# dlr Age Friendly Strategy

# **Annual Report 2016**



# **Contents**

Progress Report Age Friendly Strategy September 2016	3
Introduction	3
Outdoor spaces and Buildings	4
Introduction	4
2. Transportation	6
Introduction	6
3. Housing	8
Introduction	8
4. Social Participation	10
Introduction	10
5 Respect and Social Inclusion	12
Introduction	12
6. Civic participation and Employment	15
Introduction	15
7. Communication & Information	17
Introduction	17
8. Community Support & Health Services	19
Introduction	19
9. Safety & Security	22
Introduction	22
Conclusion	25

# **Progress Report Age Friendly Strategy September 2016**

#### Introduction

After extensive consultation sessions with older people during the late Summer and early Autumn of 2015 in over 20 different local parish centres, there followed a long period of analysis and assessment of practical implementable actions, that would form the basis of an action based strategy, which would be supported and managed by the Age Friendly Alliance Members and would respond to the concerns raised at the consultation sessions. This strategy was formally adopted by the County Council at its monthly meeting on the 8<sup>th</sup> February 2015. It was then formally launched by Leas Cathaoirleach Cllr. Pat Hand, as part of the Bealtaine Festival on the 4<sup>th</sup> May 2015. The main guests at the launch represented those who attended the original roundtable conversations. They were all pleased to see that an actual document was created from their contributions. Even prior to the public launch of the strategy, implementation on some actions had commenced and the pages that follow highlight some of the progress made to date.



# **Outdoor spaces and Buildings**

#### Introduction

Generally the people who attended the consultations sessions felt that Dún Laoghaire-Rathdown County was an attractive place in which to live. It had a nice urban and rural setting, along with a number of services and amenities including hospitals, shopping centres, libraries and places to congregate and eat out in. They particularly mentioned the wonderful parks, countryside and easy access to the sea, pier and harbour. Their priority concerns were around benches or rest spaces ( with proper arm rests and backs) and more accessible public toilets.

The overall objective of this theme is to: *To make outdoor spaces and buildings pleasant, clean, accessible and safe for older people, creating walkable communities and age friendly spaces* 

#### **Library Service**

DIr Library provision is delivered throughout the county via 8 branch libraries. The service is constantly looking for new innovative ways to reach out to communities by improving access and the range of services available. Some of those new innovations include:

- Musical Memories Choir Choir aimed at older people with dementia and their carers/families.
  Set up by dlr Arts Office/HSE in partnership with Living Well with Dementia Project. Currently run by Music Matters with support from dlr.
- Well Dance Dance Theatre of Ireland (Tuesdays and Wednesdays) Dance sessions for 60+ years.
  DIr Arts Office/HSE research from OT department in Trinity shows that the 20 week dance programmes improved mobility, quality of life and the mood and cognitive skills of participants
- Azure tours Tours in the Municipal Gallery, dr Lexlcon aimed at people with dementia and their families/carers. Evaluation of the Azure tours from late 2015/early 2016 reports that participants have increased mood and were stimulated in the tours. The tours target traditionally hard to reach members of our community

#### **Planning**

DIr has launched its Development Plan for 2015 -2020 . it contains commitments to encouraging Age Friendly developments . DLR collaborated with Dublin City Council , Sligo County Council and Age Friendly Ireland to develop a Planning Age Friendly Assessment Guide for use in pre-planning consultations. The purpose of the guide is to raise designers and developers awareness of the needs of older people.

#### Litter

DIr has developed a waste management plan for 2015-2017. The Litter Action Plan for 2016 will focus on:

- Elimination of litter black spots
- Prevent and control litter pollution
- Develop education and Awareness
- Continue with the use of new smart technology litter bins



#### **Facilities and Infrastructure**

Municipal Services Department is currently developing a street asset management policy and strategy to include assessment of street furniture and development of structured maintenance plans. Pilot study to commence by Q2 2017.

DLR traffic management section participated in TILDA study on pedestrian crossing management and is committed to using new user timing management technology at suitable and appropriate locations

The estate management fora is also developing a community based Walkability pilot project to be hosted and managed by local community groups.

#### **Chamber of Commerce**

The Chamber of Commerce is actively encouraging its members to partake in the "Petal Logo Project" – retailers displaying the petal logo – make their toilet facilities available to older people without charge or fuss.



# 2. Transportation

#### Introduction

Dún Laoghaire-Rathdown is well served by public transport. Bus, Luas and DART are now all fully accessible for people with disabilities. In addition to the National Providers, there are 3 community based local providers in the county; they are Accessible Community Transport Service(ACTS), LIFTS community Transport Service and Easi Cab. These services offer a door to door driver assisted services based on a club membership model.

The overall objective of this theme is to: *To promote quality, safe, reliable, accessible transport services for all* 

#### **Dublin Bus**

Dublin Bus is committed to the Age Friendly Programme and a senior member of staff has now been appointed as a member of the Age Friendly Alliance.

Dublin Bus is very aware of the hazards that exist when entering or exiting a bus. They provide continuous development training to their drivers. They have also developed an awareness training package for older customers about how they can play their part in protecting against trips and falls when either entering or alighting from buses. They have already distributed 2,500 packs to Active Retirement Groups in the dlr area. Based on the success of that campaign they intend to roll it out across the city.



#### Public Services Card (Free Travel Pass)

- Everyone aged 66 and over living permanently in the State is entitled to the Free Travel Scheme
- You must carry the Public Services Card with you when travelling on Dublin Bus
- Please scan your Public Services Card when boarding the bus
- If -P is written on your Public Services Card, you personally are entitled to free travel
- If +S is written on your Public Services Card, your spouse, partner or cohabitant can join you for free when you are travelling (they cannot travel for free alone)
- If +C is written on your Public Services Card a companion (over 16) can travel with you for free (because you are unable to travel alone)





#### At the Bus Stop:

- Signal the driver and stand back from the kerb as the bus pulls in
- Wait for the bus to stop and for passengers to get off before boarding
- Have your Public Services Card ready

#### Getting on the bus:

- Keep one hand free so you can use the handrail
- Watch your step! The entry to the bus can vary between models
- Ask the driver to lower the bus or operate the ramp if required
- Please scan your Public Services Card when boarding the bus
- While walking through the bus to find a seat, please use the handrail
- · Always sit if there is a seat available

#### While the bus is moving:

- Please stay seated at all times when the bus is in motion
- If you have to stand, please hold on to the handrail

#### Getting off the bus:

- Press the bell once well in advance of your stop to allow the driver to stop smoothly and safely
- As the bus is approaching your stop, please use the handrails to assist you to the exit
- Ask the driver to lower the bus or operate the ramp if required
- As you are getting off the bus always watch out for cyclists on your left passing on the inside of the bus

Please turn over→

Dublin Bus continues to roll out its real time passenger information displays across the county. There are currently 54 such displays in the dlr are and there are plans for a further 7 for the remainder of 2016. In addition to the roadside real-time, Dublin Bus has developed an app for smart phones which allows passengers to quickly know when the next bus will arrive at the stop.

# 3. Housing

#### Introduction

For the purpose of this theme housing includes the built accommodation but also relates to the associated essential community supports that may assist a person to remain living in their own home for longer than they might otherwise. Most of the people we spoke to said they like living in Dún Laoghaire-Rathdown County. They said that their communities are generally safe and comfortable.

The overall objective of this theme is to: *To provide a more seamless and appropriate continuum of housing choice and options for older people* 

#### DLR

DLR is committed to supporting the delivery of quality housing accommodation for all of its citizens. Construction of new units and the refurbishment of existing units is a priority for the Council. The following homes are currently under construction:

Cromlech Close, Enniskerry - 6 x 1 bedroom units and 9 x 2 bedroom units

Clontibret House, Blackrock - 4 x 1 bedroom units

Phase 2 of Rochestown House refurbishment project  $-34 \times 1$  bedroom units (reserved specifically for older people)

The Brambles, Park Close, Glenageary  $-10 \times 0$  one bed units - commencing on site end 2016 Broadford Rise, Ballinteer  $-21 \times 0$  one bed units - commencing on site end 2016

The County Council also completes alterations to its own housing stock for tenants who require adaptations or accessibility modifications. Since Jan 2016 to the end of July we had completed 26 alterations to bathrooms , 3 ramps and 11 stair lifts at an approximate cost of €194,000.

In early 2016 DLR launched a campaign to actively encourage council tenants to consider downsizing to smaller more manageable units. Up to December 2016 19 people had accepted such an offer and a further 12 have been prioritised for 2017.



Private Home owners may apply for Adaptation Grants to accommodate older people or people with disabilities. Since Jan 2016, 46 such grants have been approved to the value of €351,669. In addition, 17 Mobility Aid grants have been approved to value of €78,892.

#### **Traveller Accommodation Unit**

The priority for the provision of accommodation as part of the Traveller Accommodation Programme was the refurbishment of 8 units of Grouped Houses and the refurbishment of 1 Halting Site. This was achieved through the refurbishment of 2 units of accommodation at St. Louise's Park, Blackrock and the refurbishment of 5 units at Glendruid Court, Shankill (two of the units were converted into one to cater for a large family). Two new units of accommodation were provided for residents in the West Pier temporary halting site

#### **Network for Older People**

The network for older people has developed an information page on their web site giving information about the practicalities of downsizing for a person who owns their own home.

#### **Southside Partnership**

Southside Partnership manages and supports an active care and repair service for persons over the age of 65. The service includes light maintenance or gardening tasks. All workers are Garda vetted. The care and repair team have carried out 589 visits from January to July 2016.

#### **Public Participation Network**

DLR PPN has been established and is continuing to support and encourage the establishment of new groups and Residents Associations. The PPN has issued 20 E-zines to date.

# 4. Social Participation

#### Introduction

The first Healthy and Positive Ageing Initiative survey carried out in the dlr area indicates that social participation in the dlr are is high with over 60% of people engaging in at least one social activity a week. People who attended the round table conversations also said that they were pleased with the quality and quantity of community facilities available in the area.

The overall objective of this theme is to: *To provide opportunities for older people to stay socially connected and to play an active part in social network* 

#### **Network for Older People**

The Network for Older People launched its new website early in 2016. The site offers information on a full range of activities delivered by 55 different active retirement groups. The web site also presents news relevant to older people as well as useful contact information.

The Network in collaboration with dlr and GOPA hosted a tea dance for more than 200 long-term residents of Nursing homes in the Dún Laoghaire Rathdown area, in Fitzpatrick's Killiney Castel Hotel.



#### **HSE**

The HSE continue to support one Social Singing Choir for people living with dementia and their carers. The HSE will mainstream the LWwD Project to enable the learning from this project to be implemented in 2016. A social activities programme will be supported and a project co-ordinator will be employed.

The HSE is assessing the possibility of piloting a Social Prescribing project for roll out in Spring of 2017 with support of the Older Persons Support Coordinator (ALONE).

The Hospital Management at St Vincent's Hospital are examining how they might be able to deliver a personalised appointment programme.

#### **Southside Partnership**

Southside partnership is working with its care and repair team to develop a local call service for the county. This service, when fully developed will offer a daily scheduled call to older people who are living alone or experiencing isolation for any reason.

With the support of a Tús Worker Southside Partnership is currently developing a directory of activities and services available in the county.

#### **Southside Traveller Action Group**

Southside Traveller Action group have developed a social activity for older Traveller women around

a programme to record and document their child hood experiences. The outcome of the project has been the completion of a the Trailer Project which went on display in the Lexicon Library for two weeks in May.



# **5 Respect and Social Inclusion**

#### Introduction

The Respect and Social Inclusion Theme considers issues around how valued, active and engaged people feel in their community. Some of the older people we interviewed said they felt people were generally respectful towards them, for example young people still offered them their seats on the bus and staff were generally courteous towards them, but that this was on the decline. They did say that they found it hard to get information about service and events happening in the county because it was now all web based. They also said that they felt that neighbourliness was on the decline.

The overall objective of this theme is to: *To combat stereotypes, myths and negative views on ageing and prevent prejudice and discrimination against older people* 



#### DLR

Through its Community Grants Scheme dlr has supported a wide range of community based initiatives focused on tackling isolation and loneliness. The total value of the grants under the Age Friendly Programme in 2016 amounted to almost €26,000. The grants were awarded to :

- Dance Theatre of Ireland
- St Johns Golden Age Ballinteer
- Shankill Day care Centre
- ALONE
- Garda Older Persons Association
- Making Connections

#### **Chamber of Commerce**

DIr Chamber of Commerce has invited its members to participate in the Age Friendly Business Recognition Scheme. Since January 2016 Bank of Ireland and AIB have both provided Dementia Awareness Training at their branches in Dún Laoghaire and Deansgrange

#### An Garda Síochána

An Garda Síochana have developed a Textpert Programme where transition year students train older people how to use mobile technology. 30 Students from Newpark Comprehensive shared their knowledge with 30 Older people from Gaurdian Angels and Blackrock Older Persons Associations over 3 days.



## **Making Connections**

Making Connection is a registered charity operating in the dlr area, supporting young, old and the wider Dún Laoghaire Rathdown community;

- Over 225 vulnerable and isolated older people benefitted from Making Connections befriending programme (weekly hour long visits)
- Over 240 befriending volunteers have been engaged in the programme
- Over 21,6000 volunteer hours have been delivered
- The volunteers promote volunteerism and age-friendly attitudes amongst family, colleagues and peers

#### **HSE**

HSE operates or supports day care centres across the county, in addition it has supported the Azure project . Tours in the Municipal Gallery, dr LexIcon aimed at people with dementia and their families/carers. Evaluation of the Azure tours from late 2015/early 2016 reports that participants have increased mood and were stimulated in the tours. The tours target traditionally hard to reach members of our community.

# **Network for Older People**

The Network hosted a very successful National Convening of Older Persons Councils in Fitzpatrick's Hotel Killiney on the 25<sup>th</sup> May 2016 in association with Age Friendly Ireland . Over 120 delegates were welcomed to the convention by An Cathaoirleach Cllr Barry Saul and Minister of State for Mental Health and Older People Helen McEntee.



# 6. Civic participation and Employment

#### Introduction

Developing our age-friendliness provides an opportunity to enhance the well-being of all residents. It increases the ability of older adults to contribute to the community while reducing costly healthcare needs and provides a marketing tool to attract and retain businesses and people of all ages. Older adults are one of the few resources that are increasing in our area. *Civic participation and employment* in the context of this strategy is about considering the benefits that may be garnered from general participation and engagement in one's own community.

The overall objective of this theme is to: *To increase employment, volunteering and civic participation among older people.* 

#### DLR

DLR provides administrative and logistical support to the Age Friendly Alliance. The Alliance met 3 times since Jan 2016. Dlr has also introduced a new category in its community awards to recognise and celebrate the work of older members of the community.

DLR also provides administrative and financial support to the Network for Older People

#### **Southside Partnership and Dlr Volunteer Centre**

Southside Partnership provides support including office accommodation for the dlr Volunteer Centre. The volunteer centre hosted a promotion event in Airfield Estate to encourage more older people to volunteer.



#### **Network for Older People**

The Network for Older People offers support and coordination services to over 50 Active Retirement groups around the county. All groups are managed and operated on a completely voluntary basis. The total number of people supported is in the order of 3,500.

Southside Traveller A	Action Group			
Since January 2016 Southside Travellers have provided free Eye sight test to 40 older Travellers. 25 Women and 15 men took up the offer of the test. Of those tested 25 required glasses and for 20 of the participants it was their first ever eye test.				

## 7. Communication & Information

#### Introduction

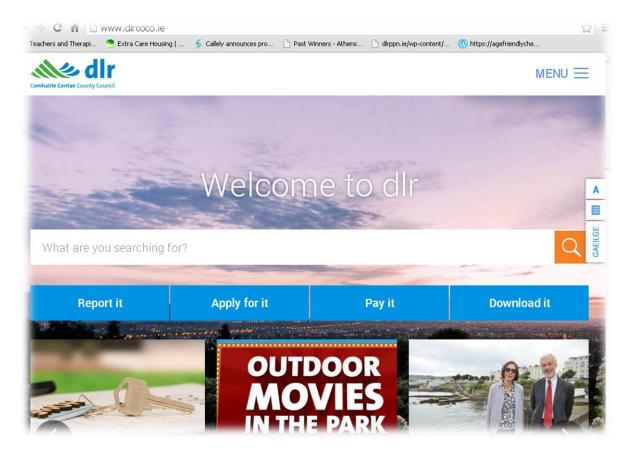
Generally, the people who took part in the round table conversations said that they found it difficult to know what was going on around the rest of the county but knew about local events because of word of mouth and parish newsletters.

The overall objective of this theme is to: *Ensure that older people can access timely*, *practical information about what is happening and available in their communities*.

#### DLR

DLR has committed with NALA to complete a Literacy Audit in both the Corporate Communication and Governance Department. The Library Service Audit was commenced in the Autumn of 2016 at a cost of €1,500.

DIr launched its new modern accessible website in June 2016



#### **Chamber of Commerce**

The Chamber has agreed that they will encourage their members to include the option to speak to customer services representative within the first 5 automated voice options.

The Chamber will also encourage members to use plain English and avoid using acronyms and jargon when corresponding with customers

#### **Network for Older People**

DLRCC in collaboration with The Network for Older People and the Alliance Service Providers is developing a directory of Services for Older People living in the County. The Directory should be complete in Q1 2017

#### **Public Participation Network**

The PPN is a new framework for public engagement and participation. The DLR PPN will be the main link through which the local authority connects with the community, social inclusion and environmental sectors without prejudice to other consultation processes. To date there are 186 registered groups and the PPN has issued 20 e-zine newsletters.



# 8. Community Support & Health Services

#### Introduction

In this theme we consider, how together with our Stakeholders and Partners, we can support older people to stay healthy and independent. We consider how best we can enhance community-based health services - including preventative screening, mental health services and advice on healthy eating with a view to keeping our older people healthy and reduce their use of in-patient and outpatient hospital services.

The overall objective of the theme is: To provide older people with easily accessible health and community services and help with, access to, everyday activities and high-quality home care and residential facilities.

#### DLR

In November 2016 DLR established a pilot Older Person Support Service in association with ALONE, This service provides assistance and support to older people who wish to access services or activities in the county, which in turn will enable them to continue to live independent healthy lives. The estimated annual cost of this service is €40,000 of which dlr is contributing €10,000.

#### **DIr Sports partnership**

On the 10th and 11th May dlr Sports Partnership teamed up with Dún Laoghaire-Rathdown County Council's Sports Office and dlr Leisure to organise Active 4 All, two days of activity taster sessions in Loughlinstown.

The focus of Active 4 All was on group activities and light exercise, promoting movement and an introduction to various exercises to improve and enhance a healthy lifestyle. Participants took part in Dance, Archery, Seated Exercises and Pickleball. Participants also got an opportunity to try out the Go for Life Games and maybe qualify to take part in the National Games in June.

An Cathaoirleach Cllr. Barry Saul attended the Wednesday session and spoke to the participants commenting "The focus of these events is on group sessions promoting movement and exercises to improve and enhance a healthy lifestyle."

The Active 4 All events link into a weekly activity session run by dlr Leisure Services in three of the public leisure facilities, namely Meadowbrook, Loughlinstown and Monkstown. Every week, the participants come together in these centres to take part in physical activity in the gym, swimming pool, and outdoors when the weather permits, with the emphasis on FUN!

These events were supported by the HSE's Health Promotion Unit and the Go For Life programme.



#### **HSE**

The HSE provides a wide range of services for people growing older in DLR including:

- Home care packages . provided by the HSE to help an older person to be cared for in their own home.
- Nursing Home Support Scheme information on the new Nursing Homes Support Scheme -Fair Deal
- The Public Health Nurse Service The service provided aims to be total quality service, which is responsive to consumer/patients needs, placing community based services as the central focus of patient and consumer needs. The Public Health Nurse works within a defined geographical area, providing care which is preventative and curative and a range of services tailored to the needs of the individual including nursing care in the home, and palliative care of the terminally ill

As part of the HSE's continuous programme of quality improvement it also reviewing the potential and feasibility of introducing the :

- Development of person specific appointments
- Provision of how to get here information on appointment letters
- Development of improved way-finding signage at major hospitals (currently too high and too cluttered)
- Developing and expanding the services and supports established in the Living Well with Dementia Programme for both patients and carers.
- Ensuring that HIQA standards are maintained in residential care services.

Go For Li	ife FitLine (1800 303 545)	
Go for Li	fe FitLine is a telephone-based service that encourages you to get more active. Users car	า:
	about clubs, groups and facilities in an area, and get active in a way that suits their They may also discover simple things to get some extra healthy activity into their routing	ıe.

# 9. Safety & Security

#### Introduction

In this theme we consider how best we can work with an Garda Síochána and the other stakeholders and communities to address their concerns about both personal security in their homes or wider communities and also wider safety issues relating to their health and well-being.

The overall objective in this theme is to: To ensure older people feel safe and secure in their homes and out and about in the community

#### **DLR Joint Policing Committee**

DLR has a well-established Joint Policing committee since 2009. The purpose of the Joint Policing Committee public meetings is to hear views of the local community and assist in the formation of a work plan for the Joint Policing Committee. In doing this, it seeks to prioritise key community policing issues and identify initiatives which would contribute to improved community policing and prevention or reduction of future crime in Dún Laoghaire Rathdown. In June 2016 the JPC prepared its 5 year strategic plan. It contains 3 strategic objectives:\_

Key actions under the JPC strategy which respond to the concerns of older people under each objective include:

- 1. Supporting and promoting Crime Prevention in DLR
  - The reduction of the level of Burglaries in the County through the implementation of Operation Thor.
  - Continued Implementation of high visibility policing in the county
  - Conduct a safety audit / review of the main access points to DART and LUAS Stations in the county. Develop key recommendations and an implementation plan. (Walkways, Lighting, safety etc.)
  - Support road safety improvement plans in the county including bike and pedestrian safety, through Garda enforcement, Schools Programmes, cycling infrastructure development
  - Support the revitalisation of the Neighbourhood Watch scheme in the County
  - Explore the use of Social Media Platforms to communicate local crime prevention messages
- 2. Enhancing Community Safety & Security in DLR
  - Establish regular high level meetings between An Garda Síochána and DLRCC to review Anti-Social Behaviour policy implementation and enhance effectiveness
  - Identify the Domestic Violence supports in the County. Including the voluntary organisations who support families and their need for emergency accommodation
  - Support the implementation of the DLR Age Friendly Strategy
  - Establish a Victim of Crime Support Office in Dun Laoghaire
- 3. Facilitate Community Engagement and Collaboration
  - For new and expanding communities, consider the need for designing out crime and safety at planning stage of new developments, including provision of community services infrastructure

- Engage the DLR Drugs & Alcohol Task Force as members of the JPC and seek updates on key issues relating to Drugs & Alcohol issues
- Support and work with other organisations to provide support service in the county for young people issues
- Development of additional advertising / signage to promote the new Garda Clinics Services Working in collaboration with the local publications including Panorama

#### An Garda Síochána

Garda Mobile Support This service was introduced by The Community Policing Unit Blackrock, to assist senior citizens in the area who are unable to attend their local Garda Station in the past year. Southside Partnership with the assistance of Cormac Shaw has advertised this service locally. The service provides advice on security, stamping of documents in the comfort of the older persons home, care home or hospital. This service also sees Community Gardai visit the homes of elderly victims of crime.



On Easter Monday, Community Gardai Niamh Colfer and John O Shea brought Blackrock Active Retirement to Pearse Street Garda Station for a historical tour as it is celebrating a centenary of policing in the city. The tour, given by Garda Stephen Moore was very enjoyable as well as being informative. The historical significance of Pearse Street maintaining the rule of law in Ireland since its opening was highlighted. The tour was thoroughly enjoyed by the group and the highlight of the visit for the ladies was meeting Supt Joseph Gannon Pearse Street and Assistant Commissioner Jack Nolan

#### **Garda Older Persons Association**

Dún Laoghaire Rathdown is the only county in the country that has a Garda Older Persons Association. The purpose of the group is to bring matters that concern older people to the Attention of An Garda Siochana in a formalised meeting space where confidentiality and discretion are guaranteed.

GOPA has successfully reduced the time and effort required to get a personal monitored alarm reduced from 16 to 6 weeks. The cost per alarm is €60 and applicants can simply call Margaret McCarthy on 0861604718

GOPA along with An Garda Síochána hosted an afternoon tea dance for over 200 residents of Nursing Homes in the DLR area. The Garda Band was the star attraction for this event.

#### **Southside Partnership**

Southside Partnership continues to raise awareness about the importance of a Healthy Diet – they have run several Health Food Made Easy courses with support from the HSE.



# **Conclusion**

2016 was a very productive year in terms of progressing the Age Friendly vision of "Making our County a great place in which to grow old." Even before the actual formal launch of the strategy, on the 4<sup>th</sup> May, our partners were already working on projects and initiatives that would enhance the quality of life of those older people living in our county. It is important to acknowledge the commitment and interest from all of our partners in the AFP which has steadily increased ever since the beginning of the roundtable conversations in 2015.

Enthusiastic collaboration and cooperation have been at the heart of the progress that has been made to date. As we progressed ,we have realised that small incremental changes to services and information can have a disproportionate positive impact on older people. Most of the initiatives that are referred to in the report above cost little or nothing to implement but were of high value to the older people, so from a value for money perspective, continuing on with the Age Friendly Programme makes absolutely perfect economic and common sense.

The key to maintaining our momentum is the continued goodwill, cooperation and collaboration of all of our Alliance Partners, as we share our ideas and resources to best drive the programme forward. We accept that there are still many concerns to be tackled but we remain confident that, together, we can make Dún Laoghaire Rathdown an even better place in which to grow old.