

dlr Age Friendly Strategy 2016-2020 Annual Report 2017



Contents

Foreword	1
About the dlr Age Friendly Strategy 2016-2020	3
1. Outdoor Spaces and Buildings	5
2. Transportation	8
3. Housing	11
4. Social Participation	13
5. Respect & Social Inclusion	16
6. Civic participation and Employment	18
7. Communication & Information	21
8. Community Support & Health Services	24
9. Safety & Security	28
Conclusion	31

Foreword

On behalf of the dlr Age Friendly Alliance, we are pleased to introduce our Annual Report for 2017. This provides a snapshot of the work and activities undertaken in 2017 throughout the County, in support of implementing our Age Friendly Strategy 2016 – 2020.

The Age Friendly Strategy sets out our goals and actions, which are aimed at ensuring that Dún Laoghaire-Rathdown is a great place in which to live, work and grow older.

It has been a busy year, as you will see from the Report, with more activities and events happening all the time, helping to ensure that older people in Dún Laoghaire-Rathdown *enjoy a good quality of life, in an age-friendly environment, and have the opportunity to be active and contribute to their community.*

The members of the Age Friendly Alliance have worked in a spirit of collaboration to implement the actions, and work to enhance the well-being and the overall quality of life of our older citizens.

Some achievements during the year include production of The *Directory of Activities and Services for Older People in Dún Laoghaire-Rathdown County* which was developed to address a need identified by older people - information on services and activities in a format which they find accessible. Over 4,000 Directories have been widely distributed and it is also available online at:

http://www.dlrcoco.ie/sites/default/files/atoms/files/directory_of_activities_services_for_older_people_in_dlr_county.pdf

A range of other supports have been made available to help people live independently for longer, from housing adaptation grants to the free Care & Repair Service for over 65's to the Garda Mobile Support Service which visits people at home.

A range of community based initiatives have provided new opportunities for social engagement and combating loneliness such as Well Dance for Seniors, Annual Tea Dances and a Befriending Service which added another 54 volunteers who will visit older people on a regular basis. A pilot Support Coordination Service, provided by ALONE with support from the Council and the HSE, was rolled out in 2017 to assist older people in accessing relevant services.

The HSE continued to support activities for people living with dementia and their carers, including the Social Singing Choir. Alliance member Eilis Hession, HSE, was awarded the European Kate Granger Award for Compassionate Care in 2017, in recognition of her work as Lead on the Living Well with Dementia programme which supports people with dementia to continue to live at home and play an active part in their local community.

The Alliance wishes to acknowledge the commitment and leadership of the outgoing Chairperson of the Alliance, Mr. Donal Marren, and to thank and welcome our new Chairman, Mr. Eugene Magee.

Finally, we would like to thank the many stakeholders, in Dún Laoghaire-Rathdown County, for their on-going commitment and support in helping us with achieving improvements.

Real improvements to quality of life for all older people, whether living in, visiting or working in Dún Laoghaire-Rathdown have been achieved in 2017 and we look forward to working together to build on this and make our County an even better place in which to grow old.

About the dlr Age Friendly Strategy 2016-2020

In June 2013 Dún Laoghaire-Rathdown County Council signed the World Health Organisation Dublin Declaration on Age Friendly Cities and Counties. This means that Dún Laoghaire-Rathdown is now committed to working towards becoming an Age Friendly County. The publication of our Age Friendly Strategy and the establishment of our Age Friendly Alliance were the first steps towards delivering on that commitment.

Following comprehensive consultation sessions in 26 locations throughout the county, Dún Laoghaire-Rathdown County Council formally launched its Age Friendly Strategy on the 4th of May 2016.

The vision for the Age Friendly Strategy is that:

"dlr will be renowned as a great place to live in and grow old in, where people enjoy a good quality of life, in an age-friendly accessible environment, and people have the opportunity to play an active role and contribute to the economic, social and cultural life of their community right throughout their lives."

The following report sets out to provide updates surrounding the nine themes identified within the Strategy for 2017, which are listed below:

1. Outdoor spaces and Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and Social Inclusion
6. Civic Participation and Employment
7. Communication & Information
8. Community Support & Health Services
9. Safety & Security



Dún Laoghaire Rathdown Age Friendly Strategy 2016-2020 | Dún Laoghaire Rathdown Straitéis Aoisbhá 2016-2020



Kindly see link to the dlr Age Friendly Strategy 2016 -2020 below:

http://www.dlrcoco.ie/sites/default/files/atoms/files/dun_laoghaire_rathdown_age_friendly_strategy_2016_-_2020.pdf

Age Friendly Alliance

The Age Friendly Alliance was set up in late 2014, with senior representative from key public service providers and service organisations, involved in the County, to lead the strategy development and implementation. The Alliance is made up of members representing the following organisations:

- An Garda Síochána
- Chamber of Commerce
- Dublin Bus
- Dublin & Dún Laoghaire Education and Training Board
- Dún Laoghaire-Rathdown County Council
- Health Service Executive
- Leopardstown Park Hospital
- Network of Older People
- Southside Partnership
- Southside Travellers Action Group
- University College Dublin

In 2017 the Age Friendly Alliance, with support from the Community Development and Social Inclusion Section, collaborated to deliver a range of actions across the nine Age Friendly themes set out in the Age Friendly Strategy. A number of initiatives were launched by dlr in 2017, with a view to delivering on the Actions identified in the Strategy.

In December 2017 the Alliance appointed a new independent chair, Mr. Eugene Magee (Leopardstown Park Hospital), who replaced the previous chair, Mr. Donal Marren.

1. Outdoor Spaces and Buildings

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

Accessible Facilities

Age Friendly considerations continue to be incorporated into all dlr Capital Projects while dlr continues with its programme on footpath restoration programme which will continue into 2018.

Recent works as part of the Monkstown Village Improvement Scheme addressed many Age Friendly considerations by:

- Levelling off of steep path areas
- Installation of pedestrian crossings with a reduction of crossing distances
- Tactile paving and audio signal buttons for those with visual impairments
- Installation of a number of seating areas in the village
- The installation of larger wooden benches with durable hand rests located at points where people can pause, a number of the benches have additional handles.

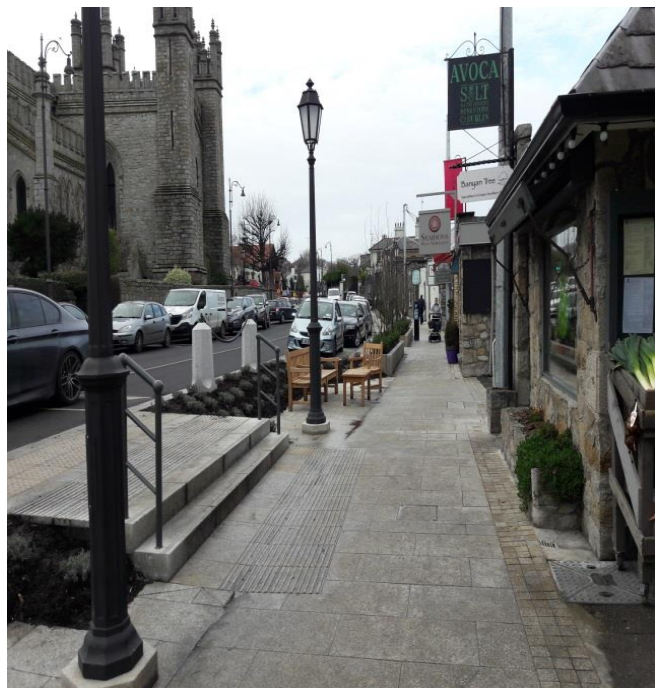
The images below highlight the considerable improvements brought about by these works. The photograph taken prior to the works identifies the difficulties for pedestrians due to the steep gradient and limited pathway.

The improvement works have removed the slope while also extending the pathway to allow wheelchair and buggy users to pass. This extended pathway also created space for benches, which now provide members of the public with an area to rest and indeed engage with others.

BEFORE



AFTER





The Cross Avenue / Desmond Avenue and environment scheme was completed in 2017, this scheme involved significant improvements to all footpaths, pedestrian crossings and traffic calming to make the area safer and more age friendly.

The Petal Project

The Petal Project, which was launched by An Cathaoirleach, Cllr. Tom Murphy at County Hall on Tuesday 27th June 2017, is a simple initiative designed to address a perceived



inaccessibility to toilet facilities identified by older people as a barrier to going out and about in the County. The display of a small sticker with the Age Friendly Petal logo provides a discreet message to older people that clean and accessible toilet facilities are available without fuss.

Roll out of this project has focussed initially on Council-owned community facilities, with the Petal logo displayed on all community centres, libraries and amenities

which have accessible toilet facilities.



The Chamber of Commerce is also actively encouraging its members to participate in the "Petal Logo Project" and it is intended that this initiative will form part of the Age Friendly Business Programme in 2018.

Ballyogan Recycling Park

As the Ballyogan Recycling Park is used by many of our older residents, dlr replaced many damaged concrete kerbs and footpaths in 2017. Improvements were also made to the road marking and traffic signs.

Twelve "heavy lifting" signs were erected in the recycling centre to encourage customers to ask staff for assistance where necessary.

These changes to the facility have led to a safer and more user friendly environment, especially for older customers.

2. Transportation

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

Healthy Active Travel

dlr launched the first county-wide, station-less, bike-sharing scheme in Ireland in 2017.

The BleeperBike pilot bicycle-share scheme aims to have a total of 100 BleeperBikes deployed as part of the project.

40 BleeperBikes have been rolled out initially at various locations in 2017.

At the launch of the bike sharing scheme, An Cathaoirleach Cllr Tom Murphy stated, *'I welcome the introduction of this short term bike sharing scheme to the County, a new addition to the County transportation mix. This pilot with BleeperBike will make it easier for cyclists to explore the many wonderful cycle routes around the County.'*



The Smart bikes will allow the tracking of bike trips around the location using inbuilt GPS technology on each bike and can be found at the following locations throughout dlr:

Blackrock Main Street (5)

Cabinteely Village (2)

Dalkey Village (4)

Deansgrange Village (2)

Dundrum car park near the Town centre (5)

Dún Laoghaire Lexicon Library (5)

Killiney Dart Station (2)

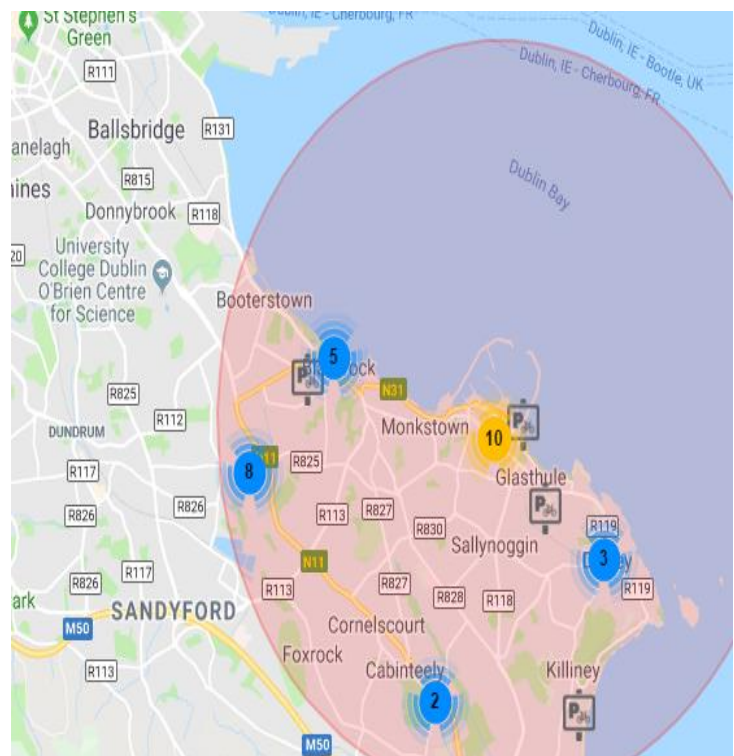
Meadowbrook Leisure centre (2)

Sandyford Business District (5)

Shankill Village (2)

Stepaside Village (2)

Stillorgan Village (4)



Safety Awareness

Dublin Bus continued its commitment to providing a safe, reliable and accessible bus service. As part of this commitment, Dublin Bus has developed a Safety Awareness Strategy for their older customers. They undertook the following activities, as part of this Safety Awareness Strategy:

Production of a suite of educational literature and merchandise including:

- A brochure with safety information for older people
- A brochure with information for using the free travel scheme
- Pocket cards with safety tips when using the bus
- Travel pass wallets with safety tips
- Internal posters for employees



While also undertaking a communications campaign targeting older people's groups in the Dún Laoghaire-Rathdown Area, they distributed packs, which included educational literature and merchandise.

The recently appointed Travel Assistant and Community Coordinator carried out visits to older people's groups throughout Dublin spending time speaking about health and safety,

showing on-board safety demonstrations and answering questions.

Dublin Bus continues to roll out its real time passenger information displays across the county. There are currently approximately 60 such displays in the dlr area. 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.

Road Safety

At the February 2017 Council Meeting, dlr Councillors voted to introduce a new 30km/h special speed limit in 742 identified housing estates and local residential roads in dlr.

The new speed limits have been introduced in accordance with "Guidelines for Setting and Managing Speed Limits in Ireland" published by the former Department of Transport, Tourism and Sport, March 2015 and follow a period of study of traffic and speeds in the county.

The BusConnects Programme was announced in 2017 and aims to transform City bus services by building a network of "Next Generation" bus corridors on the busiest routes to make bus journeys faster, predictable and reliable. This will also include: the introduction of Bus Rapid Transit, a higher quality of bus system, on three of the busiest corridors; completely redesigning the network of bus routes to provide a more efficient network, connecting more places and carrying more passengers; rolling out new bus stops with better signage and information while also increasing the provision of additional bus shelters.

3. Housing

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

New Housing & Accommodation

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.

Work on construction of Older Person specific accommodation commenced in 2017 in the following locations.

- Phase 3 of Rochestown House: 12 x 1 bed units and 2 x 2-bed units.
- The Brambles, Park Close, Glenageary: 10 x one bed units.
- Broadford Rise, Ballinteer: 21 x one bed units.

The provision of 4 units of permanent accommodation at Glenamuck Road, Carrickmines was completed in August 2017, in accordance with the Traveller Accommodation Programme 2014 – 2018. Two units at other existing sites were refurbished.

Adaptations & Alterations

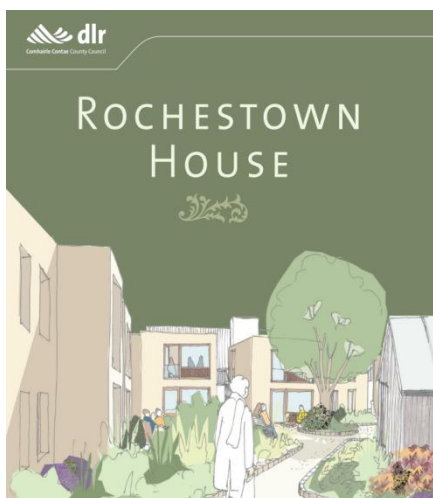
The Council completed alterations for tenants who required adaptations or accessibility modifications to their homes to make them more suitable for their needs. In 2017, more than 100 adaptations were completed including bathroom adaptations, the installation of ramps, stair-lifts, 1 major extension and miscellaneous adaptations (doors widened, grab rails, 2nd bannisters) at a cost of more than €500,000. Adaptations were carried out in traveller specific accommodation units including the installation of a ramp and level access showers.



Funding Supports

In 2017 over 150 housing adaptation grants were also provided to private home owners at a cost of €1,309,396. Mobility Aid grants were provided at a cost of €57,290.75 as well as Housing Aid for Older People Grants for rewiring, roof repairs and installation of central heating (where none previously existed) to the value of €47,133.

Downsizing



The campaign to promote downsizing among Older People continued in 2017.

17 people completed the downsizing process throughout the year with a further 10 being prioritised to downsize in 2018.

Further information regarding the downsizing campaign can be found via the link below:

<https://www.youtube.com/watch?v=xFtqp5jNVao>

Care & Repair Service

Southside Partnership dlr in association with Age Action Ireland offer a free care & repair service for over 65's living within Dún Laoghaire-Rathdown. Services included a garden tidy-up, replacing light bulbs, fitting door chains or smoke alarms, putting up shelves, moving furniture etc.

486 jobs were completed throughout dlr in 2017, while many more enquiries were received and referrals made.

A flyer for the 'Care & Repair' service. At the top, it features the logos for 'SOUTHSIDE PARTNERSHIP DLR' (COMHPÁIRTÍOCHT an DHEASBHAILE) and 'Age Action IRELAND' (For All Older People). The main title is 'Care & Repair' in a large, serif font. Below the title are two small photographs: one of an elderly woman smiling and another of a person working on a repair. The text asks 'Are you 65 years or over?' and 'Do you have a small repair job that you would like some help with?'. It states that Southside Partnership DLR, in association with Age Action Ireland, is pleased to announce a free Care & Repair Service in the Dun Laoghaire Rathdown area. A suitable 'job' for them to help with is one that you expect will take up to two hours max. and might include a garden tidy-up, replacing light bulbs, fitting door chains or smoke alarms, putting up shelves or moving light pieces of furniture to another room. Their staff will provide a helping hand with a variety of small tasks that an older person may find difficult. To find out more please contact their Care & Repair office in BALLYBRACK on (01) 44 55 450 or email them at careandrepair@sspship.ie. A note at the bottom states: 'While there is no charge for this service, voluntary donations, no matter how small, are gratefully accepted. Any such donation will be used to purchase equipment and materials to support the service.' At the bottom of the flyer are logos for 'Tús', 'pobal' (government supporting communities), and 'An Rann Comhairle Éireann' (Department of Social Protection).

4. Social Participation

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

Active Retirement Supports

The Network for Older People represents 67 different active retirement groups and 3,500 older people across the county. The Network meets on a monthly basis to discuss topics relevant to their various memberships. The www.olderdlr.ie website offers information on a full range of activities delivered by the different active retirement groups. The website also presents news relevant to older people as well as useful contact information.

The Network also provides travel grants to their member groups with the support of the Council. In 2017, 28 travel grants totalling €4200.00 were provided to various affiliated groups.

The National Convention of the Older Person's Council took place on 2nd and 3rd November in Limerick. dlr was represented by members of the Older Person's Network and the dlr Age Friendly Programme Manager.

Living Well with Dementia

The HSE continued to support activities for people living with dementia and their carers such as information talks by Dublin South Living Well with Dementia (LWwD), while also providing the Social Singing Choir for people living with dementia and their carers.

A representative of the HSE attended a meeting of the Network for Older People in relation to integrated care for Older People and specifically the first ever national survey of Patient's experiences "Your Voice Matters"



Celebrating Traveller Culture

The Southside Traveller Action Group (STAG) created the 'Blast from the Past' exhibition as part of the dlr 2017 Festival of Inclusion. This celebration of traveller culture included a photography exhibition, live displays and presentations from members of the Traveling Community of all ages.

The group has developed a social activity for older members of the Traveller Community around a programme to record and document their childhood experiences, which was on display throughout the Festival.



Street Feast

Street Feast is a national day of street parties celebrating neighbourhoods and local communities. The Feasts encourage neighbourhoods to engage with one another, support community engagement, participation and active citizenship throughout the County.



Over 90 street parties took place across the County on 11th June 2017, focusing on integration and intergenerational contacts. A selection of Street Feasts was documented through photography by IADT students with financial support from the Council. This was exhibited as part of the Festival of Inclusion.

Arts and Culture

The Dún Laoghaire-Rathdown County Council/HSE Arts and Health Partnership provides older people as well as those with disabilities and mental health issues within health services and the local community with new opportunities to explore creativity and the issues that they have identified as being important to them.

In 2017 the following projects were delivered:

Azure Programme: Dementia friendly tours in the Municipal Gallery, dlr LexIcon, aimed at people with dementia and their families/carers. The tours target traditionally hard to reach members of our community and 2 tours were delivered as part of each Gallery Programme in 2017.

dlr Cultural Connections: The dlr Cultural Connections pilot programme aimed to create a local network of older people and volunteers interested in attending the Pavilion Theatre. Managed by Making Connections, a total of 4 cultural events were attended by older people via their befriending scheme which targets older people referred by social workers and the public health nurse.

Musical Memories Dementia Choir: The original Musical Memories choir based in Deansgrange Library was managed by the Arts Office in conjunction with the HSE Health Promotion and Improvement the Living Well with Dementia Project (LWWD). The 'Musical Memories' choirs are open to all older people but are specifically supportive and welcoming to people affected by dementia. Newpark Music Centre now manage the choir in Deansgrange Library, this was brokered by dlr Arts Office in 2017 and will ensure sustainability. This Choir participated in the "BIG SING" event in October.



Men's Shed: Targeting Older Men in the Community. The dlr/HSE Arts and Health Partnership is supporting a project in Sandyford Men's Shed. Through consultation with the Men's Sheds a woodworking, fine wood course was requested. Hillpicket Studio was identified as a suitable fit for the needs and requests from the service users. The programme also has the dual target of increasing awareness and membership of the activities of the Men's shed in Sandyford. Targeting older men in the community was the aim of this strand of the overall programme and the hope is to build on this in 2018.

Public Age Project: Focused on public spaces and how we use them as we age. Café style conversations were hosted which resulted in the development of a prototype social space called "The Meeting House". These events brought the local community together facilitating conversations about Public Spaces and Ageing.

5. Respect & Social Inclusion

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

Connecting Communities

The dlr Social Inclusion Unit worked to raise awareness and promote Social Inclusion objectives within Dún Laoghaire-Rathdown County Council in 2017 and provided year round support to local community organisations who work with marginalised or vulnerable communities.

The annual Festival of Inclusion ran from 6th October to 14th October 2017, with the theme of "Connecting Communities".

The dlr Diversity Fashion Show included models from the older age category including those with dementia.



The BIG SING was a particular success with over 400 choristers from various Community Choirs located throughout dlr, including the Musical Memories Choir taking part.

Other key Age Friendly events included:

The Ballybrack/Killiney Older Person's Entertainment Evening hosted by An Garda Síochána and dlr, which specifically targeted older people who do not regularly attend social events in the area.

Supports for Communities

Through its Community Grants Scheme dlr has supported a wide range of community based initiatives focused on tackling isolation and loneliness. The grants were awarded to twelve organisations based in dlr, supporting various activities such as: Well Dance for Seniors, Touchstone Civic Participation Programme and Befriending services.

Intergenerational Engagement

An Garda Síochána developed and rolled out a Textpert Programme to champion inter-generational training between transition year students and older people in the local area.

Bank of Ireland and AIB have both provided Dementia Awareness Training at their branches in Dún Laoghaire and Deansgrange.

Befriending and Support Co-ordination

dlr continued to support Befriending and Support services for older members of the community through the Community Grants scheme, in order to alleviate loneliness and isolation "Making Connections" provided weekly visits to 84 older people in dlr in 2017, with 54 new volunteers recruited and trained.

HomeLink provided daily, weekly or monthly telephone calls, to 514 older people in 2017 depending on their preference. These phone calls may be the only contact for members, who are housebound. During these phone calls the call centre staff discuss any anxieties and offer any relevant information from partner community groups.

They also hosted events for older people such as Coffee Mornings, A Winter Party, Sing-a-longs and Slow Walks.

Making Connections, in conjunction with UCD students hosted the "Connecting Generations" event during the 2017 dlr Festival of Inclusion, which created an opportunity for adults across the generations to enhance their understanding of mutual interests, concerns and perspectives.

In 2017, a pilot Support Coordination Service was provided by ALONE with support from the Council and the HSE to older people, helping them to access services. 293 older people received support in 2017.

The pilot also identified that the highest areas of support required by older people in the community were:

- Social contact (39%)
- Housing issues (25%)
- Finance (15%)

6. Civic participation and Employment

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



Volunteerism

The dlr Celebration of Volunteerism 2017 which was hosted by dlr on 7th December in recognition of those who volunteer their time to help their community, group or club included a specific category for Older Persons.

The dlr Volunteer Centre is passionate about volunteering and making Dún Laoghaire-Rathdown a great place to volunteer. The Centre aims to enrich communities by volunteering, while also giving volunteers an opportunity to develop personally. During 2017 the Volunteer Centre saw the establishment of the dlr Volunteer Corps, and the initial sign up of over 100 members in its first months. In its pilot year, the dlr Volunteer Corps also supported three local community events, including the dlr Community 5k.

Lifelong Learning in the Community

'UCD 4 ALL' event took place at the Samuel Beckett Civic Campus during the dlr Festival of Inclusion. These free taster sessions covered various topics such as Paths to Higher Education, Lifelong Learning, Sports and Nutrition, History and Literature amongst others. This event attracted attendees of all ages.



UCD continue to offer lifelong learning classes throughout the community.

During 2017 they offered classes in:

- The dlrLexicon, with 211 registrations on courses in History, Classics and Philosophy
- Mountown Community Centre with 37 on a History course
- Stillorgan College of Further Education with 39 registered to a course in History

UCD also progressed their intention to join the Age Friendly University network. Following a discussion at the UCD Widening Participation Committee on the 16th of November received endorsement to progress this initiative.



The Touchstone Project, which was funded under the Community Grants system and was hosted in the dlr LexIcon, provided members of the Network for Older People with the opportunity to develop the skills and knowledge for those who wish to play a part in helping to make their communities more Age Friendly.

Nine Network members who attended the free course developed new skills, explored a range of interesting and topical issues, and carried out practical projects.

The Touchstone course content included:

- Key issues for an ageing society and how these affect older adults
- How to bring about improvement and change for older people
- Opportunities available for older people who wish to be actively involved in community life
- Getting started with research; and planning and managing practical projects.
- Participants will also have an opportunity to attend optional sessions on using the media to support engagement in community life and using the formal political system to bring about change.

Active Retirement

dlr provides administrative and logistical support to the Age Friendly Alliance, while also providing on-going administrative and financial support to the Network for Older People. The Alliance met four times in 2017.

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.

dlr has also introduced a new category in its community awards to recognise and celebrate the work of older members of the community. There were eight nominations in this category with three winners in 2017.

Business Opportunities for Older People

The dlr Local Enterprise Officer offers open support for people of all ages who are interested in starting up a new business or who are already in business, including entrepreneurs, early stage promoters and small businesses looking to expand.

The Ingenuity Build Your Own Business Programme is tailored for people aged 50+ who want to start their own business.

The programme is led by ISAX and ran in collaboration with the Local Enterprise Office (LEO) and sponsored by Bank of Ireland.



Ingenuity Build Your Own Business for Mature Entrepreneurs took place from 10th Oct – 30th Nov with two sessions per week (16 in total). There were 18 Participants from the dlr, with nine of those deciding to pitch to BOI in Montrose.

The Tidy Districts Competition

An 'Age Friendly' category was introduced to the Tidy Districts Competition for the first time in 2017, which was won by Shankill Tidy Towns.

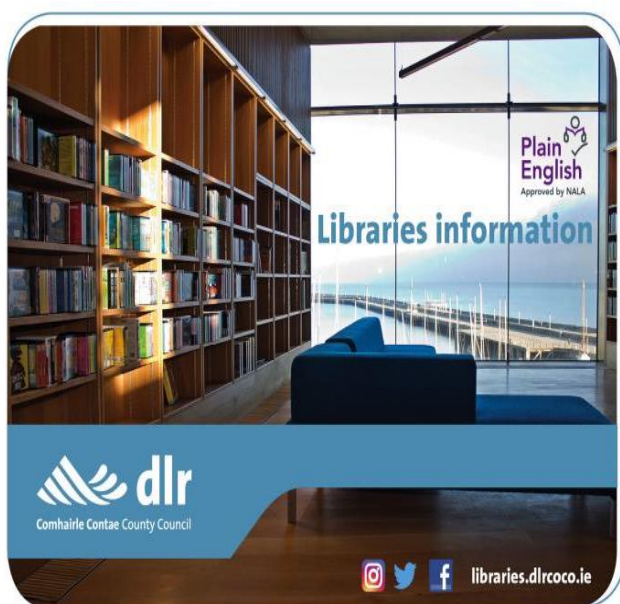
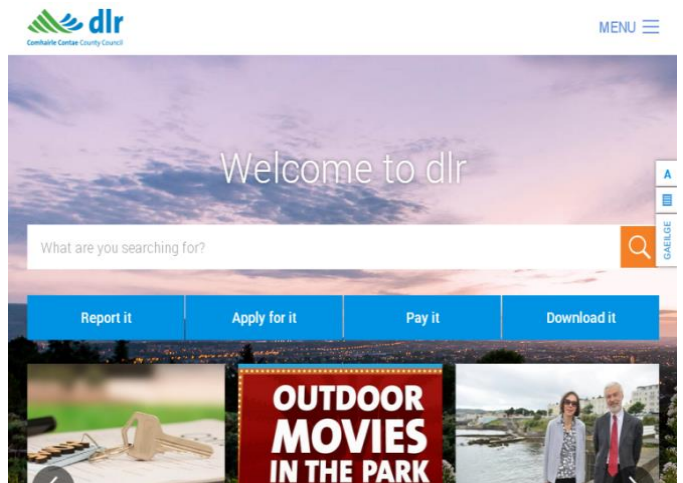
7. Communication & Information

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.*

Improving Communications



The dlr Times (bi-monthly Council publication) which is circulated to each household within the County has been completely redesigned and formatted, to take into consideration guidelines to ensure enhanced legibility for the sight impaired. These changes have also been incorporated into the dlr corporate website.



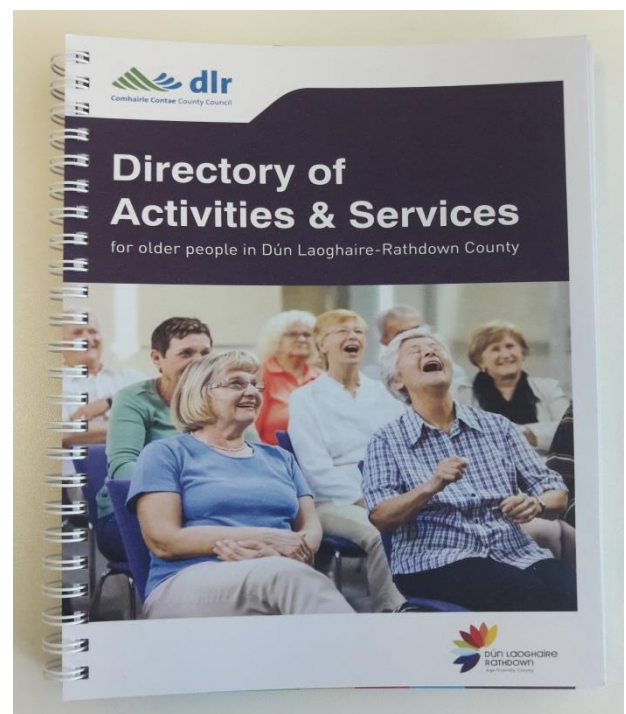
Recent dlr Libraries Information leaflets were approved by NALA (National Adult Literacy Agency) for the Plain English logo. The Plain English logo indicates that the leaflet meets international plain English standards and we have attempted to make this leaflet as clear as possible.

The Chamber of Commerce also encourages their members to use plain English and avoid using acronyms and jargon when corresponding with customers.



The dlr Directory of Activities & Services

Like the Petal Project, the Directory of Activities and Services for Older People in Dún Laoghaire-Rathdown County was developed to address a need identified by older people – an absence of information on services and activities in a format which they find accessible. The Directory contains information on activities and services relevant to older people and has been updated to reflect changes since first published.



The Petal Project and the Directory of Activities and Services for Older People will help to enhance the lives of older people in Dún Laoghaire-Rathdown. The Directory of Activities and Services has been widely distributed via various groups such as The Network for Older People, the HSE, An Garda Síochána and dlr. The directory also received widespread praise at the recent National Convention of Older People's Councils.

Both initiatives were identified as priorities in the Dún Laoghaire-Rathdown Age Friendly Strategy and were developed by the Dún Laoghaire-Rathdown Age Friendly Alliance.

Public Participation and Consultation

The dlr PPN is a new framework for public engagement and participation. The PPN is 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 over 400 registered groups 311 in Community & Voluntary, 77 in Social Inclusion and 12 in Environment. During 2017 two plenary meetings took place in April and October.



The dlr Civic Hub will be a single information point for all Council services. It will be fully accessible with wheelchair ramps and counters as well as a hearing loop system for people with hearing difficulties. The space will be an age friendly space with personal meeting pods, meetings rooms and a dedicated child play area. Well trained and highly skilled staff will be on hand to assist our customers of all ages and guide them through the use of our facilities, including self-service kiosks. Additionally, the new Council Chamber and Public Gallery will be fully accessible with a new lift being installed as part of the project. Work began on the dlr Civic Hub on 17th of November.

The dlr Citizen Space was developed to increase awareness and participation in the public consultation process.

Further information can be via the link below:

<https://dlrcoco.citizenspace.com/>

The screenshot shows the 'dlr' logo (Comhairle Contae County Council) and a search bar for consultations. The main heading is 'Consultation Hub' with a welcome message: 'Welcome to Citizen Space. This site will help you find and participate in consultations that interest you. Recently updated consultations are displayed below. Alternatively, search for consultations by keyword, postcode, interest etc.' A featured consultation is highlighted: 'Proposed Development of Fernhill Park & Gardens, Stepside, County Dublin with Works within the Curtilage of the Protected Structure (Fernhill House)'. It includes a 'More' link and a note that it closed 7 months ago. Below this is a table of 'Open Consultations' with one entry: 'PK/OEL/01/18 - Event Carlisle Pier 20th May 2018' which closes on '23 Mar 2018'.

Open Consultations	Date Closes
PK/OEL/01/18 - Event Carlisle Pier 20th May 2018	23 Mar 2018

8. Community Support & Health 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.*

Physical Activity & Wellbeing

In 2017 the Sports Partnership organised and delivered a range of physical activity programmes and training workshops for older adults in the County, some of which are highlighted below:

- Active Exercise - Weekly activity programme based in the dlr Leisure centres (Loughlinstown, Monkstown and Meadowbrook) – gym based, but includes use of the pool and other activities where feasible
- dlr Go For Life Blitz- fun day of activity in May with 80 participants in dlr Loughlinstown divided into 12 teams who took part in three different activities
- Go For Life Games – organised a team from Dún Laoghaire-Rathdown to represent the County at the National event in June



- Physical Activity Leaders (PALs) Training – roll out of an 8 week training programme for 14 members of Active Retirement Groups to become leaders/champions of being active within their own groups
- Promotion of Walking- three 5-week walking programmes around the County and working with Get Ireland Walking to get more older adults active
- All Sports Partnership flagship events are designed to be inclusive of older adults – an example of this would be the dlr Community 5K which would have a large proportion of participants over the age of 55
- The Sports Partnership provided an awareness raising and support function around the National Go For Life Grants (Age & Opportunity)

dlr Leisure Services operated weekly Active Exercise Programmes throughout their leisure facilities in 2017.

Programmes Included:

Active circuits

Active Swim

Active Gym

Cardiac Rehab

Water Rehab

Chair aerobics

Active Dance

These programmes were offered on a pay as you go basis and ranged in price from €3 to €4.50

In 2017, on a PAYG basis 5,287 visitors partook in these activities.

This was further supported through Value pass and membership holders by a volume of 18,300 visitors.

Dance Classes for older people were provided in 2017 by the Dance Theatre of Ireland with support from dlr and the HSE.

Classes included: Well-Dance for Seniors, Well-Dance/Living Well with Dementia and Move4Parkinson's. Dance classes have been proven to increase mobility, flexibility and wellness by Trinity Occupational Therapy.



Health & Community Services

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

- Home care packages 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/patient's 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 has confirmed its commitment to 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.

In 2017 the HSE conducted the first ever national survey of patient experiences in hospital, the 'Your Voice Matters' survey. The dlr Network of Older People facilitated feedback from their various memberships

Go for Life FitLine

Go for Life FitLine is a telephone-based service that encourages you to get more active. Phone: 1800 303 545

Users can find out about clubs, groups and facilities in an area, and get active in a way that suits their lifestyle. They may also discover simple things to get some extra healthy activity into their routine.

Library Service

dlr Libraries provide services across the County through a network of eight branch libraries, including dlr LexIcon.

All dlr Libraries are accessible buildings, and are safe, welcoming, inclusive community spaces.

dlr Libraries are constantly looking for innovative ways to reach out to communities by improving access and expanding the range of services available.

2017 saw a lot of interest in the digital literacy and health and well-being programmes.

An expanded range of digital learning events included group courses on Using Your Smartphone, Making the Most of Your Tablet, No Such Thing as a Silly Question and Tea & Teach digital skills. Also in 2017, dlr Libraries piloted a successful programme in Dalkey Library where Transition Year students from Clonkeen College have one-to-one sessions with older people, and assist them with any problems they might have using their smartphones.

A programme of events centred on mental/physical well-being for older members of our community continued in 2017. During Bealtaine, courses on mindfulness, creative writing and money matters in addition to more traditional classes in arts and crafts were conducted. Health and well-being as we age continues to be a topical issue in dlr, and courses such as Tai Chi for Arthritis and Mindful Chair Yoga continue to be very popular and well-attended.

Music plays an important part in the lives of our older residents, and the Musical Memories Choir, a choir aimed at older people with dementia and their carers/families, continued to increase its numbers in 2017 during its sessions in Deansgrange Library.

Tim Thurston's popular Monday morning music series in the LexIcon Studio was one of the highlights of the year.

Healthy Food Made Easy

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

Community Supports

dlr's Community grants supported 274 community groups to a value of €244,442 in 2017.

Eight information sessions on Community grants were held County wide (four East & four West) in March, April and October 2017. These sessions were provided in order to offer assistance on the application process with a view to strengthening chances of success.

9. Safety & Security

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

Community Safety & Security

Dún Laoghaire-Rathdown Joint Policing Committee (JPC) was established in 2009 and is a partnership between Dún Laoghaire-Rathdown County Council, An Garda Síochána and the Community. The membership comprises of senior Garda Officers, elected Councillors and Oireachtas members, representatives of community & voluntary groups and the Council.

In 2017, the dlr Joint Policing Committee was chaired by Cllr Mary Hanafin. The JPC held three committee meetings and one public meeting in 2017.

The JPC's strategic plan 2016-2021 identifies three strategic objectives:

1. Supporting and promoting Crime Prevention in dlr
2. Enhancing Community Safety & Security in dlr
3. Facilitating Community Engagement and Collaboration

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

- Age Friendly County – An information and entertainment evening for 50 older people residing in the Ballybrack area that would not normally attend social outings or events, was organised by the Gardaí with financial support from dlr and the Lions Club. Information packs on crime prevention were given to each person who attended the event.
- A Community Safety and Security Event for Older People, organised by GOPA, was held on 12th October in the Stillorgan Park Hotel.
- 141 Neighbourhood Watch Schemes across the County, the Gardaí also worked with relevant parties to establish Hospital Watch, Campus Watch and Bus Watch in 2017.
- A number of operations proved to be very successful across the County in 2017, including Operation THOR, IMEACHT and IRENE.
- Funding was secured for Operation Thor in 2017. Operation Thor involves the use of intelligence led policing to target particular burglary gangs using the motorway infrastructure to access the more affluent areas, as well as those individuals living in the Division and known to be involved in burglary and related crimes.
- The number of burglaries decreased by 9% up to 29th October 2017 in the DMR East Division as a result of Operation Thor.
- An Intercultural Family Garda Open Day took place at Dún Laoghaire Garda Station on 7th October, with a view to creating awareness of the role Gardaí play in Irish society and local communities. Music was provided by the Garda Band, while tours of the Garda Station took place and specialised units were on hand to show and explain their roles.

In addition there are three Local Policing Fora in the County. These work to increase safety and security in the community. An interagency group was established to address issues of anti-social behaviour in the Rathsallagh/Shanganagh area.

The Garda Older Person Association (GOPA) is a Public Consultation Committee which has representatives from local statutory and voluntary agencies as well as older people and those with an interest in older people needs.

The objectives of this committee are to ensure Garda provision of support for older people through communication, engagement and addressing the needs of older people.

The volunteers on the committee act as coordinators for the respective areas who liaise with their Community Gardaí. Issues concerning older people are presented at committee meetings and resolutions sought.

In February 2017 GOPA, along with An Garda Síochána, hosted an afternoon tea dance for over 200 residents of Nursing Homes in the dlr area.

A Community Safety and Security Event for Older People, organised by GOPA, was held on 12th October. The seminar covered three topics - Crime Prevention, Elder Abuse and Protection of Older Persons. Community Gardaí manned a stand with crime prevention material and were on hand to provide advice and support.

Feedback was so positive that it has been agreed to repeat this seminar in four locations across the County in 2018.

The 'STAR' - Safe Text alert scheme for Active Retirement groups continues to be rolled out by An Garda Síochána.

The Garda Mobile Support 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. Southside Partnership 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 Gardaí visit the homes of elderly victims of crime.

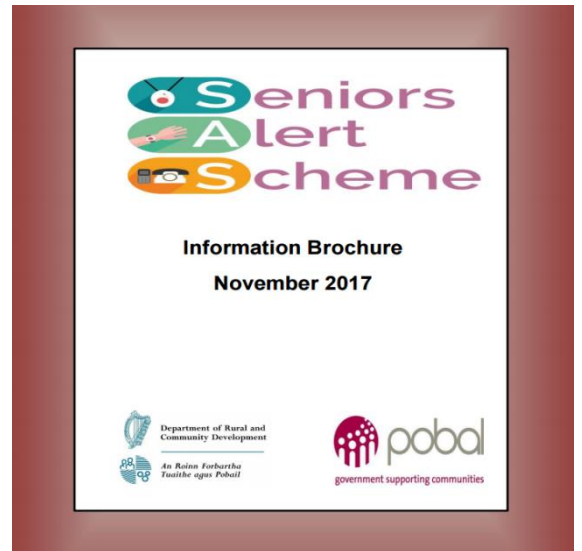


The advertisement features the Garda Síochána logo at the top. Below it, the title "Garda Mobile Support" is displayed in a bold, black font. A photograph shows a group of Gardaí in uniform standing in a line outdoors. The text below the photo reads: "We would like to highlight the new 'Garda Mobile Support' service. This service is being introduced to assist those older persons who are unable to make their way to their local Garda station. It is a service that will provide advice and/or the necessary stamping of documents at peoples' homes. All you have to do is" followed by contact information: "Email: Blackrock_ds@garda.ie or Phone: Blackrock Community Policing Unit at: 01-666-5200 or 01-666-5220 Dundrum Community Policing Unit at: 01-666-5600 or 01-666-5620". At the bottom, the Southside Partnership logo is shown with the text "SOUTHSIDE PARTNERSHIP DLR COMHPHÁIRTÍOCHT AN DHEASBHAILE" and "SUPPORTING PEOPLE. IMPROVING COMMUNITIES."

The Seniors Alert Scheme (SAS) was established in order to encourage community support for vulnerable older people in our communities through the provision of personal monitored alarms.

The pendant alarms are available to people over 65 living alone or with another eligible person or a carer, and aim to allow older people to continue to live securely in their homes with confidence, independence and peace of mind.

There were 317 pendant alarm applications processed in 2017.



Conclusion

As this report has highlighted, 2017 was a very productive year with regards to achieving the Age Friendly goals set out in the dlr Age Friendly Strategy 2016-2020, which ultimately aim to make our County a great place in which to grow old.

These achievements would not have been possible if it were not for the on-going enthusiastic collaboration between the various organisations and community groups throughout dlr who have committed themselves to the Age Friendly Strategy, in order to make real improvements and enhance community well-being and the quality of life of our older citizens.

These actions and collaborations have ensured that age friendly issues remain a priority for dlr and our partners on the Age Friendly Alliance, with a joined up thinking and strategic approach to age friendly priorities.

2017 saw some key achievements such as the launch of the Petal Project and the Directory of Activities & Services for older people in Dún Laoghaire-Rathdown County, the pilot of the Volunteer Corps and HSE patients survey, the production of the Dublin Bus safety leaflet and appointment of a dedicated travel assistant, the expansion of various befriending services and pilot of the older persons support coordination service, increased lifelong learning opportunities, community safety presentations and numerous social events for older people.

Other achievements included the success of the dlr downsizing campaign, various age friendly community grant supports, along with the Council's fruitful collaboration and on-going support of the Network for Older People, the Garda Older Person's Association and the Age Friendly Alliance.

A strong ethos of active citizenship and volunteerism has contributed to a very productive year which has identified various needs and priorities for 2018, where we aim to continue the positive work achieved since the inception of the dlr Age Friendly Strategy 2016-2020.