Londoners according to Census 2011.

⁷ The categories used in this chart are quintiles which is why the thresholds are not integers.

⁸ Around 901,000 are aged between 50 and 60 in London according to Census 2011. In the rest of England there are around 16,149,000 people aged 50 and over, of which 6,083,000 are aged 50 to 60.

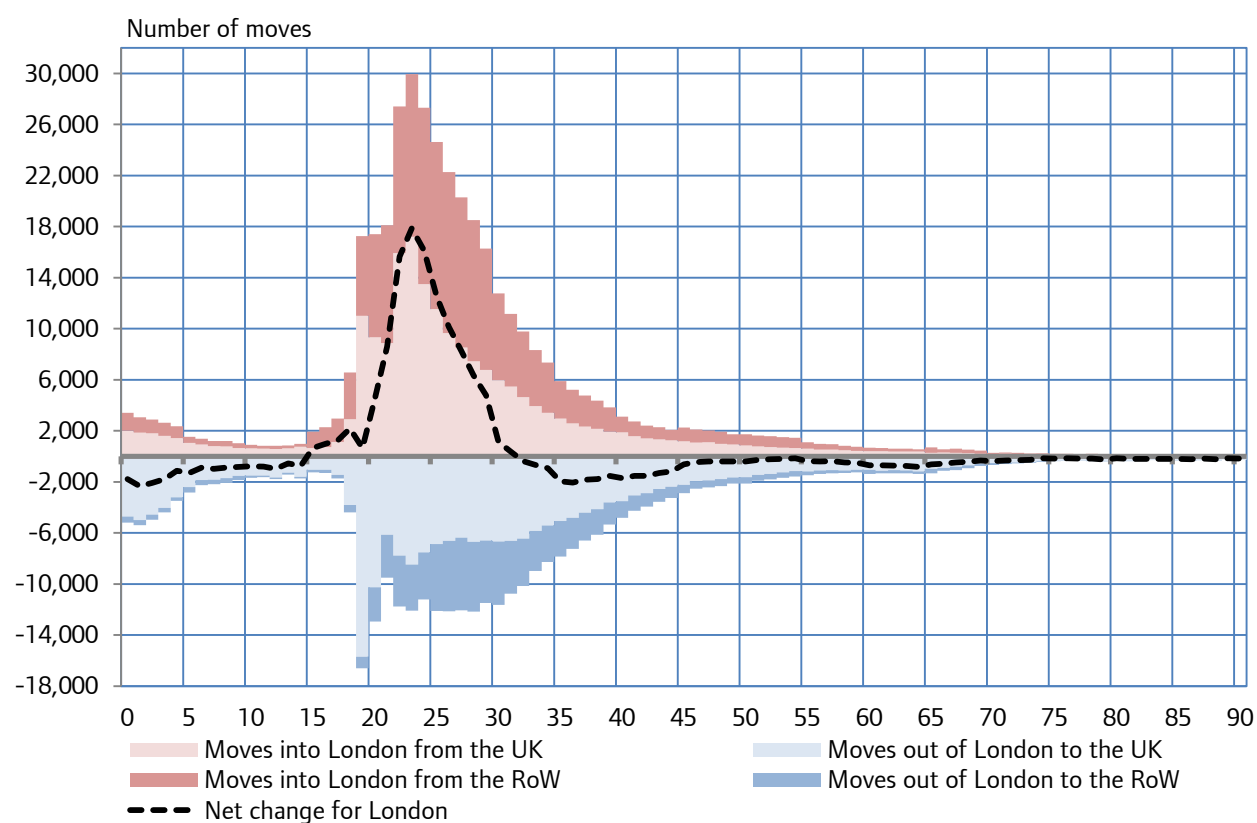
Figure 2: Age Distribution of the Older Cohort in London and the Rest of England



Source: ONS Census 2011

One of the contributing factors toward London's relatively young population is migration. As is shown in Figure 3, London is a net exporter of migrants at almost every age group, save for individuals aged 15 to 31. These flows of individuals are of a lesser scale for the older cohort but even at age 60, over 2,000 individuals (around 3 per cent of the London total at that age group) move into or out of London.

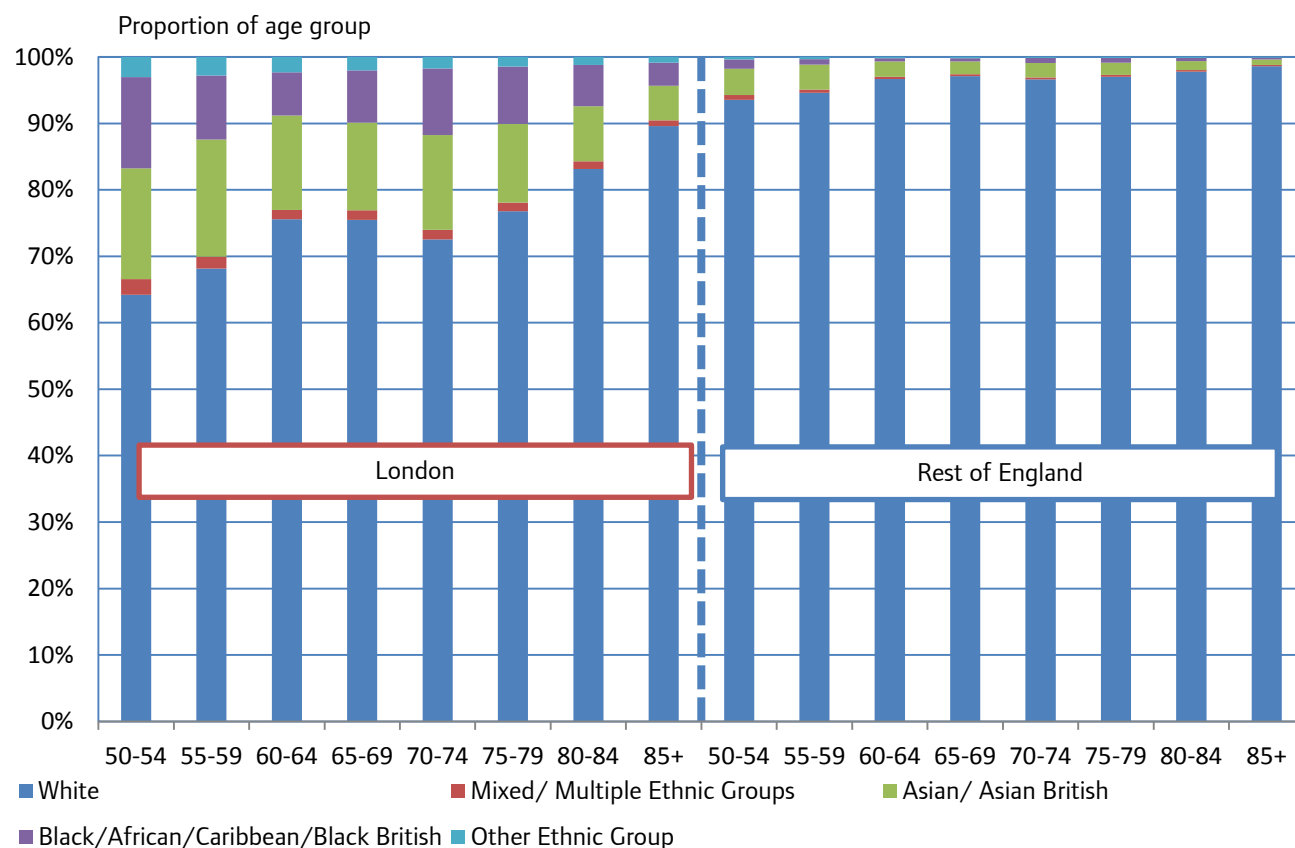
Figure 3: Migration Involving London by Age



Source: ONS Migration Estimates Year Ending June 2011

Another interesting aspect of London's older cohort is its diversity; around 27 per cent of older Londoners are from black, Asian and minority ethnic (BAME) communities, considerably higher than the average for the rest of England which stands at 4 per cent⁹. Even at the oldest age category for which data are readily available (those aged 85 and over), around 10 per cent of Londoners are from BAME communities compared to just 1 per cent of those in the rest of England.

Figure 4: Ethnicity of Older Londoners

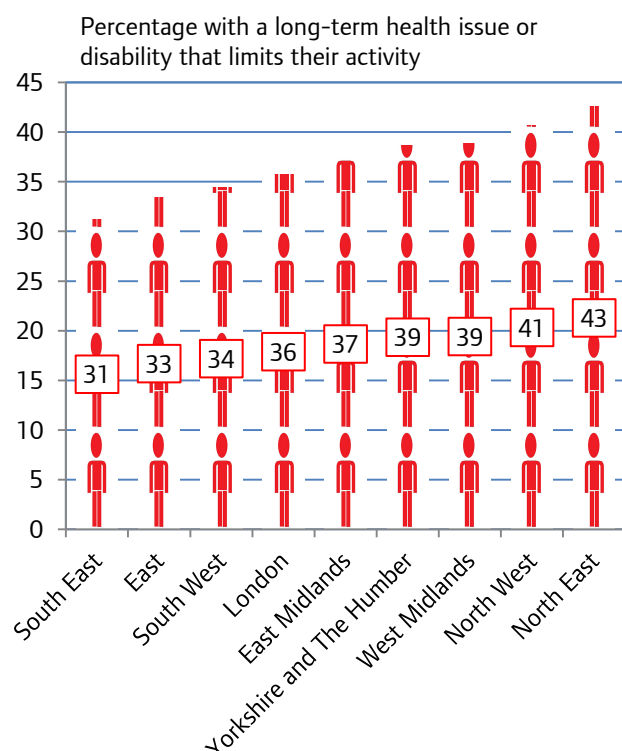


Source: ONS Census 2011

London's older cohort are within the midrange of the country in terms of health with around 36 per cent of older Londoners reporting that they have a health issue or disability which limits their activity. In terms of education, however, London fares much better with around 29 per cent of older individuals possessing a qualification at degree level or above, some seven percentage points higher than the region with the next largest proportion.

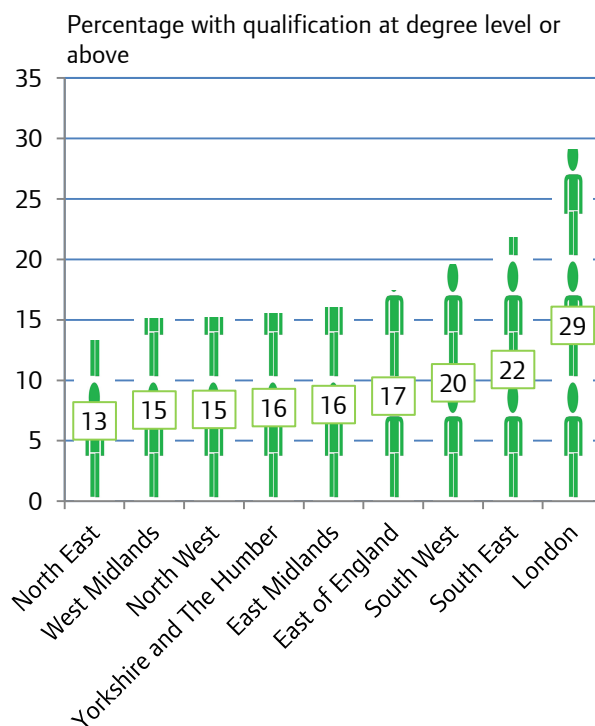
⁹ Source: ONS Census 2011

Figure 5: Health of Older Londoners



Source: ONS Census 2011

Figure 6: Education of Older Londoners



Source: ONS Annual Population Survey 2011

This section has outlined some basic demographics relating to older Londoners. Readers may find it useful to recall some of the key points from this section when considering data on the contributions made by older Londoners in subsequent sections. These key points are:

- Although there are over two million older Londoners, the capital is a relatively young region compared to the rest of England. Migration patterns, which show London is a net exporter of individuals at all ages except 15 to 31, are part of the reason for this.
- London's older population is much more diverse than other UK regions and has greater proportions of degree qualified individuals. In health terms, however, London's older population has similar proportions of individuals whose activity is limited by a health issue or disability as most other English regions.

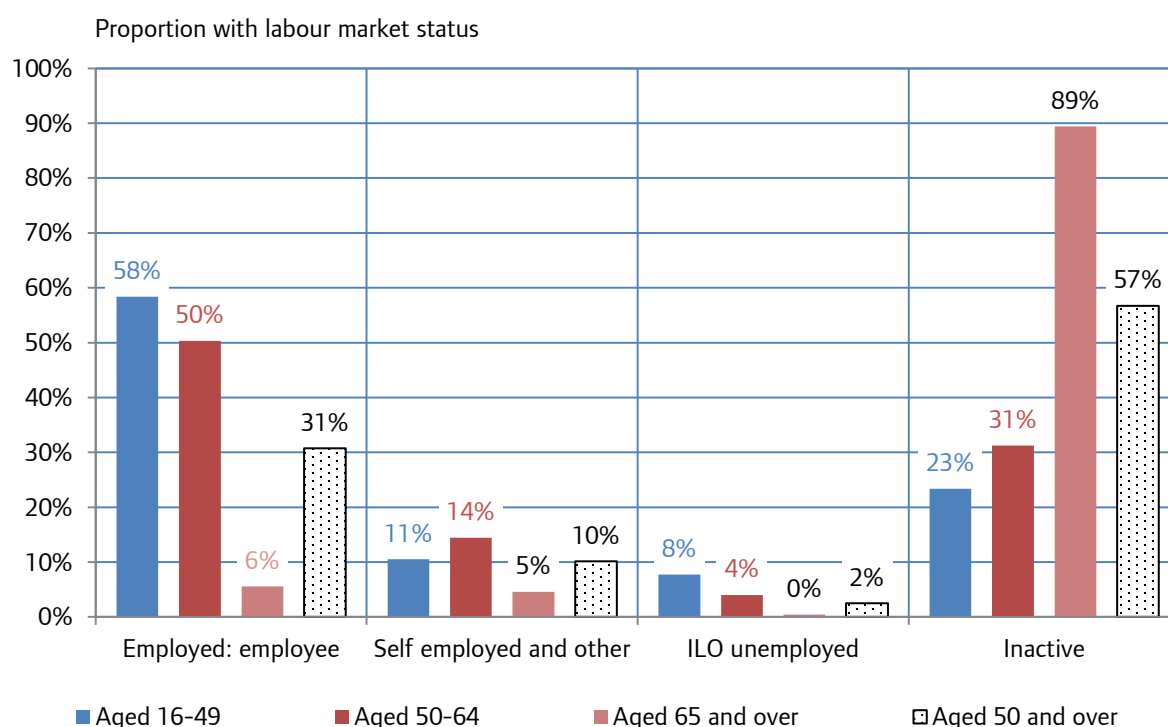
3. Paid Employment

3.1. Employment Rates of Older Londoners

As might be expected, there are considerable differences between the labour market status of older and younger people in London. Those aged 50 or above are less likely to be employees or unemployed but are much more likely to be economically inactive: a category that includes retirement. Rates of self-employment¹⁰ are quite similar between the age groups but as older people are less likely to be employees, self-employment actually accounts for 25 per cent of working older people compared to just 15 per cent of working younger people.

Another interesting difference, though not shown in Figure 7, is the distribution of individuals between full-time and part-time work. For employed older men in London, the proportion that are working full-time is around 82 per cent, six percentage points lower than for younger men. For older women, the gap is even larger at 11 percentage points with around only 56 per cent of employed older women working full-time.

Figure 7: Employment Status of Older and Younger People in London



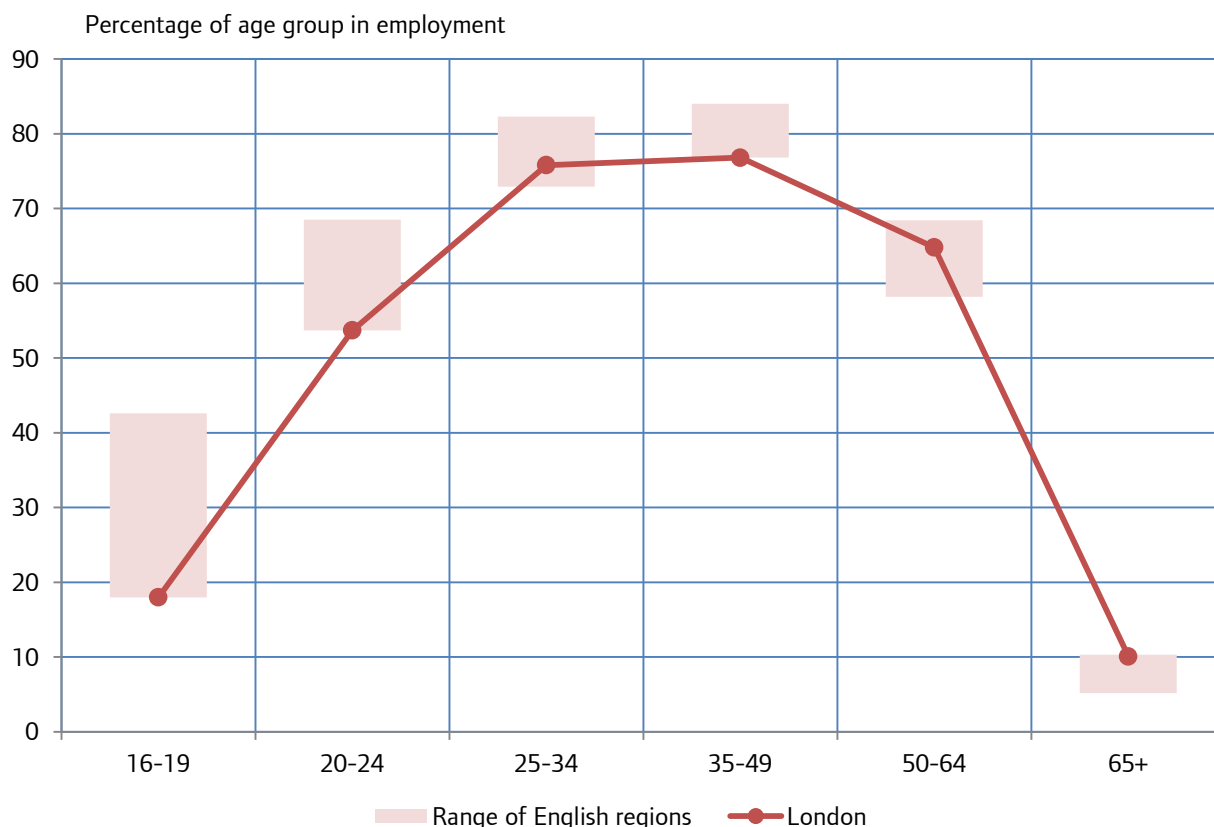
Source: ONS Annual Population Survey 2011

If the older cohort are examined in more detail it becomes clear that those aged 50 to 64 have similar patterns of activity to those aged 16 to 49 while those aged 65 and over are much more likely to be inactive.

¹⁰ This category also includes unpaid family workers, those on a Government training scheme, or those 'employed: status unknown'. For more details see the methodology section.

Looking at the other regions of England, the older age groups are actually the only ones where London has employment rates on the higher end of the English range. In fact London's employment rate of those aged above 65 is the second highest of all the regions while its employment rates of those aged 16 to 19 and 20 to 24 are the lowest.

Figure 8: Employment Rates by Age in English Regions



Source: ONS Annual Population Survey 2011

Figure 9: Employment Rates in Key Competitor Regions



Source: Eurostat data 2011

London also fares relatively well when comparing employment rates of older individuals in some of the other European capitals. Though London falls short of the rates seen in the Stockholm region where around 17 per cent of those aged 65 or above and 75 per cent of those aged 55 to 64 are in employment¹¹.

In addition to the relatively high proportion of older people already in work in London, there are a number of older people either actively looking for work or passively harbouring a desire to work. Survey data suggest that around 9 per cent of those aged 50 to 69¹² who do not have a job¹³ have looked for one in the past four weeks. This amounts to around 54,000 individuals in London.

Of those who do not have a job and are not actively looking¹⁴, another 17 per cent or so of those aged 50-69¹⁵ would like a job. This amounts to roughly 91,000 further older people that would like to work. It is worth noting, however, that both of these proportions are higher for younger people; some 28 per cent of younger people without jobs actively looked for work in the last four weeks and of those not actively looking, 23 per cent do want to work¹⁶.

¹¹ Those interested may wish to consult Anxo (2012) [EEO Review: Employment policies to promote active ageing, 2012](#)

¹² The questions needed to perform this analysis are not all asked to those aged over 69

¹³ ONS Annual Population Survey - Those without a job include the *unemployed* and the *inactive*.

¹⁴ Those defined as *inactive*.

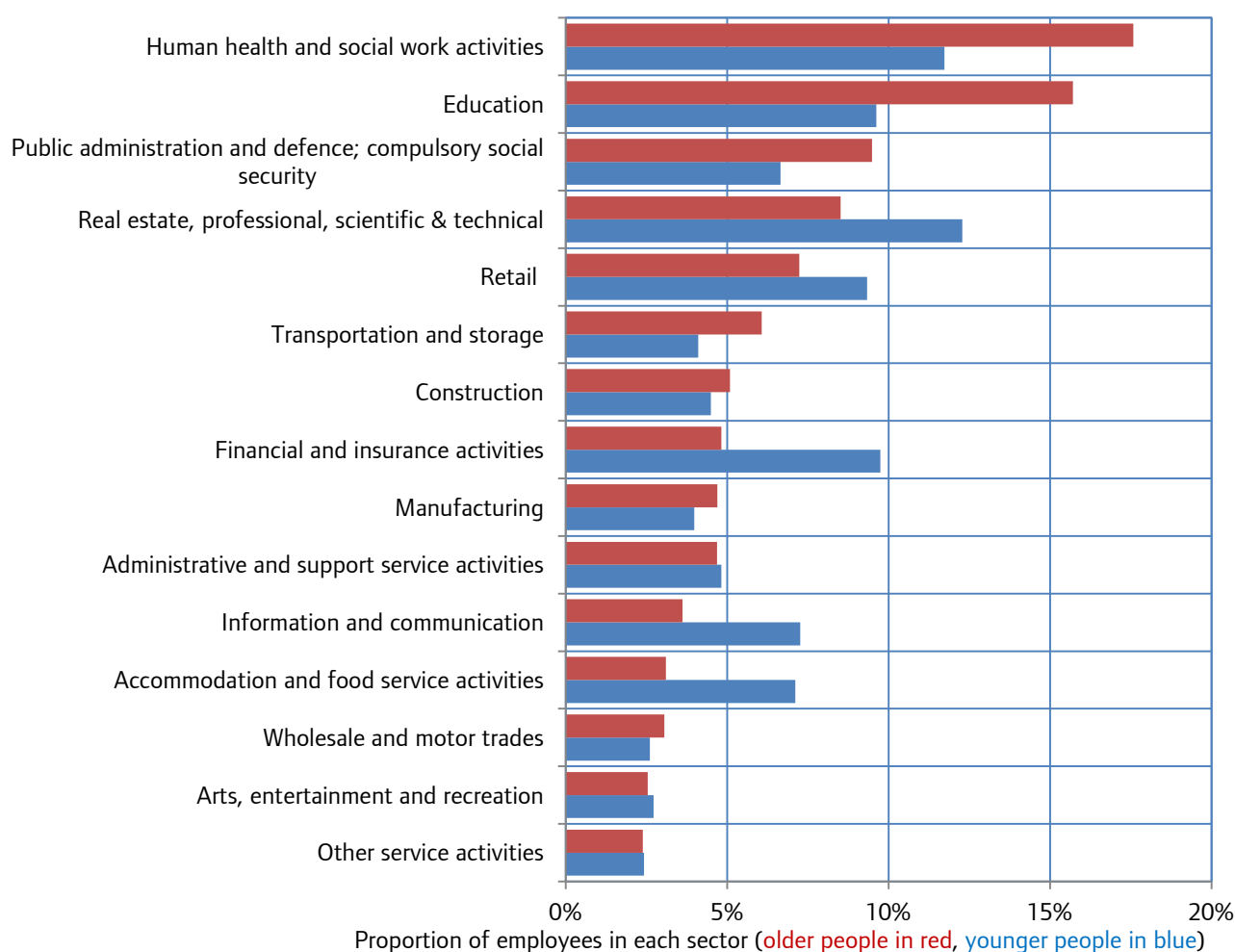
¹⁵ The questions needed to perform this analysis are not all asked to those aged over 69

¹⁶ Based on the same 2011 ONS Annual Population Survey Data

3.2. Sectors and Occupations of Older Londoners

There are a number of sectors that appear to be more important for older Londoners' employment than younger (defined here as 16 to 49) Londoners. *Human health and social work activities* and *education* in particular account for a greater proportion of the older working population while sectors such as *financial and insurance activities* and *accommodation and food service activities* seem less important as employers of older people.

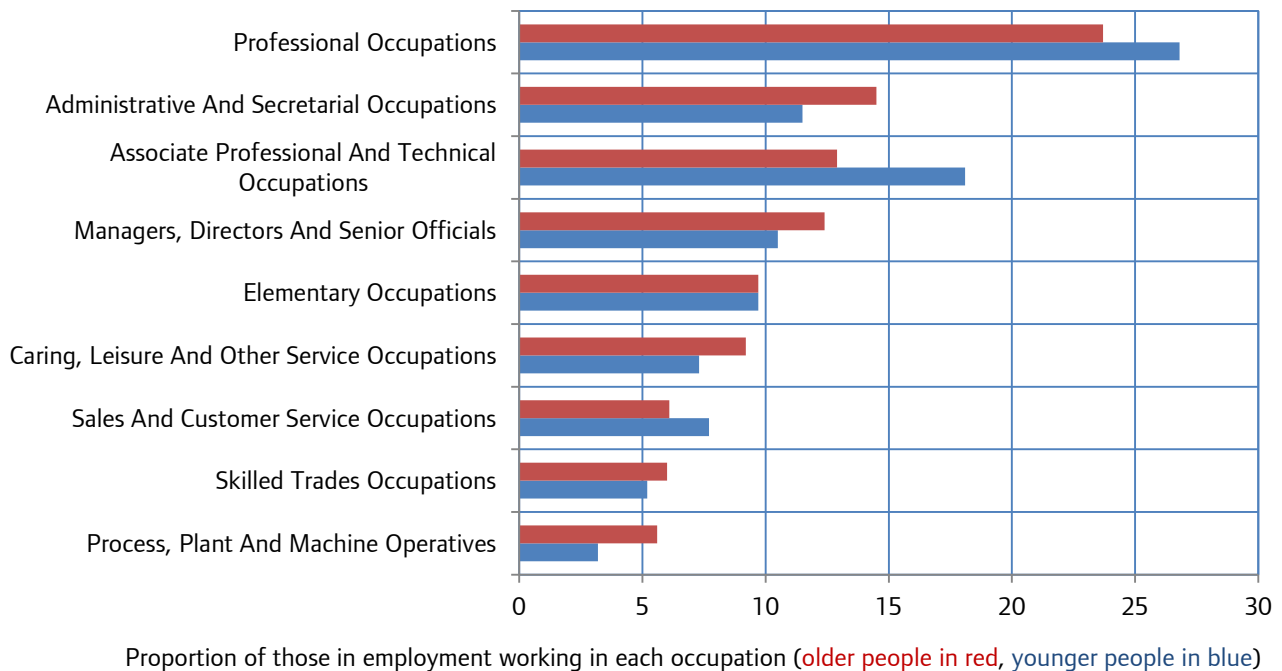
Figure 10: Older and Younger Employees in London by Sector



Source: ONS Annual Population Survey 2011

There seem to be fewer differences between the occupations of older and younger (16 to 49) Londoners although there are a greater proportion of older employees in *manager, director or senior official* roles as well as *administrative and secretarial* roles. For both older and younger workers, *professional occupations* are the largest single occupation type with around 24 per cent and 27 per cent of employees working in this occupation group respectively.

Figure 11: Older and Younger Employees in London by Occupation

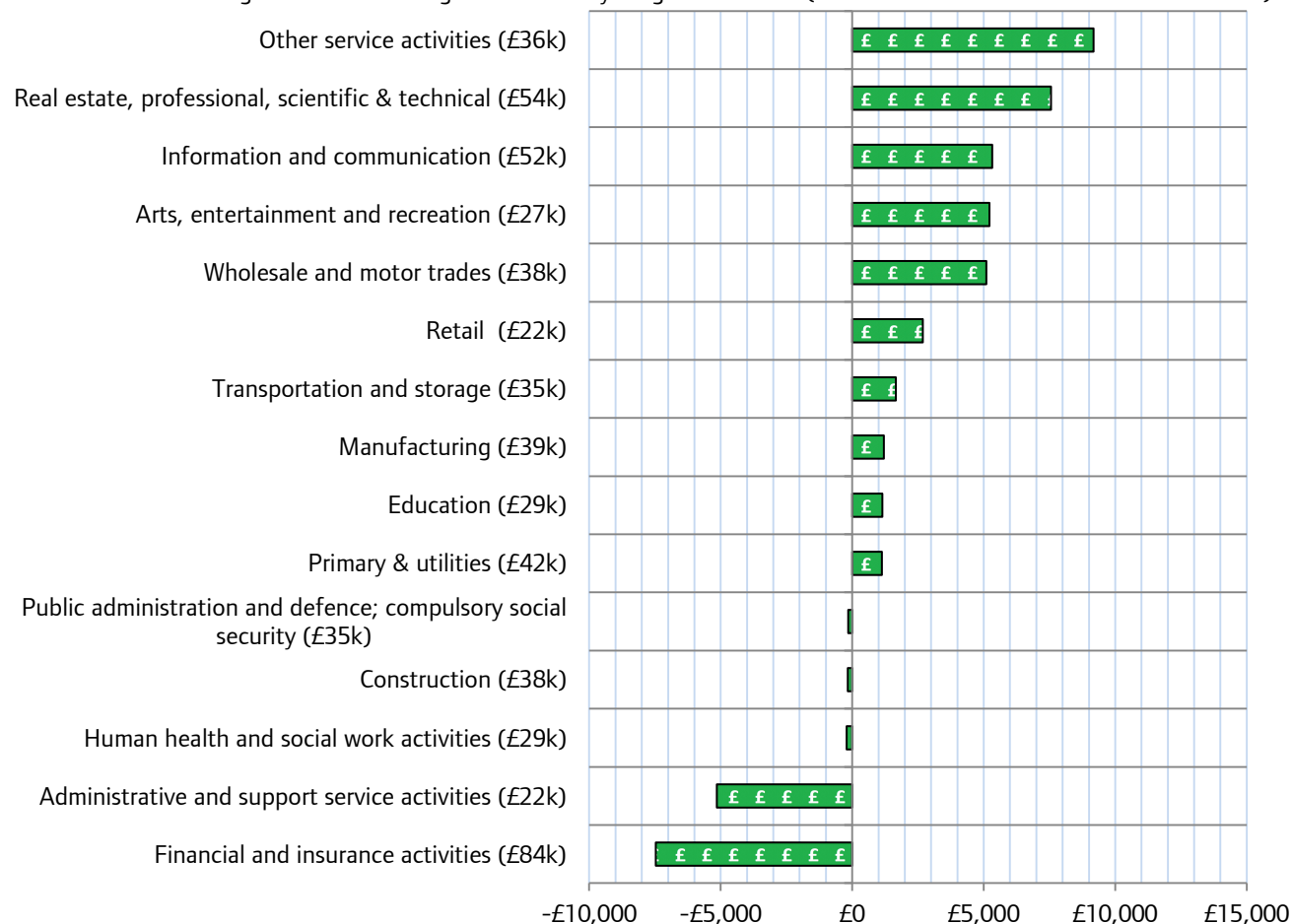


Source: ONS Annual Population Survey 2011

In terms of earnings, older employees in London appear to out earn their younger (16 to 49) peers in most sectors. For example older Londoners in *other service activities* have a mean gross annual wage of £36,000, some £9,200 more than the equivalent for younger people. A notable sector where this is not the case, however, is *financial and insurance activities* where the mean wage for older employees is around £7,500 less than that of younger employees. The same is also true of administrative and support service activities where younger workers have a mean wage that is around £5,100 more than their older peers.

Figure 12: Earnings Differentials Between Older and Younger Employees in London¹⁷

Difference in mean gross annual earnings of older and younger Londoners (mean for older Londoners shown in brackets)

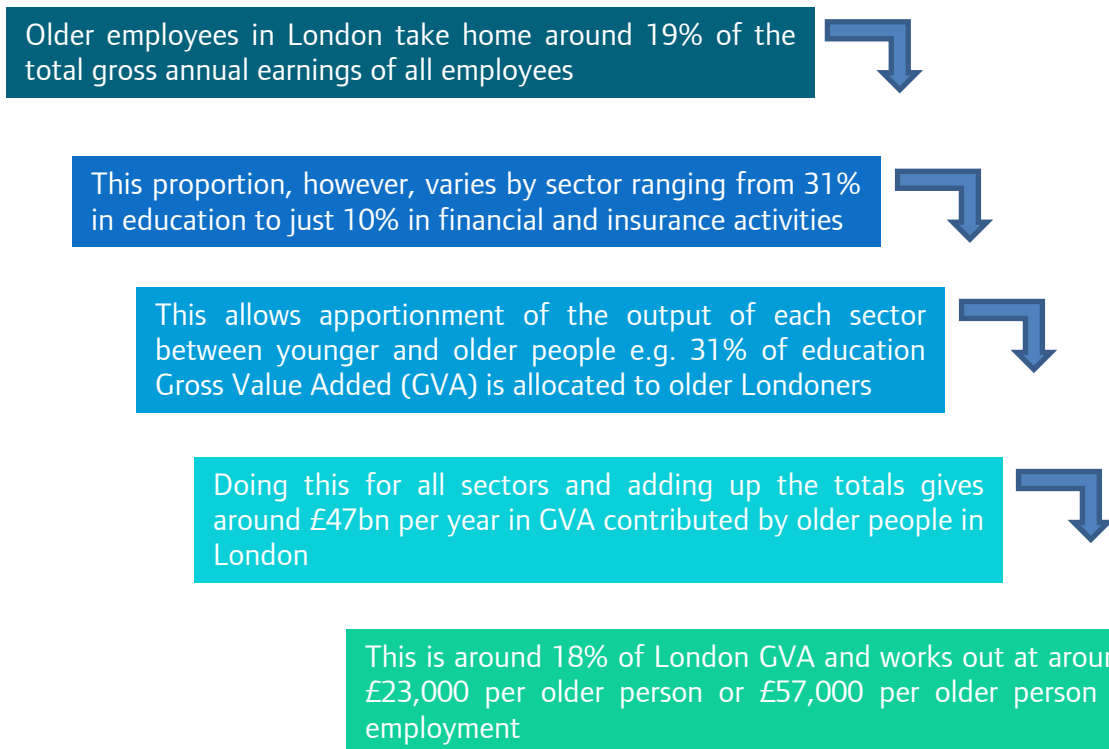


Source: ONS Annual Survey of Hours and Earnings 2012

¹⁷ Please see the methodological annex for details on the sector definitions and sectors that have been excluded from the chart.

3.3. Estimated Economic Value of Older Londoners Paid Work

The earnings differentials presented above, coupled with the data on the sectoral distribution of older and younger workers have formed the basis of the estimate of the value of older people's paid work in London. This gives the estimate more accuracy than simply using employment figures which do not take into account the relative productivity of different workers. The basic steps in the valuation can be found below and there is more detail in the methodological annex.



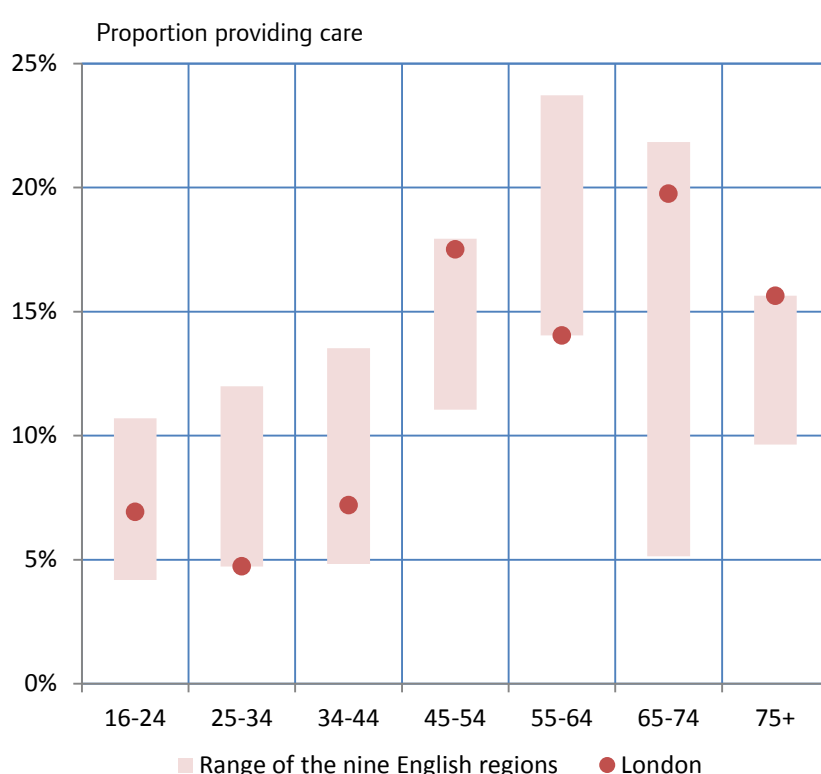
This estimate highlights the sizeable contribution to London made by the paid work of older people. If this contribution were to be split according to those aged 50 to 64 and those aged 65 plus, the two estimates would be £44bn and £3bn respectively. On a per-person basis the figures would be £37,000 for those aged 50 to 64 and £4,000 for those aged 65 plus. If the overall contribution is apportioned between those in employment only, the figures rise to £59,000 for those aged 50 to 64 and £38,000 for those aged 65 and over.

4. Care for Adults

4.1. Caring Rates, Care Recipients and Hours of Care Provided

London's rates of providing unpaid care for adults are on the lower end of the English range as roughly 10 per cent of adults in London provide care compared to 16 per cent in the East Midlands, the region with the highest caring rate. However, as care tends to be given more frequently by older individuals, London's low caring rates are not too surprising given the relative youth of its population. In fact when comparing caring rates of the regions by age group, London is on the higher end for a few of the categories.

Figure 13: Rates of Providing Care by Region and Age Group¹⁸

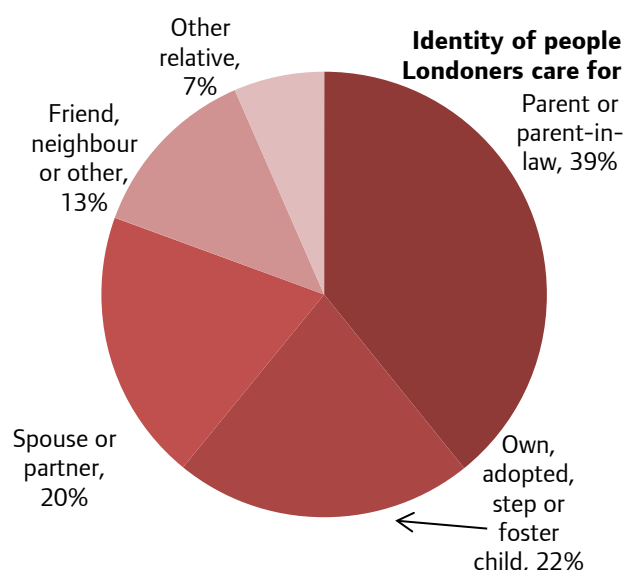


Source: GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households, 2009-2010

There are quite a range of different people cared for by older Londoners with the majority being parents, children or spouses. Looking at the care providers themselves, older women in London have higher rates of caring than older men. The difference is most marked in the 65 to 74 age group while caring rates amongst those aged 75 plus are broadly equal.

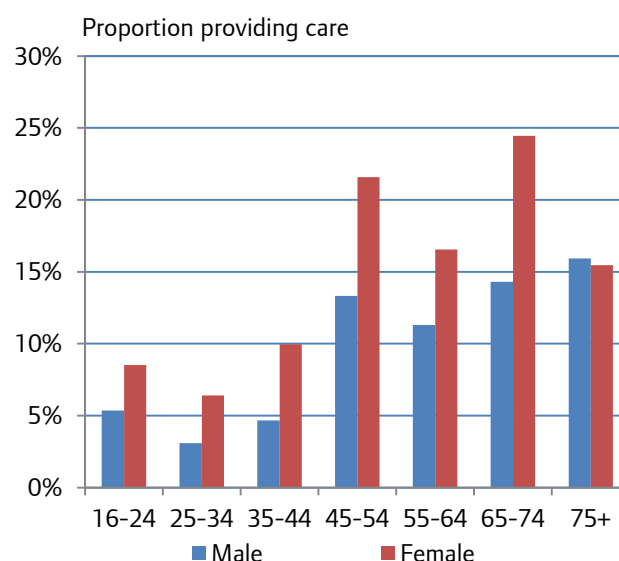
¹⁸ NB For around 6 per cent of carers in the sample, the primary person they provided care to was a child (aged 16 or below). The more detailed data used subsequently in this section does not include care provided to children. For more information see the methodological annex.

Figure 14: Recipients of Older Londoners' Care¹⁹



Source: GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households, 2009-2010

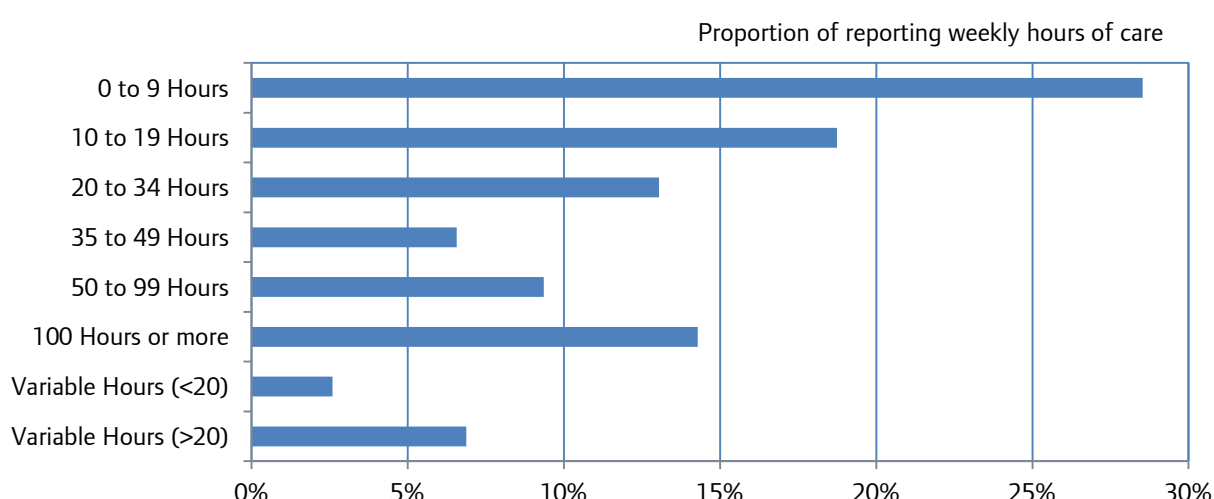
Figure 15: Identity of Londoners Providing Care to Adults



Source: GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households, 2009-2010

When looking at hours of care provided it becomes apparent that many carers are spending huge amounts of time providing care as shown in Figure 16. In fact the estimated average number of hours London's older carers spend caring is around 33 per week. In addition to the long hours of care, around 60 per cent of older London-based carers reported that they would not be able to take a two day break from caring without arranging for someone else to cover their care provision. Of the people faced with this constraint, around a third had not had a two day break since their caring responsibilities began. Given these difficulties, it is perhaps not surprising that around half of the older carers in London reported that their personal relationships, social life or leisure had been affected by their care giving.

Figure 16: Hours of Care Per Week Provided by Older Londoners to Adults



Source: GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households, 2009-2010

¹⁹ The 'children' referred to in this chart are of adult ages. They are referred to as children as this is their relationship to the care giver.

4.2. Estimated Economic Value of Care Provided by Older Londoners

The data on the prevalence of care and hours spent providing care form the basis of the valuation of older Londoners' care provision. As with employment the basic steps are set out below but there is more information in the methodological annex.

There are around 2 million older Londoners



Around 16% of these older Londoners are providing care to adults. This is roughly 325,000 care givers



The estimated average number of caring hours per week is around 33 which equates to around 1,700 per year



If this is valued using the minimum wage the value equates to roughly £3.5bn, around £1,600 for each older Londoner (even those who do not provide care). For each older Londoner providing care, the contribution averages £10,700



If instead this is valued using the median wage for London care assistants and home carers the figure comes out at around £4.7bn, approximately £2,300 per person or £14,600 per older care-giver



Finally, if care where over 35 hours are supplied is valued at the same weekly price as full-time residential care in London, and care where less than 35 hours are supplied is valued at the London carer wage, the estimated contribution is around £5.2bn

While the central estimate of £4.7bn is much lower than the estimate of the value of older Londoners' paid employment, it is still a substantial figure and therefore clearly represents a significant contribution to London. If this contribution were to be split within the older cohort, roughly £2.6bn would stem from the contributions of those aged 50 to 64 and roughly £2.2bn from those aged above 65. On a per-person basis this would give us £2,200 for those aged 50 to 64 and £2,400 for those aged 65 and over.

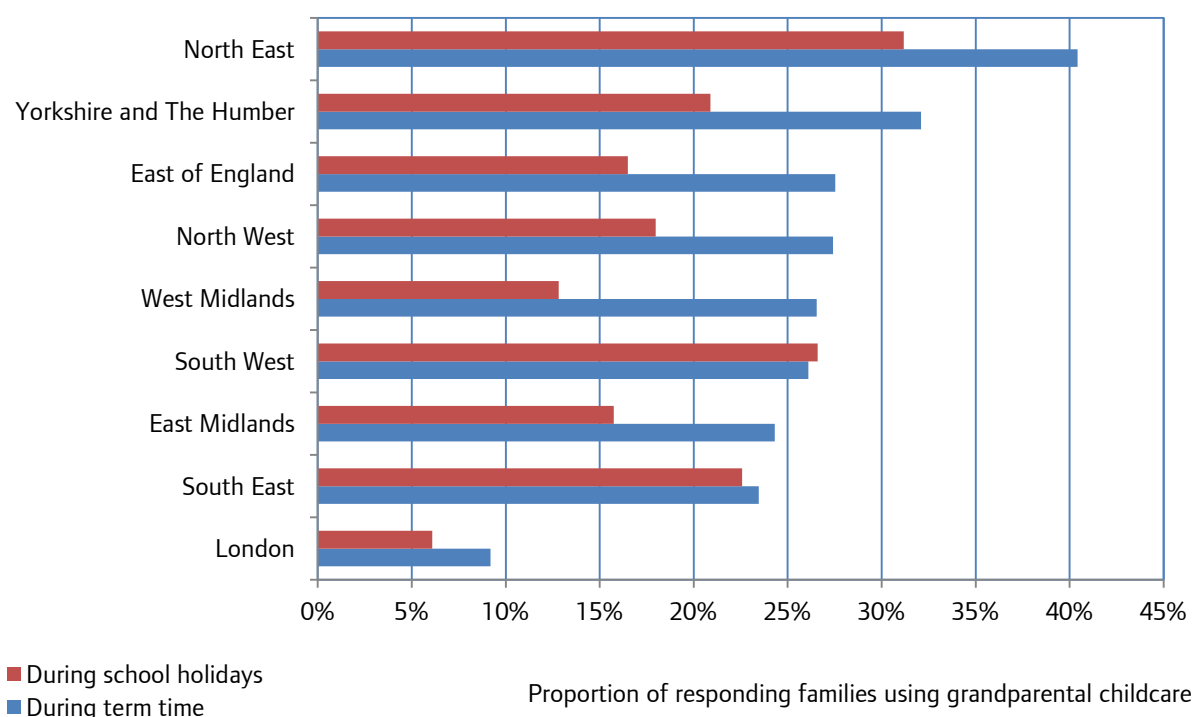
It is not possible to estimate the size of contribution per contributor for those aged 50 to 64 and 65 or over separately with sufficient accuracy. This means, as stated above, it is assumed that the contribution per older care-giver is £14,600 regardless of their age.

5. Care for Children

5.1. Use of Grandparental Childcare

London has relatively low rates of grandparental childcare compared to the other English regions. This is true both inside and outside of term time. As Figure 17 shows, less than 10 per cent of London families use grandparental childcare, a much smaller proportion than seen in regions such as the North East or Yorkshire and The Humber. The majority of grandparents providing childcare will be older people as over 90 per cent of grandparents with grandchildren younger than 16 were aged 50 or above according to analysis of the British Social Attitudes survey by Grandparents Plus²⁰.

Figure 17: Rates of Grandparental Childcare by Region



Source: Department for Education, Childcare and Early Years Provision: Parents' Survey, 2010

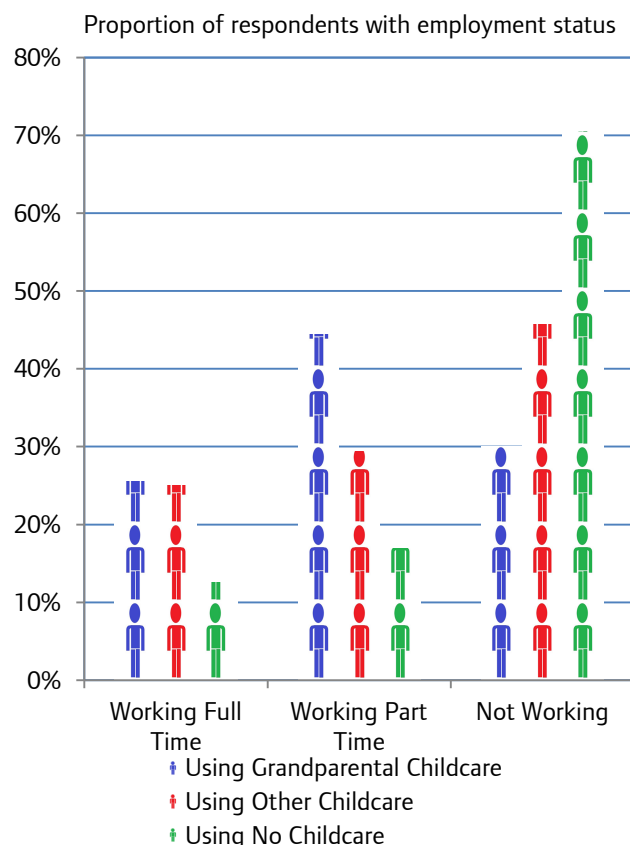
Where grandparents do supply childcare, however, they provide a considerable number of hours averaging around 15 hours per week or roughly 760 per year. Among the main motivations for parents in using grandparental childcare were that it allowed them to work or work longer, and that their child enjoyed spending time with their grandparents. The highest rates of grandparental care provision are for children aged 0 to 2 where 17 per cent of London families use grandparental childcare. This proportion declines for each subsequent age group with just 4 per cent of London families using grandparental care for children aged 12-14.

For those London families that do receive grandparental childcare, it appears this can be important in mothers' decisions about work. Not only are there higher overall employment rates for mothers using grandparental childcare relative to mothers that use no childcare, but there are also higher rates than mothers using other types of childcare. Much of the difference between employment rates of mothers using grandparental and other childcare seems to be in part-time working while there are substantial

²⁰ Wellard, S. (2011) Doing it all? Grandparents, childcare and employment

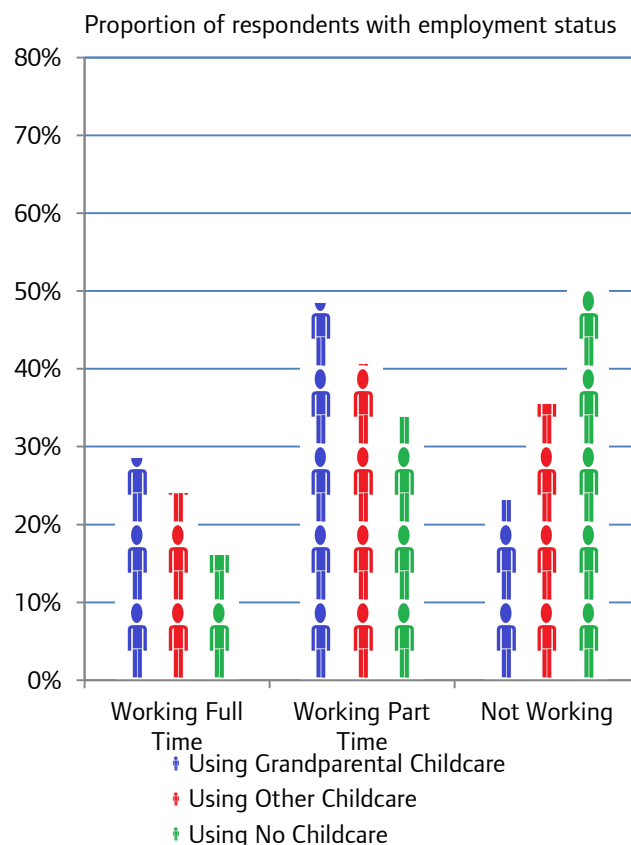
differences in both full-time and part-time employment between mothers using grandparental childcare and mothers using no childcare.

Figure 18: Employment Status of London Mothers by Childcare Use



Source: Department for Education, Childcare and Early Years Provision: Parents' Survey, 2010

Figure 19: Employment Status of Mothers in the Rest of England by Childcare Use



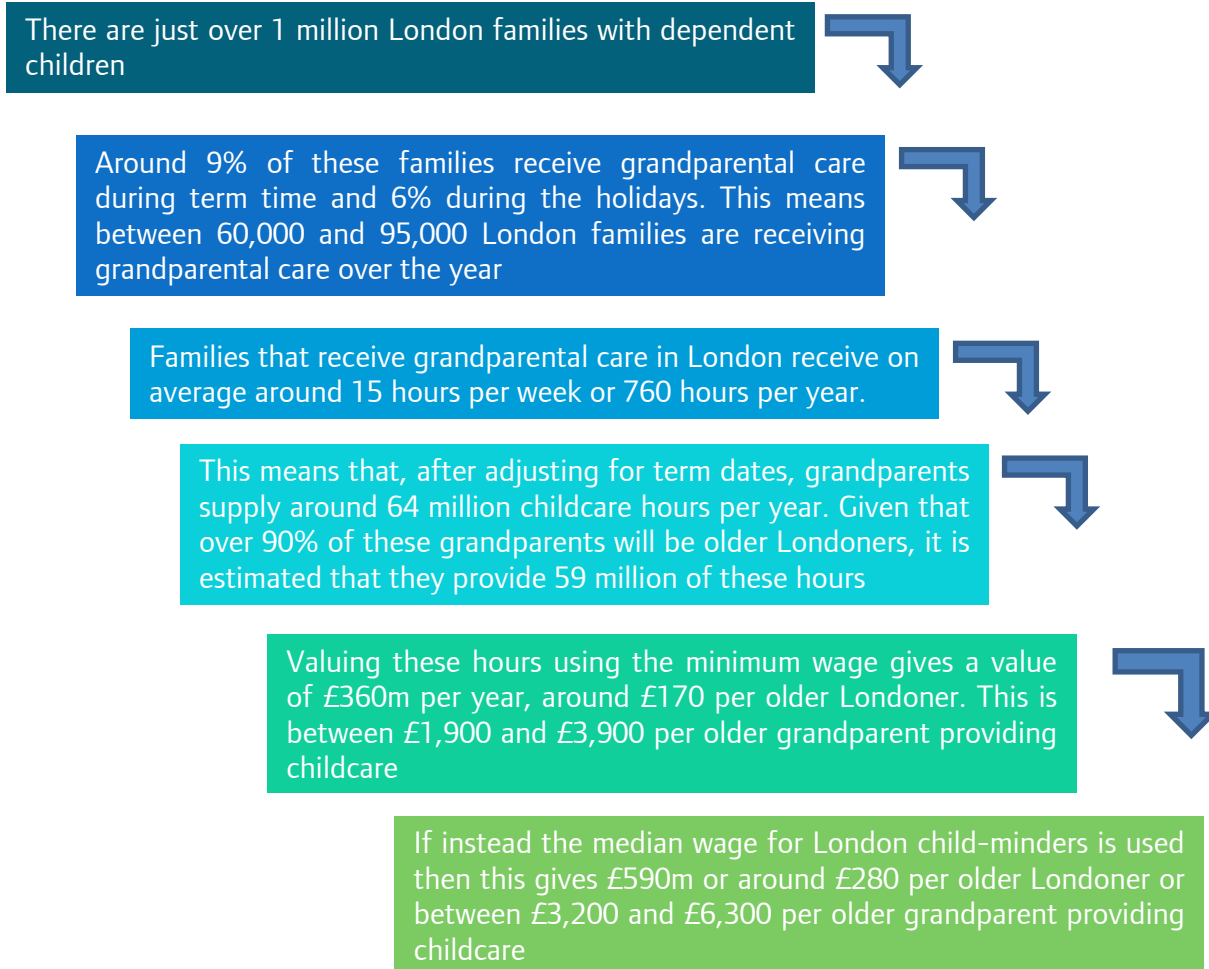
Source: Department for Education, Childcare and Early Years Provision: Parents' Survey, 2010

A similar pattern is also apparent for the rest of England, however, rates of worklessness are lower for mothers of each category (using grandparental childcare, using other childcare and using no childcare) in the rest of England. This is most striking for mothers using no childcare as in London around seven out of 10 do not work while for the rest of England the proportion is much lower at around five in ten.

Of course it is not possible to be sure that provision of grandparental care is the key factor behind the higher employment rates of mothers using this type of care, but given that the median gross part-time earnings for women in London are around £10,000 per year (with full-time earnings at around £30,000), where grandparental care is important in maternal employment decisions this care will bring noticeable benefits for the families in question and the London economy overall.

5.2. Estimated Economic Value of Childcare by Older Londoners

The valuation of the childcare done by older Londoners combines the data presented above on the rates of childcare use amongst London families with data on the number of childcare hours that are typically provided by London grandparents. As in the previous sections the main steps of the calculation are shown below with more detail in the methodological annex.



Despite the relatively low rates of grandparental childcare in London, the contribution made is still substantial at almost £0.6bn using the median child-minder wage. If the contribution is divided between those aged 50 to 64 and those aged 65 and over²¹ the results are £260m and £320m respectively. On a per-person basis this works out as £220 for each person aged between 50 and 64 and £360 for each person aged 65 or above.

It is not possible to estimate the size of contribution per contributor for those aged 50 to 64 and 65 or over separately with sufficient accuracy. This means, as stated above, it is assumed that the contribution per older childcare provider is between²² £3,200 and £6,300 regardless of their age.

²¹ Using approximate proportions from Wellard, S. (2011) which suggest the number of families in receipt of childcare from older Grandparents in London is between 55,000 and 85,000 relative to the 60,000 and 95,000 families that receive childcare from grandparents of all ages.

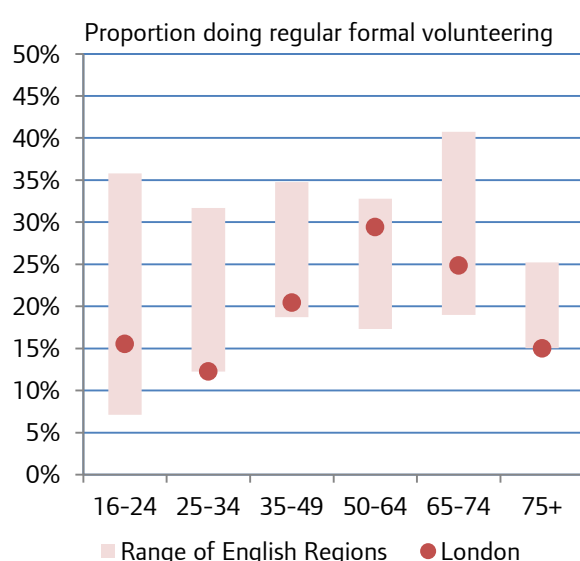
²² A range is presented as the survey data do not report the number of grandparents providing childcare but instead report the number of families receiving grandparental childcare. This means assumptions regarding the number of grandparents that families receive childcare from need to be made. For more details see the methodological annex.

6. Volunteering

6.1. Volunteering Rates

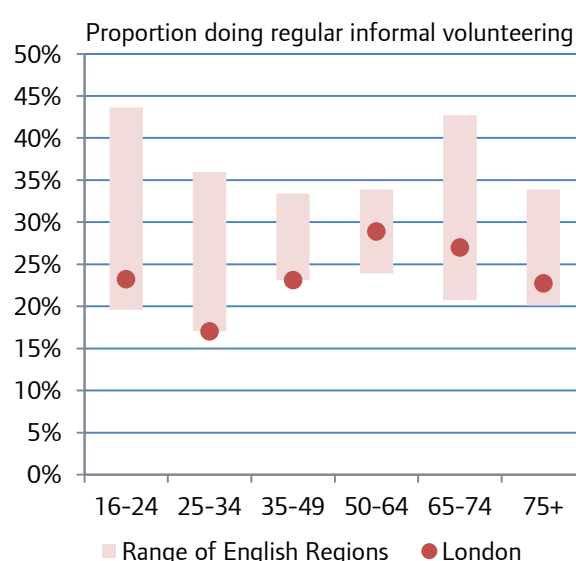
London has relatively low rates of regular informal and formal²³ volunteering across most age groups compared to other English regions. There are some exceptions, however, for example a relatively high proportion of Londoners aged 50-64 are regular formal volunteers. Within London, this age group, as well as those aged 65-74, have the highest regular volunteering rates. Overall around 39 per cent of older Londoners do some regular formal or informal volunteering²⁴.

Figure 20: Formal Volunteering in London by Age



Source: Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011

Figure 21: Informal Volunteering in London by Age



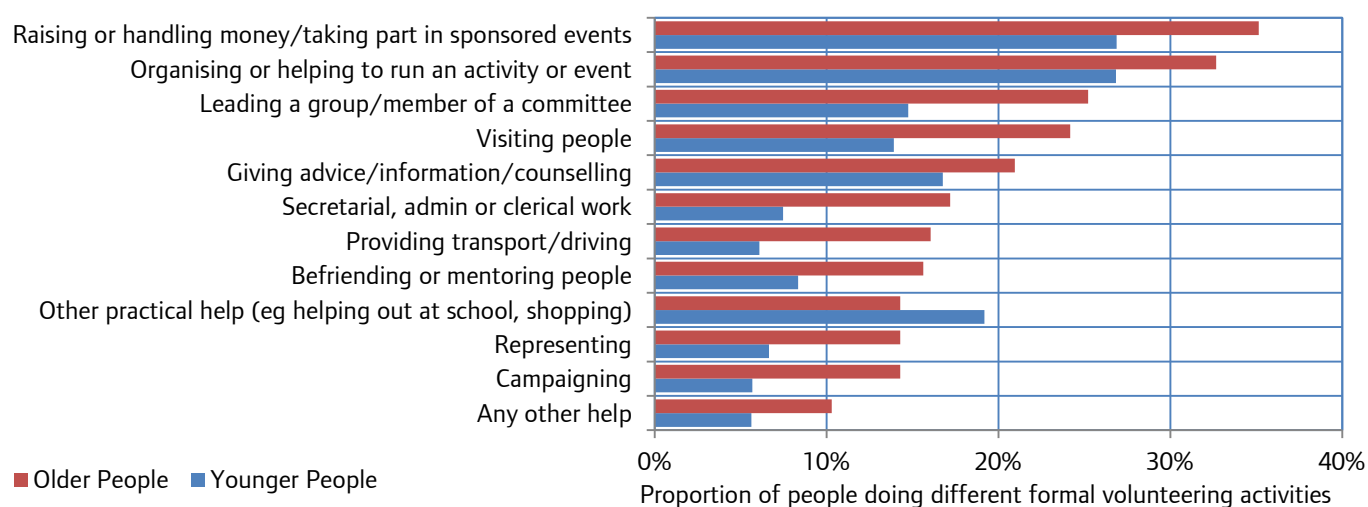
Source: Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011

Not only are there differences in volunteering rates between people of different ages, there are differences in the type of volunteering activities they do. A greater proportion of older people involved with groups, clubs or organisations report, for example, providing transport or leading a group than younger people (16 to 49) involved with groups, clubs or organisations. These categories are not mutually exclusive, so for example, individuals can report that they both lead a group and provide transport.

²³ Formal volunteering is done through a group while informal volunteering involves helping non-relatives (without this help being provided through a group). For more details see the methodology annex.

²⁴ Fourteen per cent do both regular formal and informal volunteering, 13 per cent only do regular informal volunteering and 12 per cent only do regular formal volunteering. The remaining 61 per cent of older Londoners do not regularly volunteer.

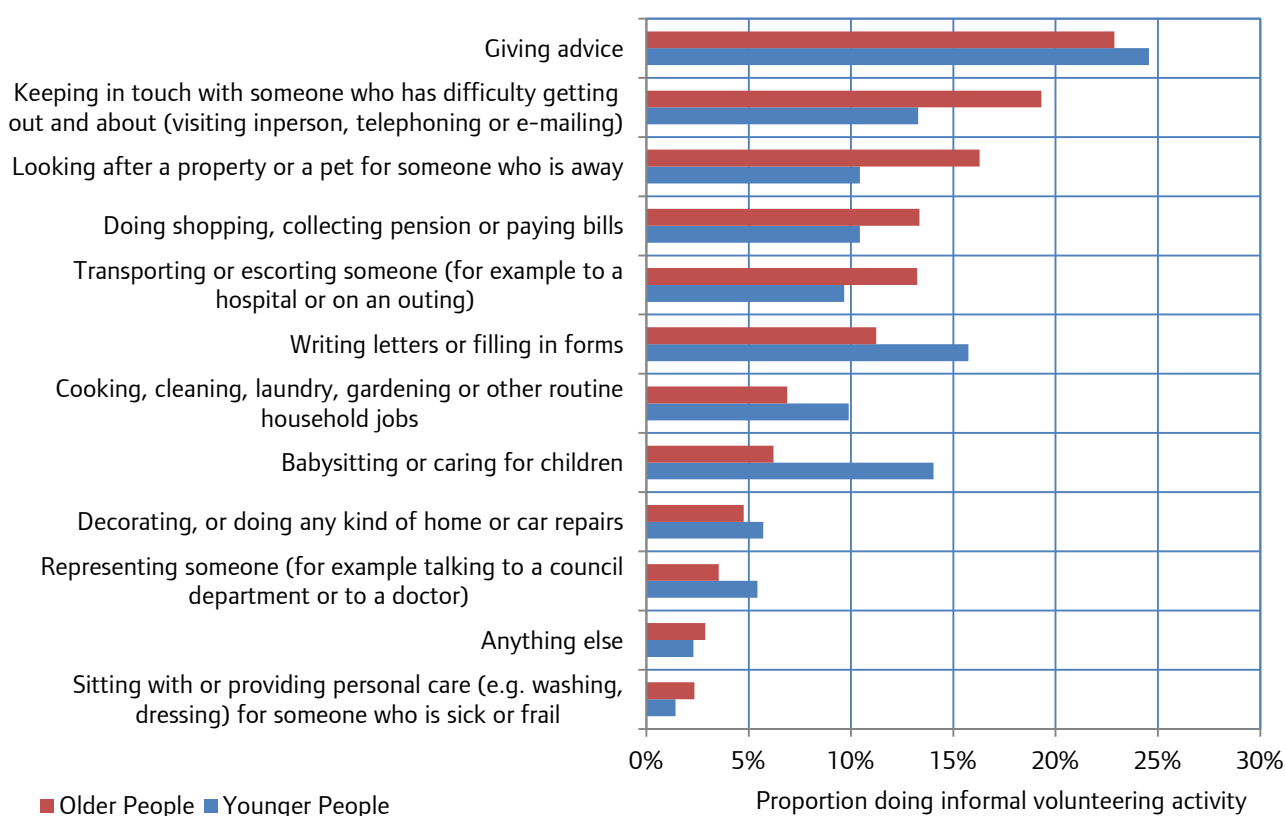
Figure 22: Formal Volunteering Activities of Londoners



Source: Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011

There are also differences between the informal volunteering activities of older and younger (16 to 49) people with greater proportions of older people keeping in touch with individuals that have trouble getting about and looking after pets or properties for people who are away.

Figure 23: Informal Volunteering Activities²⁵ of Londoners



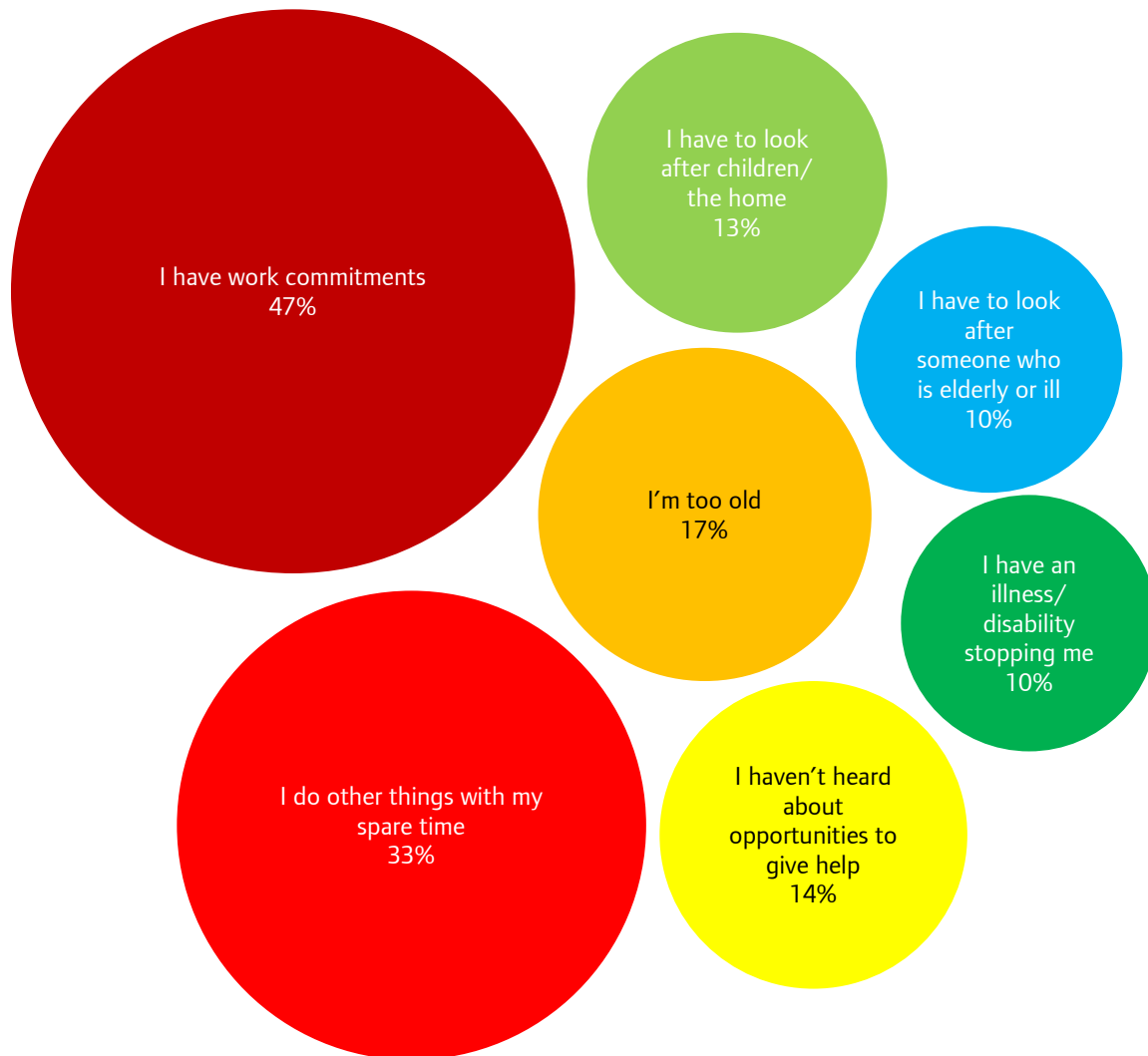
Source: Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011

²⁵ Respondents only report activities they have done for non-relatives so for example older Londoners caring for their own children will not be classed as informal volunteering. These activities are not mutually exclusive.

6.2. Barriers to, Motivations for and Benefits from Volunteering²⁶

Given that London has relatively low rates of volunteering, it is informative to look at the barriers to volunteering reported by older Londoners. Here it is apparent that the most common barriers are work commitments, with a desire to do other leisure activities the second most commonly cited barrier.

Figure 24: Barriers to Volunteering Reported by Older Londoners

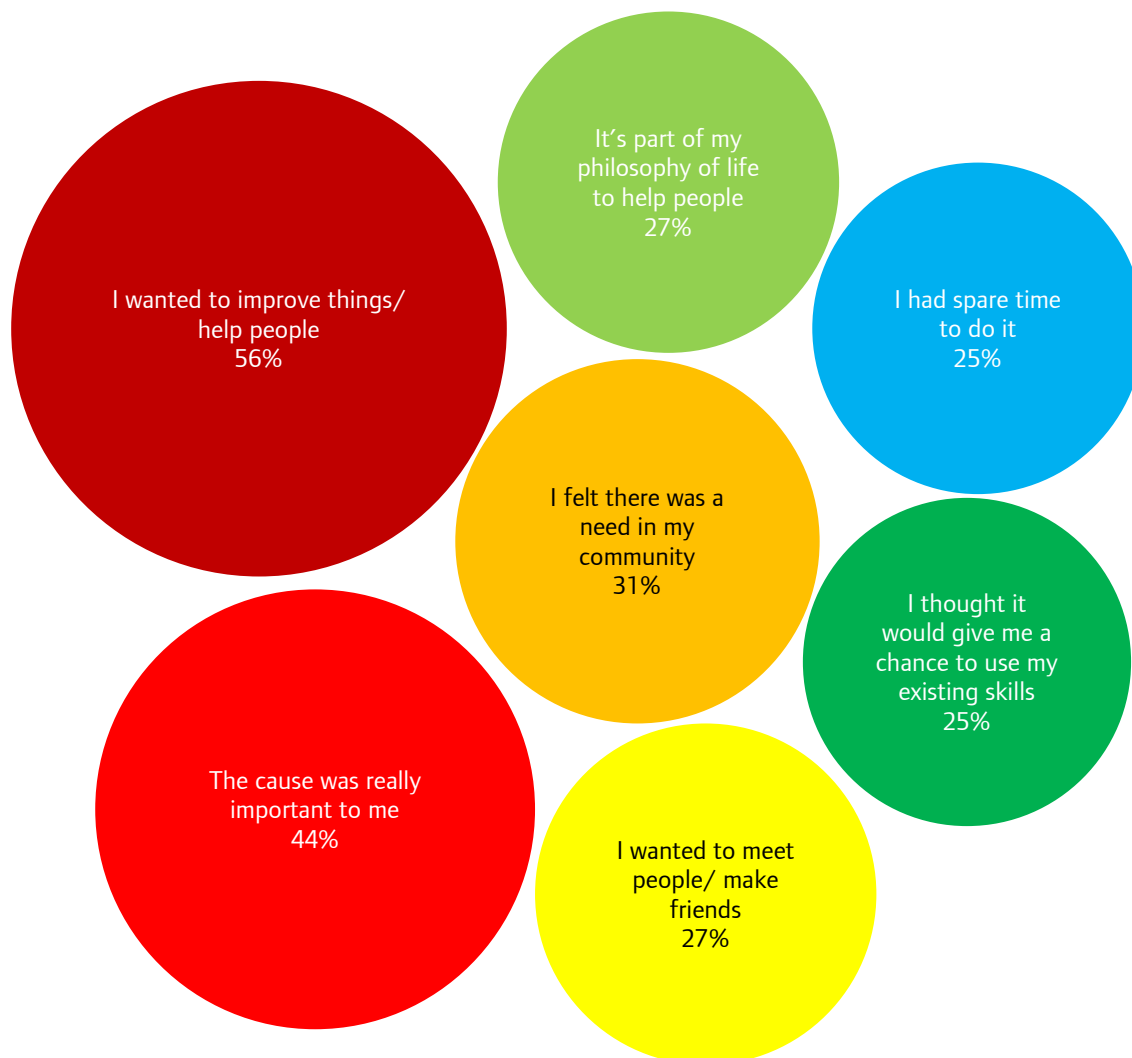


Source: Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011

²⁶ Respondents were able to provide up to five responses on the following issues so the percentages will not sum to 100 per cent. For more details see the methodology annex.

For those individuals who are able to overcome these barriers and start volunteering, there are a number of factors which are important in this decision, particularly a desire to improve things and an attachment to the cause they are volunteering for.

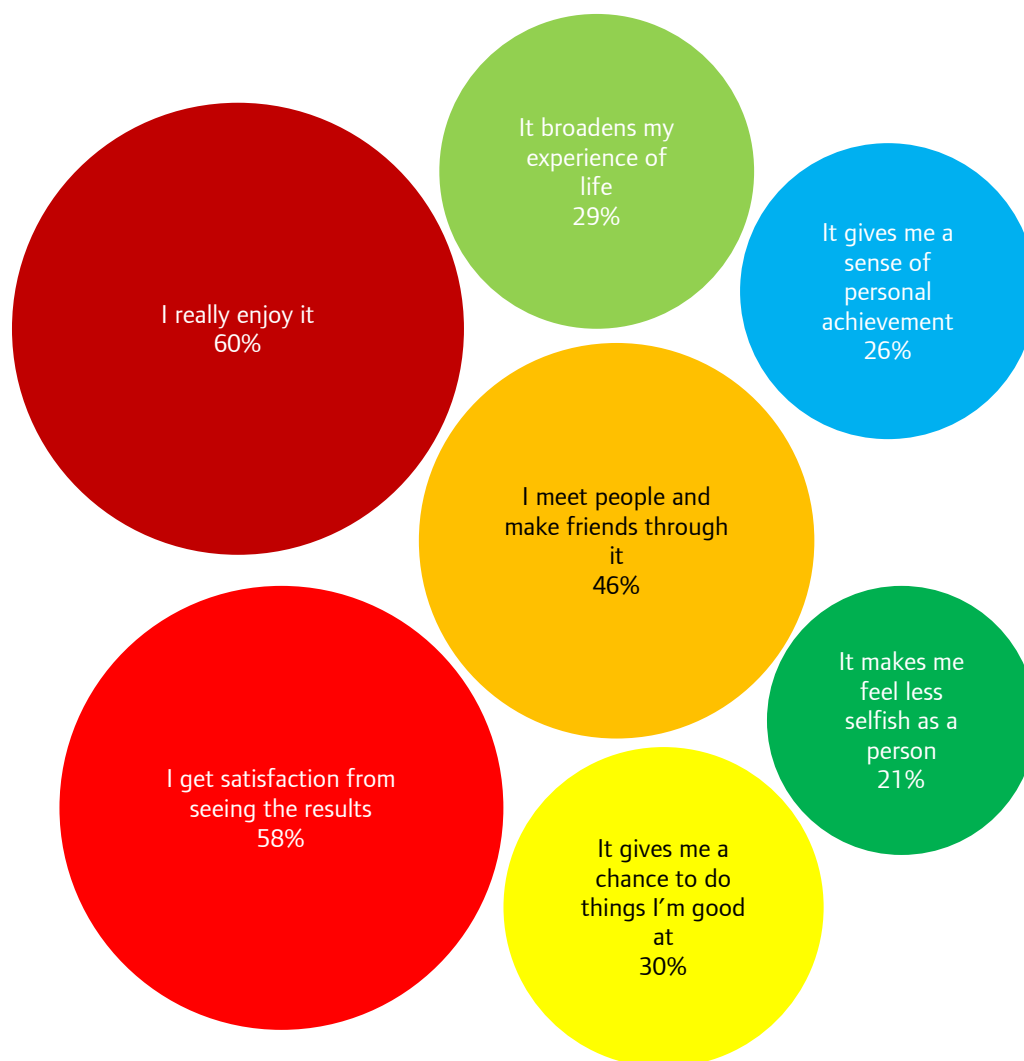
Figure 25: Reasons Why Older Londoners Started Volunteering



Source: Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011

Once individuals take part in volunteering there are a wide range of benefits they report, ranging from personal enjoyment to making friends.

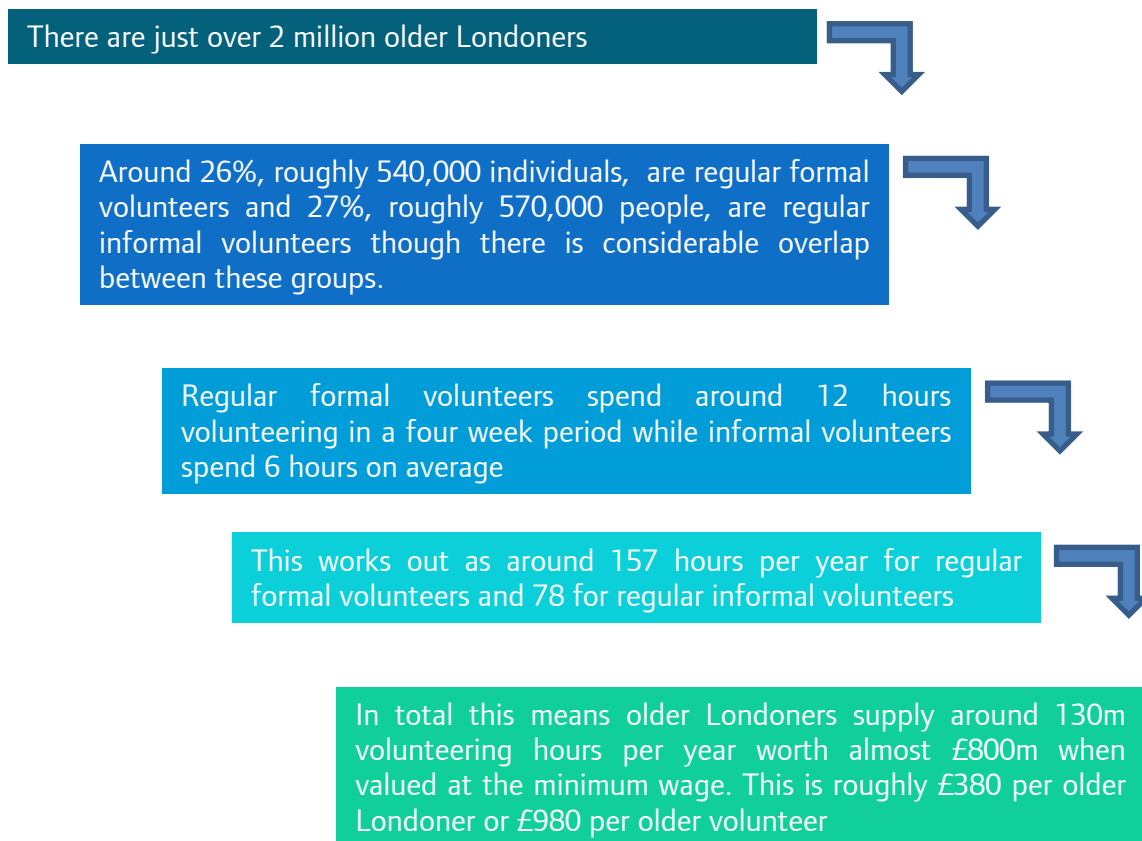
Figure 26: Benefits from Volunteering Reported by Older Londoners



Source: Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011

6.3. Estimated Economic Value of Volunteering by Older Londoners

The valuation of the volunteering activity of older Londoners is based on the data previously shown regarding regular volunteering rates. This has been combined with data on the amount of time older Londoners spend volunteering. As in the previous sections, the basic steps are shown below with more detail in the annex.



As with the other sections the overall contribution is significant at £0.8bn. If this were divided between those aged 50 to 64 and those aged 65 and over the resulting contributions would be £460m and £330m respectively. On a per-person basis these amounts equate to £390 per person aged 50 to 64 and £370 per person aged 65 or over.

It is not possible to estimate the size of contribution per contributor for those aged 50 to 64 and 65 plus separately with sufficient accuracy. This means, as stated above, it is assumed that the contribution per older volunteer is £980 regardless of their age.

7. Other Contributions

The approach taken in this report has been to value the economic contribution of older Londoners focussing on paid work and three types of unpaid work; caring for adults, caring for children and volunteering. However, as the definition of unpaid work can be expanded to include a number of additional tasks that could be delegated to paid staff, there are some other types of unpaid work that the report has not considered in detail. Taking a cue from the ONS Household Satellite Accounts, these additional types of unpaid work are;

- Providing housing and tenant services
- Providing transport
- Providing nutrition
- Providing clothing and laundry services.

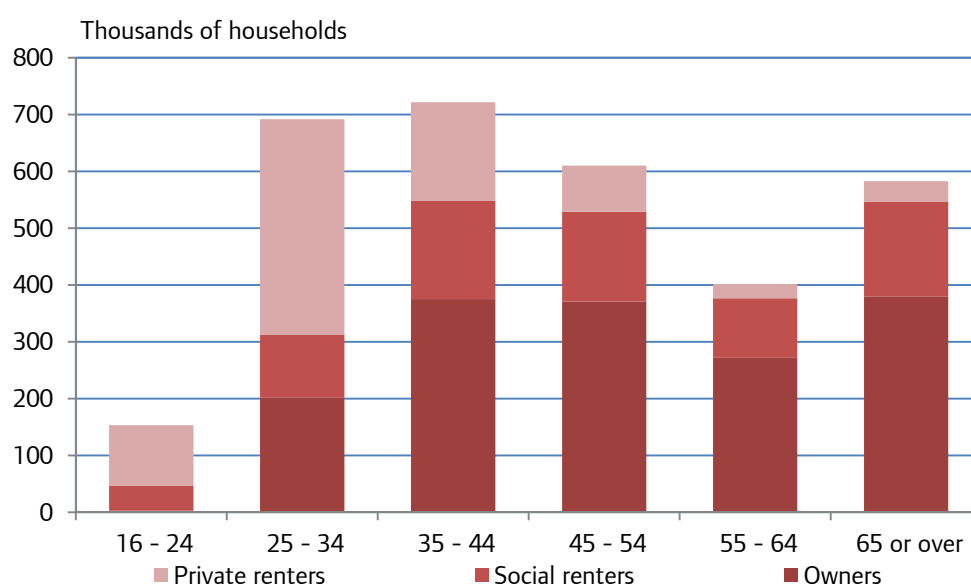
This report has not attempted to quantify and value these types of unpaid work, primarily as the report has sought to update the analysis in Meadows (2004) *The Economic Contribution of Older People* within which these contributions are not considered. The second major reason these other types of unpaid work have not been analysed in detail is that: although they could be delegated to paid staff and therefore can reasonably be thought of as unpaid work (like childcare, volunteering and caring for adults), many people would consider these activities to be part and parcel of a typical adult's life and so may be less willing to accept these activities as 'economic contributions'.

Although the report will not consider these types of unpaid work in the same detail as previous sections, it is clear from the available evidence that older Londoners are active in these areas. For example:

- Providing Housing and Tenant Services

The GLA's *Housing in London* (2012) evidence base document shows that a large number of households are headed by older people indicating that they supply significant housing and tenant services in London.

Figure 27: Tenure Status by Age of Head of Household

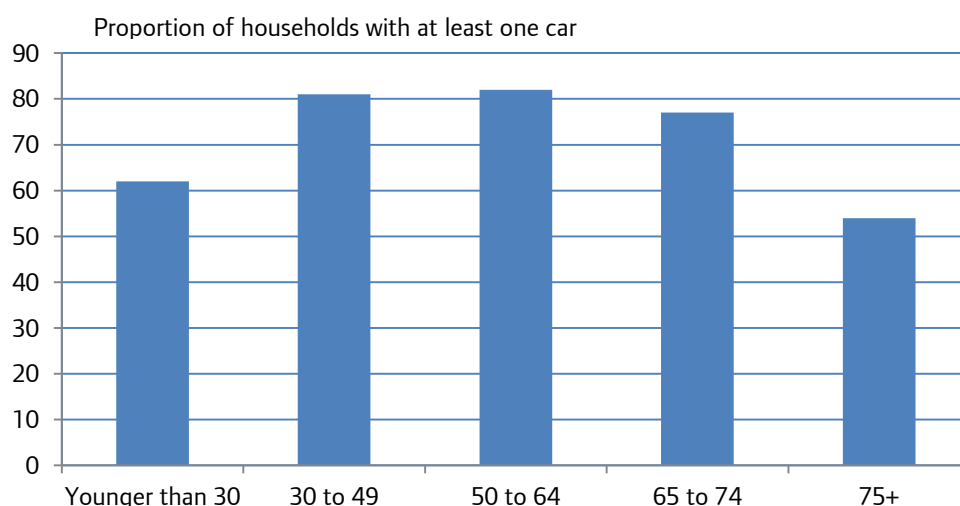


Source: Department for Communities and Local Government English Housing Survey, 2010/11 taken from GLA (2012) *Housing in London*

– Providing Transport

UK data published by the ONS²⁷ show that households headed by individuals aged 50-64 have the highest car ownership rates of any age cohort at around 82 per cent. This suggests that older individuals are well placed to provide transport. Provision of transport, however, is likely to be less important in London than elsewhere in the UK due to London's extensive public transport network.

Figure 28: UK Car Ownership Rates by Age of Household Reference Person

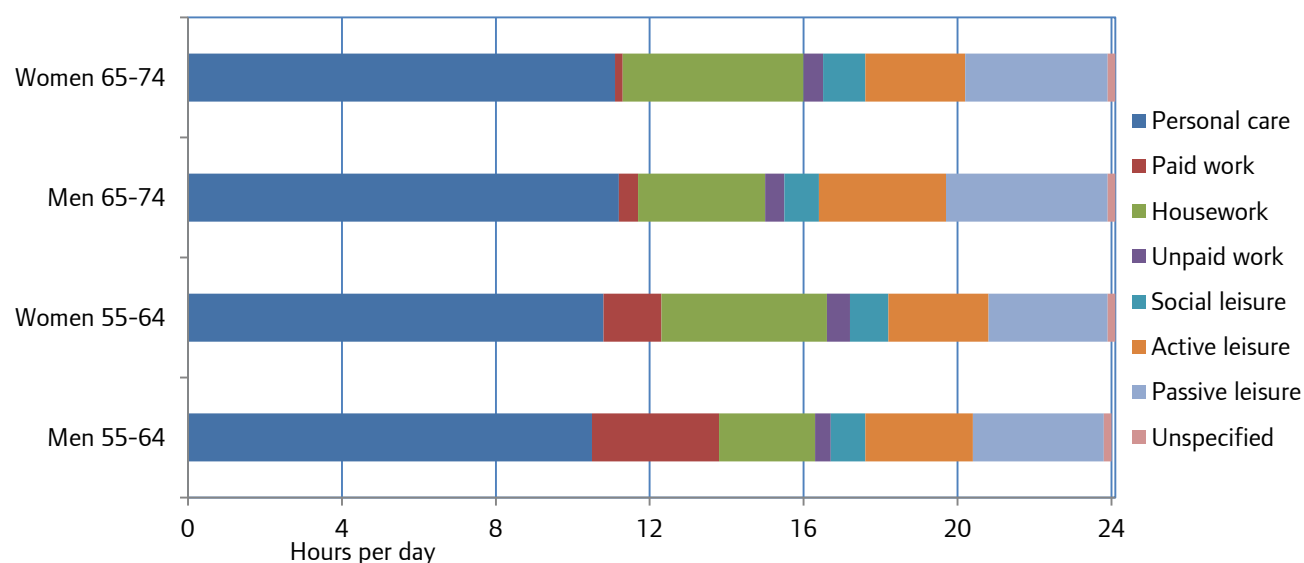


Source: ONS Living Costs and Food Survey 2011

– Providing Nutrition, Clothing and Laundry Services

The European Commission's *Active Ageing* (2011) study reports that older individuals in the UK spend a significant amount of time on a typical day doing housework, a category of activity that includes cooking and doing laundry.

Figure 29: Time Use of Older People in the UK



Source: Harmonised European Time Use Surveys, quoted in *Active Ageing* (2011) Zaidi, A. and Zolyomi, E. UK data are from 2000-2001

²⁷ ONS Living Costs and Food Survey 2011

8. Summary

This report has aimed to identify, quantify and value the contributions older Londoners make through their paid work, caring for adults, childcare and volunteering. The report has found that older Londoners make a sizeable contribution to the city across each of these domains:

- The paid work of older Londoners contributes some £47bn per year, equivalent to around £23,000 per older Londoner or £57,000 per older Londoner in work.
- The caring for adults done by older Londoners contributes roughly £4.7bn per year which equates to approximately £2,300 per older Londoner or £14,600 per older care giver in London.
- Childcare provided by older Londoners contributes around £0.6bn per year, roughly £280 per older Londoner or between £3,200 and £6,300 per older grandparent providing childcare in London.
- Volunteering done by older Londoners contributes in the region of £0.8bn which works out as about £380 per older Londoner or £980 per older volunteer in London.

Whilst these estimates attempt to quantify the contribution older Londoners make through their paid and unpaid work and to show older Londoners themselves the significant value of their contributions to the capital, it should be noted that of course these contributions do not capture everything that older Londoners bring to the city and the people within it as there are many important roles that are difficult to measure and value.

This report has made reference to an earlier piece of research, Meadows (2004), which also looked at the economic contribution of older people. The table below includes a comparison of the contributions estimated in this report with those from Meadows (2004). Although the two reports differ in their exact methodologies, meaning the comparison should be taken with a pinch of salt, it is encouraging to see that some of the contributions appear to be larger now than at the time of the Meadows report.

Figure 30: Comparison with Meadows (2004)

Contribution	Adjusted²⁸ value from Meadows report	Estimated value in this report
Paid Work	£37bn	£47bn
Caring	£1.6bn	£4.7bn
Childcare	£0.6bn	£0.6bn
Volunteering	£0.6bn	£0.8bn

²⁸ The adjustment takes into account inflation since the Meadows estimates in order to make the figures more fairly comparable to those in this report.

9. References

Author(s)	Year	Title	Place	Publisher
Age Concern	2004	The Economy and Older People	London	Age Concern
Anxo, D.	2012	EEO Review: Employment policies to promote active ageing, 2012: Sweden	Birmingham	European Employment Observatory
Botham, R. Graves, A.	2009	The Grey Economy: How third age entrepreneurs are contributing to growth	London	Nesta
GLA	2012	Housing In London	London	Greater London Authority
Holloway, S. Short, S. Tamplin, S.	2002	Household Satellite Account (Experimental) Methodology	London	ONS
Inclusion Research and Consultancy	2008	A Wealth of Experience: Valuing London's Older Workers	London	Age Concern London
Joloza, T.	2013	Measuring National Well-being: Older people's leisure time and volunteering	London	ONS
Levy, S.	2013	Changes in real earnings in the UK and London, 2002 to 2012	London	ONS
Meadows, P.	2004	The Economic Contribution of Older People	London	Age Concern
ONS	2002	Household Satellite Account (Experimental)	London	ONS
Smith, P. Gilby, N. Dobie, S. Hobden, S. Sullivan, L. Williams, M. Littlewood, M. D'Souza, J Flore, G.	2012	Childcare and early years survey of parents 2010	London	DfE
SQW	2011	Gold Age Pensioners	Cardiff	WRVS
Satham, J.	2011	Grandparents providing child care	London	Childhood Wellbeing Research Centre
Wellard, S.	2011	Doing it all? Grandparents, childcare and employment	London	Grandparents Plus
Zaidi, A. Zolyomi, E.	2011	Active Ageing	Brussels	European Commission

Online versions of Age Concern (2004) and Meadows, P. (2004) could not be found.

This report uses data from the UK Data Archive and therefore it should be noted that that the original data creators, depositors or copyright holders, the funders of the Data Collections and the UK Data Archive bear no responsibility for the analysis or interpretation of said data.

The sources used are:

GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households, 2009-2010 [computer file]. Colchester, Essex: UK Data Archive [distributor], June 2011. SN: 6768.

Department for Education, Childcare and Early Years Provision: Parents' Survey, 2010 [computer file]. Colchester, Essex: UK Data Archive [distributor], November 2012. SN: 7137, <http://dx.doi.org/10.5255/UKDA-SN-7137-1>

Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011 [computer file]. Colchester, Essex: UK Data Archive [distributor], December 2012. SN: 7111, <http://dx.doi.org/10.5255/UKDA-SN-7111-1>

10. Methodological Notes

The work for this report was carried out in mid-2013 using the most appropriate data available at that time.

10.1. Demographics

Population by Borough

The figures and text covering the population of older people by Borough use ONS Census data from 2011.

Migration Estimates

The coverage of internal migration uses estimates from the ONS for the year ending June 2011. Local Authority codes were used to classify moves as either in to or out of London. More details on the methodology behind the estimates themselves can be found here: <http://www.ons.gov.uk/ons/guide-method/method-quality/specific/population-and-migration/estimating-internal-migration-customer-guidance-notes.pdf>

The international migration figures are also ONS estimates taken from: www.ons.gov.uk/ons/about-ons/what-we-do/publication-scheme/published-ad-hoc-data/population/december-2012/mid-2011-population-estimates-for-international-migration-by-single-year-of-age-for-local-authorities-in-england-and-wales.zip

Ethnicity Estimates

The ethnicity figures are from the 2011 ONS Census. The ethnicity groups are those used by the ONS.

Health and Education Data

The health data are from the 2011 Census and capture all respondents who stated that health problems lasting longer than 12 months or a disability limit their day-to-day activities a lot or a little.

The education data are from the ONS Annual Population Survey and cover older people with qualifications at least as high as a degree (or equivalent).

10.2. Employment

Employment Rates by Age

These data are from the 2011 ONS Annual Population Survey (APS). Those referred to as 'self-employed and other' are people defined as being in employment where they are self-employed, unpaid family workers, on a Government training scheme, or employed: status unknown.

Full-Time and Part-Time Work

These data are from the 2011 ONS APS and were extracted from [nomis](http://nomis.ons.gov.uk).

Employment Rates in European Regions

These data are from [Eurostat](http://ec.europa.eu/eurostat) and relate to NUTS 2 regions. This means the regions will not exactly match the cities used as names on the map. Nevertheless, the cities have been used as names as many people will better recognise Paris than Île-de-France to pick one example. More information on NUTS regions can be found here: http://en.wikipedia.org/wiki/First-level_NUTS_of_the_European_Union

Desires to Work and Job Search

These data are from the ONS Annual Population Survey 2011.

Employment Rates by Sector

These data are from the 2011 ONS APS. The industrial sectors presented are based upon the UK Standard Industrial Classification (SIC) 2007, with three changes:

- sectors A, B, D and E have been combined to create a new classification "Primary & utilities".
- sector G has been split, where divisions 45 and 46 combine to form "Wholesale and motor trades", while division 47 forms "Retail".
- sectors L and M have been combined to create a new classification "Real estate, professional, scientific & technical".

Employment Rates by Occupation

These data are from the ONS Annual Population Survey 2011. The occupations cover employees' main jobs only and relate to Standard Occupational Classification (SOC) 2010.

Earnings

These data are from the 2012 ONS Annual Survey of Hours and Earnings (ASHE). The industrial sectors presented are based upon the UK Standard Industrial Classification (SIC) 2007, with the same three changes made as above. "Accommodation and food service activities", "Activities of households as employers; undifferentiated goods and services producing activities of households for own use", and "Activities of extraterritorial organisations and bodies" have been excluded due to the figures being either disclosive or the coefficient of variation around the estimate showing it to be unreliable.

The gross earnings measure used includes basic annual earnings, incentive payments, productivity payments, profit sharing payments, premium payments for shift work and night or weekend work not treated as overtime, and average annual overtime pay. The data relate to employees only.

Estimated Contribution

Step 1: ASHE and APS data are used to calculate the proportion of earnings in each sector that are earned by older workers. This is done by multiplying the mean wages by the number of employees for both older and younger workers. The share of earnings accounted for by older Londoners is then calculated using these two figures.

Step 2: 2010 London GVA (from the ONS Regional GVA release for 2011) is then apportioned between older and younger people by sector according to the earnings shares already calculated. The average earnings share is used for sectors for which the specific earnings share is not available.

Step 3: These apportioned shares are added up to give the estimated total 2010 GVA attributable to older people.

Step 4: The estimated GVA attributable to older people for 2010 is divided by the total for that year. The resulting proportion is then multiplied with the GVA figure for 2011 (as sectoral data for 2011 were not available at the time of writing) with all sectors included.

Step 5: The total figure is divided by the number of older Londoners (from Census 2011) to get the per-person contribution.

Step 6: The sectoral figures are split into the proportion attributable to those aged 50 to 64 and 65 plus using employment shares for these groups. The sectoral GVA estimates for older people are then added back up and divided either by population (for the per-person contribution) or by the number in employment (for the contribution per contributor figure) in the 50 to 64 and 65 or over groups.

The methodology has the advantage of making some adjustments for productivity differentials through using data on earnings (rather than just numbers of people employed) but has a number of issues such as:

- There is no adjustment for self-employment: Within the GVA that is apportioned some will be related to employees and some the self-employed. Splitting GVA according to the ratio of earnings of older and younger *employees* will introduce some inaccuracy if this ratio differs substantially in

the self-employed. If, for example, older people account for a much greater proportion of self-employment earnings than they do employee earnings (as might be expected), the amount of GVA apportioned to older people in the estimate presented may be too low. Despite this issue, no adjustment has been made in order to keep the methodology relatively simple.

- Data are not available for all sectors: It is not possible to assess the direction of this limitation, however, it is unlikely to be important as the sectors for which data are missing (such as activities of households as employers) are relatively small.
- The apportionment within the older age group is done using employment data not earnings. This means it does not account for differences in productivity or working hours between the two groups. This may overstate the share attributable to those aged 65 plus (as it may be anticipated that they work fewer hours). This approach has been taken for simplicity and reliability (ASHE estimates for earnings by sector of those aged 65 or over would probably have a great deal of uncertainty surrounding them).

10.3. Caring for Adults

Caring by Region

This data is from the prevalence survey within the GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households 2009-10. This survey has two elements: a prevalence survey with a large sample including those who provide care and those who do not, and a detailed survey with a smaller sample of only those who provide care.

The prevalence survey, used for this chart and text, does not ask respondents about the age of the person they care for, so it is not possible to strip out individuals who are caring for children. It is known from the detailed survey that the proportion of care providers for whom the primary care recipient is a child is around 6 per cent. The reason it would be preferable to strip this care out is because the report looks at childcare in a subsequent chapter.

The specific question asked in the prevalence survey is:

“Is there anyone, (either living with you or not living with you) who is sick, disabled or elderly whom you look after or give special help to, other than in a professional capacity?”

Care Recipients

This chart uses the detailed data from the GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households 2009-10. The chart excludes those caring for individuals aged 16 or younger.

Care Providers

This chart uses the prevalence data from the GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households 2009-10. The chart therefore does not exclude those caring for individuals aged 16 or younger.

Hours of Care and Breaks from Care

This data is from the detailed data from the GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households 2009-10 and therefore excludes those caring for individuals aged 16 or younger. The method for calculating the estimated average hours of care provided is described below.

Estimated Contribution

Step 1: Extract the proportion of older Londoners that provide care from the prevalence survey of the GfK NOP and Information Centre for Health and Social Care, Survey of Carers in Households. The age

categories available cross the 50 threshold (45 to 54, 55 to 64, 65 to 74 and 75 and above) but no adjustment to the prevalence has been made in response to this.

Step 2: Adjust this proportion downwards to remove those that are providing care for children (using the detailed data) and multiply the proportion by Census data on the number of older Londoners.

Step 3: Extract the information on hours of care provided from the detailed data and calculate the average using the mid-point of each category. For those categories without mid-points the lower threshold was used. The hours per week are then converted to an annual figure.

Step 4: The number of hours per-person per-year are multiplied by the estimated number of older Londoners providing care to get the total number of hours provided.

Step 5: These hours are multiplied by the minimum wage (£6.19 at the time of writing) or the median hourly London care assistant wage (£8.43 from ASHE 2011) as appropriate.

Step 6: The alternative estimate that splits out care equivalent to residential care is done by calculating the proportion of older Londoners that provide more than 35 hours of care per week using the data on hours. This proportion is grossed up using population data and multiplied by the average weekly cost of residential care in London (£679²⁹). The valuation of care given by those supplying fewer than 35 hours per week is done the same way as the simpler estimate using the ASHE data.

Step 7: The per-person figures are calculated by using prevalence and demographic data for those aged 50 to 64 and 65 or over (rather than those aged 50 or over) to split the overall contribution. Once split, the contributions are divided by Census data on the number of Londoners in each age group.

Step 8: The contribution per contributor is calculated by dividing the overall contribution by the estimated number of older care givers. This is not done for the age groups within the older cohort as we assume both age groups supply the same number of hours on average meaning their care is equally valuable on a per-person basis. This is because the hours data come from the detailed survey (with a small sample) while the prevalence data come from the prevalence survey (with a larger sample – meaning step 7, calculating differential prevalence rates is acceptable).

The methodology has some advantages, such as using specific data relating to older Londoners from a reputable survey, but does have some issues including:

- The age groups available within the survey data (accessed through the [UK Data Service](#)) cross the age 50 threshold. This means the data will have been influenced by the behaviour of people outside the definition of older individuals. If individuals aged 45 to 49 have lower rates of caring or provide fewer hours of care than those aged 50 and over, the estimate will be lowered relative to one based only on those aged 50 and above.
- The average number of hours of care supplied is based on an average using mid-points (where possible) and lower thresholds where not (e.g. those responding 100 hours or more were taken to supply 100 hours). This clearly will lower the estimated average number of hours supplied but represented a suitably simple and conservative approach.

10.4. Caring for Children

Childcare by Region and Age of Child

These data are from the Department for Education, Childcare and Early Years Provision: Parents' Survey, 2010.

Maternal Employment

These data are from the Department for Education, Childcare and Early Years Provision: Parents' Survey, 2010. The sample for this chart has been restricted to female respondents only (so mothers whose male partner answered the survey are not included). This is the same approach as taken by DfE in their report (see section 9 of Smith, P. et al. (2012)).

²⁹ Source: Partnership: <http://www.partnership.co.uk/care/How-much-will-care-cost/>

Estimated Contribution

Step 1: Demographic data from the ONS 2011 Census have been used to calculate the number of families with dependent children in London.

Step 2: This number has been multiplied by the proportion of families that use grandparental childcare inside and outside term time to give the estimated number of London families using grandparental childcare. This proportion was taken from the Department for Education, Childcare and Early Years Provision: Parents' Survey.

Step 3: Data on the number of hours of grandparental care supplied per week also from the DfE survey are grossed up (taking term dates into account) to annual values. The calculation assumes there are 39 term time weeks and 13 holiday weeks and assumes the number of hours supplied does not vary between term and holiday time (but that the number of families using grandparental care does).

Step 4: The estimated total number of hours supplied per year is adjusted down to exclude grandparents aged below 50³⁰.

Step 5: These hours are then valued at either the minimum wage (£6.19) or median hourly wage for London child-minders (£9.98 from ASHE 2011) as appropriate.

Step 6: The contribution per older person is calculated by dividing the total by the number of older Londoners. The contribution is split between those aged 50 to 64 and 65 or over using data on the age distribution of grandparents between these two groups.

Step 7: The contribution per contributor is calculated by dividing the total contribution by the estimated number of London families in receipt of grandparental care to give the upper estimate (assuming each family received care by one grandparent). The total contribution is then divided by two times the number of London families in receipt of grandparental care to give the lower estimate (assuming each family receives care by two grandparents).

This methodology has the advantage of being based on London data but also has some weaknesses which include:

- The survey that is used in this section captures care by grandparents rather than older people. There is an adjustment made for this based on the national age distribution of grandparents. If London grandparents are younger than grandparents on average then the adjustment will fail to exclude an appropriate proportion of young grandparents from the estimated contribution.
- The survey data used capture the residence of the parents rather than the grandparents. It is implicitly assumed these match which of course may not be the case. This could be a relevant issue for London given the age structure and migration flows seen in the capital.
- The survey only captures data on the number of hours of grandparental childcare used during term time. It is assumed the number of hours supplied during holidays is the same as this which may not be the case.
- The childcare done by older Londoners for children that are not their grandchildren, while not captured in this section, should be captured within the volunteering section (under informal volunteering).
- Apportioning the contribution between the two older groups (50 to 64 and 65 or over) using the age distribution of grandparents will not capture any changes in the prevalence of childcare supply as grandparents age. This could be significant as less childcare is used for older children who likely have older grandparents (on average). This means the share attributed to those aged 65 and over may be too high.
- Assuming grandparental childcare is provided by either one or two grandparents will be an underestimate in some cases. Some families will use care from four or even more grandparents (for example if any of the grandparents or parents have re-married). No adjustment has been made for this.

³⁰ Using an approximate proportion from Wellard, S. (2011) Doing it all? Grandparents, childcare and employment

10.5. Volunteering

Volunteering by Age

These data are taken from the Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011.

Formal Volunteering

The formal volunteering data are based on a questioning process where respondents are handed cards with a range of organisation types³¹ on and asked whether they have taken part in, supported or helped any organisations of these types. They are then asked about the type of unpaid help they have given and the frequency. Respondents that report they have been involved with at least one organisation and have provided unpaid help will be classified as having formally volunteered. Figure 22 reports the proportion of respondents that are involved with groups, clubs or organisations who are doing the activities listed.

Informal Volunteering

The informal volunteering data are based on a questioning process where respondents are asked if they have done any of a list of activities³², unpaid for a non-relative in the last year. They are then asked how frequently they have done these types of activities. Given the list of activities includes things like “sitting with or providing personal care” it is not possible to rule out some overlap between informal volunteering and caring for adults. However, as the detailed caring data show that only 13 per cent of those adults who receive care from older Londoners are definitively unrelated to these older Londoners, it is reasonable to assume any overlap is small. No adjustment has been made for this potential overlap in the estimated contributions.

Although there is a category of informal volunteering that includes “caring for children”, given that informal volunteering as defined in this survey must relate to non-relatives there will be no overlap with activity captured in the childcare section which specifically relates to grandparental childcare.

Attitudes Surrounding Volunteering

These data are taken from the Department for Communities and Local Government and Ipsos MORI, Citizenship Survey, 2010-2011. Individuals are able to report up to five responses for each of the questions. The top seven most frequently cited responses are included in the figures.

Estimated Contribution

Step 1: Data on the prevalence of regular (at least monthly) informal and formal volunteering from the Citizenship Survey are grossed up to the London level using Census data.

Step 2: These data are combined with data on the number of volunteering hours supplied by regular formal and informal volunteers to get the total number of hours supplied during a typical four-week period. The four-weekly number of hours is then converted to an annual equivalent.

³¹ (A) Children's education/schools, (B) Youth/children's activities (outside school), (C) Education for adults, (D) Sport/exercise (taking part, coaching or going to watch), (E) Religion, (F) Politics, (G) The elderly, (H) Health, Disability and Social welfare, (I) Safety, First Aid, (J) The environment, animals, (K) Justice and Human Rights, (L) Local community or neighbourhood groups, (M) Citizens' Groups, (N) Hobbies, Recreation/Arts/Social clubs, (O) Trade union activity, Other

³² (1) Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or e-mailing), (2) Doing shopping, collecting pension or paying bills, (3) Cooking, cleaning, laundry, gardening or other routine household jobs, (4) Decorating, or doing any kind of home or car repairs, (5) Babysitting or caring for children, (6) Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail, (7) Looking after a property or a pet for someone who is away, (8) Giving advice, (9) Writing letters or filling in forms, (10) Representing someone (for example talking to a council department or to a doctor), (11) Transporting or escorting someone (for example to a hospital or on an outing), (12) Anything else

Step 3: These hours are then valued at the Minimum Wage (£6.19).

Step 4: The overall contribution is apportioned amongst the total older population using demographic data. The total contribution is then split between those aged 50 to 64 and 65 or over using the estimated proportions of older volunteers from each age group. The contribution per contributor is estimated by dividing the total contribution by the overall estimated number of older volunteers.

This approach does have the advantage of being based on data specifically related to London but has a range of weaknesses which include:

- All types of volunteering activities have been valued at the same rate. This approach has been taken for simplicity but means that leading a group has been valued at the same rate as visiting people.
- It has been assumed that volunteering by London based respondents takes place in London but it may be possible that some of the volunteering done by older Londoners benefits other regions.

10.6. Comparison with Meadows (2004)

The estimated contributions have been taken from Meadows (2004) and uprated (to take inflation into account) using GDP deflators from HM Treasury. As noted in the text, the methodologies used to produce the two sets of estimates are not the same so the comparison should not be taken too far.

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Chinese

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Hindi

यदि आप इस दस्तावेज की प्रति अपनी
भाषा में चाहते हैं, तो कृपया निम्नलिखित
नंबर पर फोन करें अथवा नीचे दिये गये
पते पर संपर्क करें

Vietnamese

Nếu bạn muốn có văn bản tài liệu
này bằng ngôn ngữ của mình, hãy
liên hệ theo số điện thoại hoặc địa
chỉ dưới đây.

Bengali

আপনি যদি আপনার ভাষায় এই দলিলের প্রতিলিপি
(কপি) চান, তা হলে নীচের ফোন নম্বরে
বা ঠিকানায় অনুগ্রহ করে যোগাযোগ করুন।

Greek

Αν θέλετε να αποκτήσετε αντίγραφο του παρόντος
εγγράφου στη δική σας γλώσσα, παρακαλείστε να
επικοινωνήσετε τηλεφωνικά στον αριθμό αυτό ή ταχυ-
δρομικά στην παρακάτω διεύθυνση.

Urdu

اگر آپ اس دستاویز کی نقل اپنی زبان میں
چاہتے ہیں، تو براہ کرم نیچے دیئے گئے نمبر
پر فون کریں یا دیئے گئے پتے پر رابطہ کریں

Turkish

Bu belgenin kendi dilinizde
hazırlanmış bir nüshasını
edinmek için, lütfen aşağıdaki
telefon numarasını arayınız
veya adrese başvurunuz.

Arabic

إذا أردت نسخة من هذه الوثيقة بلغتك، يرجى
الاتصال برقم الهاتف أو مراسلة العنوان
أدناه

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਾਪੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ
ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਹੇਠ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਹੇਠ
ਲਿਖੇ ਪਤੇ 'ਤੇ ਰਾਬਤਾ ਕਰੋ:

Gujarati

જો તમને આ દસ્તાવેજની નકલ તમારી ભાષામાં
જોઈતી હોય તો, કૃપા કરી આપેલ નંબર ઉપર
ફોન કરો અથવા નીચેના સરનામે સંપર્ક સાધો.

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