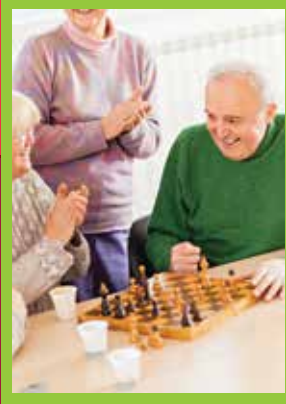


Dún Laoghaire Rathdown
Age Friendly Strategy 2016-2020

Dún Laoghaire Rathdown
Straitéis Aoisbhá 2016-2020



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Welcome Note



Cathaoirleach Cllr. Barry Saul

I am very pleased to welcome the publication of DLR's Age Friendly Strategy 2016 -2020. I know that a wide range of both private individuals and service providers have contributed to this plan, which when implemented, will surely "make DLR an even better place in which to grow old."

As Cathaoirleach, I confirm that the Council's six Strategic Policy Committees will continue to support the Age Friendly Programme by promoting the principles of:

- Quality of life improvements for older people living in the county, particularly the 'older' old, and the more isolated and lonely.
- Engagement with older adults in shaping and enhancing their communities for the benefit of everyone.
- Encouragement of a multi-stakeholder planning approach, informed and supported by older adults.
- Readiness to learn 'what works' in this context and use the findings to inform better approaches to planning for older adults.

On behalf of my fellow Councillors, we look forward to collaborating with all of the stakeholders over the life-time of this plan and working towards the implementation of this Age Friendly Strategic Plan and making our County a genuinely "Great place in which to grow old."

Cllr. Barry Saul , Cathaoirleach DLRCC

Foreward



Donal Marren, Chairman of Age Friendly Alliance

The Government's vision and that of Age Friendly Ireland is to make Ireland 'the best country in which to grow old. The adoption of a well-researched and comprehensive strategy is a prerequisite to the realisation of that vision.

The implementation of the strategy and the fulfilment of the Age Friendly vision are the next stages in the process. The DLR age friendly strategy aims to set down clear, attainable and measurable goals. The realisation of the vision will require the participation and support of community and voluntary groups, the DLR Network for Older People, as well as sporting and cultural bodies. In addition, there will be a requirement for support from the County Council and other statutory bodies, both in terms of resources and by each of the partners undertaking to age proof relevant policies within their organisations / agencies. DLR Age Friendly Alliance is very appreciative of the great support it receives from DLR County Council, An Garda Síochána, HSE, Dublin Dún Laoghaire Education Training Board (DDET), DLR Chamber of Commerce, DLR Network for Older People, Age Friendly Ireland and the third level institutions in the county.

The real challenge for us nationally and as a local community is to change the view of ageing. We must emphasise the many positives and help to create an environment that will enable older people to realise their value in a changed society.

The preliminary results of the Healthy and Positive Ageing Initiative (HaPAI) survey for the County carried out in the period July-October 2015 provides valuable information which will be of assistance to policy makers and service providers in DLR. Among the many positive findings the survey showed that 83% of those interviewed stated that they 'liked a lot' the neighbourhood in which they lived; 90% said they felt safe at home or out and about during the day and 82% expressed satisfaction with the opportunities for recreation in the area. Clearly we have many positives on which to build as we commence the implementation stage of the strategy.

I wish to express my sincere thanks to all who have contributed to the creation of DLR Age Friendly County strategy,

Donal Marren

Foreward



Philomena Poole, Chief Executive Dún Laoghaire-Rathdown Co. Co. (DLRCC)

Dún Laoghaire – Rathdown County is a great place to live, work and visit, it is steeped in heritage and renowned for its scenic mountains and stunning coastline. Our aim is to ensure that the County is also a great place in which to grow old. With a population of some 200,000, we have a higher than national average of people aged over 65 at 14.7%. This unique profile in Dún Laoghaire-Rathdown, offers a real opportunity for us to engage with our older communities and their wealth of experience and knowledge to help in shaping the future well-being for all in the County.

Back in June 2013 DLR signed up to the Dublin Declaration on Age Friendly Cities and Communities, committing to working with our partners to improve the quality of life of older people, strengthen and sustain our systems and services across all sectors and stakeholders, and promote a culture of innovation that will foster growth and development. This Age Friendly Strategy has been developed collaboratively with our partners and represents a positive step forward in identifying how we plan to address the issues raised by older people and service providers, and how we plan to achieve the commitments we signed up to.

Working with our Age Friendly Alliance members, we now have a real opportunity to deliver on the Strategy aims, and make some real improvements which will enhance community well-being and the quality of life of our older citizens and genuinely make our County a Great Place in Which to Grow Old.

Philomena Poole

Alliance Members



Dr. Josephine Browne, President of Chamber of Commerce

Peggy Crowley, Older Persons Network Representative (not in photo)

Sgt. Angelene Conefry, An Garda Síochána

Sgt. Pat McDonald, An Garda Síochána

Geraldine Dunne, Manager Southside Travellers

Pat Doherty, Regional Coordinator Age Friendly Ireland

Dr. Bairbre Fleming, Director of Adult Education UCD (not in photo)

Barbara Hammond, Dublin, Dún Laoghaire Education Training Board

Dearbhla Lawson, Director Economic, Community and Cultural Development Dept, DLR

Donal Marren, Chairman of Alliance and Chair of Older Persons Network

John O'Neil, Older Persons Network Representative

Diarmuid O'Sullivan, Chief Superintendent, An Garda Síochána (not in photo)

Philomena Poole, Chief Executive DLRCC

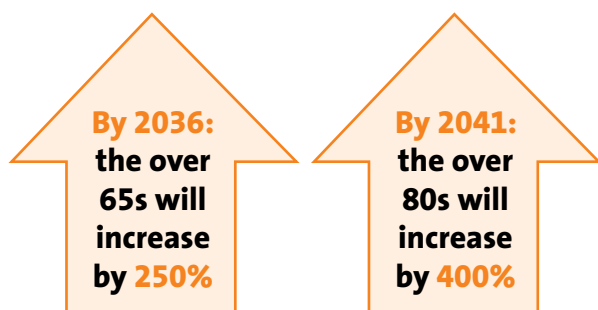
Martina Queally, Area Manager HSE

Eilis Hession, Older Persons Manager HSE (not in photo)

Cormac Shaw, Chief Executive Southside Partnership

Introduction and Background Context

The world's population is getting older, with many of us living longer and healthier lives and experiencing older age very differently from our grandparents generation.



By 2060, one in three Europeans is expected to be over 65.

Although the change is happening later in Ireland than in other European countries, the number of people in Ireland over 65 is rising. At present 12% of the national population are over 65 550,590 people; by 2036 the CSO estimates 20% of the population will be over 65 (1,160,000 people). Consequently, the number of people over 65 will double in 25 years.

This marks a significant societal challenge in relation to workforce, quality of life and wellbeing and resource allocation including budgets. However, it also represents a real opportunity to look at how best to support healthy active ageing, and to improve opportunities for community engagement and participation.



National Policy Context on Ageing

To address this rapid change in national demographics and to ensure that older people's needs and rights are being articulated in a meaningful and structured framework supported by government, the national Age Friendly Cities and Counties Programme (AFCCP) was established in 2008, which is being rolled out by Age Friendly Ireland (AFI), with the support of the Atlantic Philanthropies. AFI and its programmes has proved very successful both nationally and locally, in helping to progress the Age Friendly Cities and Counties programme and the Age Friendly Towns, Age Friendly Businesses, among others.

In September 2011, the Dublin Declaration on Age-Friendly Cities and Communities was signed at the first international Age-Friendly Cities Conference. Over 40 cities from across the world signed the declaration, pledging commitment to age-friendly cities and particularly to work on the actions which include:

1. Promoting awareness of older people and their needs.
2. Ensuring the views of older people are listened to and valued.
3. Adopting measures to develop urban and other places that are inclusive to all but particularly older people.
4. Promoting and supporting the development of inclusive communities that include housing for older people.
5. Working to establish public transport systems that are available and affordable for older people.
6. Promoting participation of older people in the social and cultural life of their community.
7. Promoting and support the development of employment and volunteering opportunities for older people.
8. Ensuring a comprehensive and integrated range of affordable, easily accessible, age-friendly and high quality community support and health services is available to older people

In June 2013, Cllr. Carrie Smyth signed the Dublin Declaration on Age Friendly Cities and Communities on behalf of DLRCC and it is as a direct consequence of that commitment that DLRCC and our partners have introduced the Age Friendly Programme (AFP) and principles for Dún Laoghaire- Rathdown County.

Introduction and Background Context

Nationally, the AFP is now being implemented in 31 local authorities across Ireland. It stems from the World Health Organisation's (WHO) initiative on becoming 'Age Friendly' (IAGG XVIII World Congress in Rio de Janeiro, in 2005). Supporting the Age Friendly concept, the Government has produced a number of policies and frameworks including:

- the National Ageing Strategy 2013 (Publication, 2013), which acts as a blueprint for planning for an ageing population in Ireland,
- the '*National Action Plan for Social Inclusion 2007*', which identifies as a priority, services and supports that enhance older people's quality of life,
- the '*Programme for Government 2011-2016*', which supports older people living in their own homes and communities,
- '*Towards 2016 Ten-Year Framework Social Partnership Agreement (2006-2015)*' which seeks to better recognise the position of older people in Irish society,
- '*Putting People First. Action Programme for Effective Local Government (2012)*',

Locally, '*Dún Laoghaire-Rathdown County Council's County Development Plan 2016-2022*' supports the sustainable development of high quality community, employment and recreational environments to ensure that the needs of those living and working in the County can thrive in a socially, economically, environmentally sustainable and equitable manner. In addition, the '*Dún Laoghaire-Rathdown County Council's Corporate Plan 2015-2019*' supports community engagement and participation including volunteerism and active citizenship, with a key objective being *to prepare and implement the Age Friendly Programme Strategy and Actions*.





THE LOCAL CONTEXT

Although Dún Laoghaire-Rathdown (DLR) is spatially the smallest county in Ireland covering some 125km², it has the 6th highest population of all local authorities with 206,261 (CSO 2011) which increased by 6.3% from the last census in 2006. DLR's age profile has a higher than average proportion of people aged over 65, with 14.7% of the population (almost 30,000 people).

In addition to having a higher proportion of people aged over 65, DLR also has quite a diverse population, with 11% of residents identifying as being non-Irish nationals. The County also has one of the highest levels of educational attainment of any County in the State, and employment is predominantly in the professional, technical, managerial, government, and commercial sectors. Some 11,000 people are registered in the County as unemployed in 2015.

DLR is a thriving and distinctive County of contrasts with both small areas of significant affluence and of disadvantage. The County generally has good accessibility, particularly along the coastline and links to and from the City and key centres with a good public transport network including the DART, LUAS and Bus network.

Economic activity is focused on key business districts including Dundrum, Sandyford and Dún Laoghaire along with local centres such as Blackrock, Stillorgan and Cherrywood. Indeed, Cherrywood represents the County's largest development zone which is expected to be developed during the next decade.

The County is renowned for its enviable array of natural and cultural assets from the 17 kilometres of spectacular coastline to upland areas of outstanding natural beauty including the Dublin Mountains.

Generally, most people enjoy living in DLR in a safe and accessible environment; and the aim of the DLR Age Friendly Alliance Strategy is to look at how to improve this further and ensure that the county can become even more age friendly.

Introduction and Background Context

STRATEGIC APPROACH

DLRCC as a signatory to the Dublin Declaration on Age Friendly Cities and Communities agrees to broadly follow the AFCCP strategic approach. This consistency of approach affords us an opportunity to compare our progress with the other local authorities and learn from each other's experiences.

Our Age Friendly Alliance was set up in late 2014, with senior representatives from key public service providers and service organisations, involved in the County, to lead the strategy development and implementation. The purpose of the Alliance is to give direction to an Age Friendly Strategy and develop an action plan for DLR to deliver on agreed strategic aims and co-ordinate and monitor progress on identified actions and deliverables.

As stated earlier, DLR Age Friendly Alliance agreed that the strategy and programme approach should be based on the aims of the AFCCP which are:

- Older people exercise autonomy in relation to the systems, services and decisions which affect them
- There is real respect for older people, and their contribution to Ireland, and to the communities in which they live, is fully valued
- Older people feel positive, and in control of their own lives
- Older people participate fully in community life, and social isolation is rare
- Prejudice and discrimination against older people do not exist
- Older people are supported to live independently for as long as they wish to
- Older people experience excellent quality of life
- Better integration of services reduces dependency and avoidable duplication and costs
- People of all ages feel part of an inclusive, equitable society

The AFCCP approach is about engaging with organisations currently working with the community, to explore how they can better use current resources to respond to the real issues for older people. It is also about ensuring that older people are central to devising the recommended actions. The approach is built on the premise that- *If you design for the young you exclude the old, but if you design for the old you include everyone*' Glenn Miller, Director of Education and Research, Canadian Urban Institute

In developing the strategy, nine themes were used as a basis to consider what improvements could be made to ensure that our County is 'an Age Friendly place'. This is a consistent approach with the other strategies being developed nationwide, where each of the themes have an associated goal and this is how the action plan is set out. These nine themes are based on the WHO's Age Friendly Cities programme as well as AFI's 'Stay living in our own homes and communities' theme.

WHO's Age Friendly Cities Programme Nine Themes:

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

Listening to Our Communities

In early 2015, DLR County Council undertook extensive consultation with older people based on nine themes identified by the WHO and Age Friendly Ireland (AFI) as to what makes a place age friendly. This consultation comprised of 20 round table discussions held at various locations across the County, with 334 people over the age of 55 (See Appendix 1 for details of consultation sessions). The findings from these consultation sessions has helped us to identify actions which have been incorporated into our Action Plan under each of the referred to 9 Themes.

Introduction and Background Context



*Figure 1
Locations of Consultations*

In addition, during the late Summer and Autumn of 2015, supported by the Atlantic Philanthropies, a survey was undertaken as part of a joint initiative with the Department of Health, the HSE and Age Friendly Ireland, to measure progress towards ‘making Ireland a great place in which to grow old’. This project, entitled, “The Healthy and Positive Ageing Initiative,” (HaPAI) operates on a national and local level. As part of this process, a survey was undertaken in DLR which is one of 21 Local Authority areas where the HaPAI surveys took place during 2015 and 2016. The HaPAI survey also included questions in relation to each of the WHO Themes.

In DLR, 502 people aged over 55 were interviewed for the HaPAI survey. Results have shown that, in general, the majority of those aged over 55 older people living in the DLR area are happy with the local environment. For example, 83% of people like living in their neighbourhood and 77% are happy with the general appearance and upkeep. However, the survey also found some differences between satisfaction levels of the ‘younger old’ (55-69 years) and those aged over 70. The findings of the survey suggest that there are some issues that the AFCCP could address in order to ensure that DLR can become an even better place in which to grow old. Further headline findings are provided in each of the chapters.

Further information on the HaPAI/AFCC survey in 2015 is available at, <http://health.gov.ie/blog/press-release/healthy-ireland-survey/>



In addition to the roundtable conversations and the HaPAI survey, a significant amount of desk research was undertaken. This included an analysis of CSO, Pobal and Airo data to identify, for example, where older people were located, mapping exercises to ascertain where in relation to older people, transport, health services and Garda stations were located, as well as reviewing recently published reports and literature on ageing locally in Dún Laoghaire-Rathdown and nationally.

All of this work has helped to feed into an overarching vision for our Strategy for DLR which is for:

DLR to 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.

This vision is underpinned by the nine goals, which the Action Plan will set out:

1. To make outdoor spaces and buildings pleasant, clean, accessible and safe for older people, creating walkable communities and age friendly spaces,
2. To promote quality, safe, reliable, accessible transport services for all,
3. To provide a more seamless and appropriate continuum of housing choice and options for older people,
4. To provide opportunities for older people to stay socially connected and to play an active part in social networks,
5. To combat stereotypes, myths and negative views on ageing and prevent prejudice and discrimination against older people,
6. To increase employment, volunteering and civic participation among older people,
7. To ensure that older people can access timely, practical information about what is happening in their communities,
8. 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,
9. To ensure older people feel safe and secure in their homes and out and about in the community.

I. Outdoor Spaces and Buildings

OVERVIEW

For the purpose of this theme, Outdoor Spaces and Buildings, refers to any part of the public built realm, where people living, working or visiting our county may be expected to visit or enjoy. DLR is blessed with both an attractive natural and built environment and it is our intention with support from our stakeholders, partners and local communities to maintain it and enhance it with sensitivity by striving for excellence in planning and development decisions (County Development Plan 2016 -2022).

THE THINGS PEOPLE MENTIONED

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.

Benches and Rest Areas

While most of the people interviewed said they were generally satisfied with the built environment, they also said that they would like to see more benches and rest areas in recreational areas such as parks and shopping centres, along the public footpath network and in particular on main routes to shops.





Litter Prevention and Control

Some of the people thought that there are not enough litter bins and the incidences of littering and dog fouling on the street and parks, in places, is still quite bad and needs to be addressed to ensure a more pleasant environment for all.

Public Toilets

Almost all of those who attended the sessions said that the lack of available clean, accessible public toilets with adequate signage to them was a concern for them and in some cases prevented them from actually going out and about.

Vacant Premises

Some attendees commented that vacant premises make the town or village look desolate and untidy and the choice or range of local shops is no longer available to them which means that they are less inclined to be attracted out to shop.

Overgrown Hedges and Foliage

Almost all of the older people spoke of, or agreed that, over-grown hedges and foliage can be a safety hazard and can inhibit people's access to light and obstruct walkers generally, they did not know who to contact or what to do when they came across this situation.

Pedestrian Crossing Timings

Some of the older people said that they find the time allowed to cross some of the busier streets too short as they cannot walk as fast as they used to.

Roads and Footpaths

A few of the older people interviewed said they felt that some roads and footpaths in the county remain in poor condition and that some road markings have either disappeared or are very faint while at the newer junctions they are very confusing.

I.

Outdoor Spaces and Buildings

HaPAI INITIAL FINDINGS

The preliminary analysis of the data shows that:

- 90% of people in Dun Laoghaire like living in the area either a lot or a little. 78% like it a lot, with a higher proportion of those aged 70+ (84%) who like it a lot,
- However, only 38% of people are satisfied with the availability of seats or resting places – just over half (52%) of those aged over 70 are dissatisfied with the availability of rest places,
- While a large number of people (45%) have no difficulty accessing essential services (such as shopping, the Gardai, postal, banking, transport, or health services), 11% of those age under 70 have great difficulty and this rises to 29% among those aged over 70.

WHAT'S HAPPENING NOW

Litter & Waste Management

DLR's Litter and Waste Management plan 2015 -2017, has four priority objectives:

- Prevent and control litter pollution
- Eliminate black-spots
- Develop education and awareness
- Ensure rigorous enforcement

DLR's new working rota for street-cleaning and litter-bin emptying in the major town areas, provides a service on a seven-day a week basis. This arrangement ensures these areas are kept clean on a continuous basis, especially at weekends.

DLRCC is also committed to upgrading litter bins throughout the County with smart bins. Smart bins are fitted with solar-powered waste compactors which crush rubbish to increase the capacity of the bin by six to eight times that of a traditional litter bin.

Public Toilets

The Council's County Development Plan 2016-2022, policy OSR4: Future Improvements states with the exception of Killiney Hill Park, all Regional Parks in the County will eventually include public toilets with accessible facilities. In addition, all of our public libraries have fully accessible toilet facilities.



Occupation of Vacant Commercial Premises Incentive Scheme

DLR's Local Enterprise Office offers a Business Incentive Scheme to encourage the use by qualifying businesses of vacant commercial premises (both office and retail) throughout the County. This scheme offers an opportunity for both landlords and new aspiring business owners to take on vacant premises at affordable entry costs by offering a grant - over a three year period - related to the level of rates payable on the property.

WHAT WE WILL DO IN THE FUTURE

Our Goal is: To make outdoor spaces and buildings pleasant, clean, accessible and safe for older people, creating walkable communities and age friendly spaces

NO.	ACTION	INDICATOR	OUTCOME	LEAD
1.1	Prepare a programme of "Walkability Audits" of main urban routes with a view to assessing the quality and locations of existing benches and other street furniture and facilities	Audit complete and replacement and renewal programme complete	Improved accessibility for all	DLR
1.2	Implement the Litter and Waste Management plan 2015 -2017	Improvement in the National Litter Pollution & Monitoring Survey Results	Improved access for all	DLR
1.3	Develop a window sticker system (for example the AFI petals logo) to advertise the toilet facilities available on the premises or inform passers-by that the business is age friendly	The number of businesses and services who take part in the initiative	More accessible toilets	DLR/ Chamber of Commerce
1.4	Develop new street/tourist maps to include toilet and accessible car parking locations and other comfort facilities	Maps produced	More confidence when visiting the county	DLR

I.

Outdoor Spaces and Buildings

NO.	ACTION	INDICATOR	OUTCOME	LEAD
1.5	Promote the existing Business Incentive Scheme to encourage the use by qualifying businesses of vacant commercial premises (both office and retail) throughout the County	The number of vacant premises reoccupied	More vibrant urban environment	Chamber of Commerce
1.6	Raise awareness among residents of their responsibilities in relation to the maintenance of hedges and trees adjacent to public foot path.	Awareness and promotion campaign commenced	Safer footpaths	DLR
1.7	Engage in TILDA study on pedestrian crossing management and implement recommendations where practicable	Participation in the study and adjustments where practicable	Improved pedestrian access	DLR
1.8	Raise awareness of the option to report dissatisfaction with roads and footpaths via Citizen Space on DLR web site	The number of reports that appear on the DLR CRM system	Safer roads and footpaths	DLR
1.9	Develop a good practice guideline called "Being Age Friendly in the Public Domain," for use at pre planning stage by developers and planners with regard to considering Age Friendly developments	Development of the tool	The design of Age Friendly developments	DLR

2.

Transportation

OVERVIEW

Dún Laoghaire-Rathdown is well served by public transport. Bus, Luas and DART are all accessible for all, including people with disabilities. It is our policy to actively support sustainable modes of transport and ensure that land use and zoning are fully integrated with the provision and development of high public quality transportation systems (County Development Plan Policy St1). We will continue to collaborate with the other agencies to deliver a transport strategy for the wider Dublin Region - Smarter Travel, A Sustainable Transport Future 2009-2020 and, at the same time, consider the needs of people who use personal forms of transport, including bicycles and cars.

THE THINGS PEOPLE MENTIONED

Participants said they are pleased with the range of transport options in Dún Laoghaire-Rathdown including: accessible buses, DART, and Luas. They feel that public transport has improved both in service and comfort over the last number of years. They said they are delighted with the free travel pass and it is a great way for getting people out and about. Participants went onto say that bus drivers were generally pleasant and frequent bus routes like the no. 7 are great. They also said bus shelters and real time information was very important.

Consultation

The participants were disappointed in general with the level of consultation with older people on changes to transport services and infrastructure.



2. Transportation

Awareness of the Needs of Older Passengers

While generally happy with the overall service levels, some of those who attended the consultation sessions said that bus drivers are generally polite but went on to say that some still need to be more considerate of older passengers' needs, and in particular, their mobility difficulties. For example, waiting until they are seated before driving off, or during bad weather, allowing them to sit in the bus while it's waiting at the first stop.

Cost of Taxis and Their Reliability

Most of the people interviewed said that they would only use taxis in an emergency as they found them too expensive and not always reliable, (e.g. Did not come when booked).

Lack of Public Transport around DLR

Some of the older people were disappointed at the level of bus connectivity between the east and west part of the county and, in particular, that it was almost impossible to get to St. Vincent's Hospital via public transport if you lived on the west side of the County.

Real Time Information

Generally, most of the older people were pleased with the introduction of Real Time Information but commented that it is not always accurate; for example, sometimes buses arrive later than indicated; other times, they don't turn up at all. Also, it would be useful to know if the bus is full.

Bus Shelters and Seats

Some of the older people interviewed suggested that there are not enough bus shelters and seats to provide relief and cover from the weather. They also suggested that when the bus is waiting at the terminus, passengers should be allowed to board early to shelter from weather or to rest. They suggested that bus stops should be located in close proximity to services and facilities where practicable and safe.

Cost and Difficulty of Car Parking

Some of the older people who attended the round table sessions said that they feel that car parking around DLR is expensive and the cost of car parking is a significant consideration for them when planning journeys. For older non-drivers, the accessibility and affordability of different modes



of transportation are essential factors to ensure that they can remain actively engaged in their communities. Inaccessible or unavailable transport (which can be common in rural areas) can have a detrimental effect on quality of life.

HaPAI INITIAL FINDINGS

Most respondents in the survey are drivers, 88% of the under 70s and 74% of the over 70s drove themselves in the past week.

People are generally very happy with public transport in the area – only 15% rated it as poor or very poor. However, 27% report that transport prevents them from doing essential tasks or attending health and social care appointments; some, most or all of the time.

WHAT'S HAPPENING NOW

Luas Lines

Works began in August 2015 to connect the red and green Luas lines. The project which is expected to be completed in 2017 will bring greater connectivity to those living in the west of the County and the rest of Dublin.

Real Time App

In June 2015, the National Transport Authority launched a new and improved real timetable information app that allows users to access to real-time departure information for Dublin Bus, Bus Éireann, DART, Iarnród Éireann and Luas services. This app is free to download and contains more maps than previously.

Dublin Bus

All buses operating in Dún Laoghaire- Rathdown are now wheel chair accessible. The refurbishment and review of locations and placement of Castle Kerbing at bus stops continues to be rolled out which is helping to improve ease of access.

Public Consultation

In preparing certain policies, strategies and plans, the National Transport Authority seeks to inform the general public of any proposed changes through its public consultation page on the company website www.nationaltransport.ie. This forum allows members of the public comment on any notified works. Dublin Bus also receives public consultation via its email feedback@dublinbus.ie.

2. Transportation

WHAT WE WILL DO IN THE FUTURE

Our Goal is: To promote quality, safe, reliable, accessible transport services for all

NO.	ACTION	INDICATOR	OUTCOME	LEAD
2.1	Encourage Dublin Bus to participate on the Age Friendly Alliance and or Age Friendly Service Providers Forum	Dublin Bus's participation on the Age Friendly Alliance and or Age Friendly Service Providers Forum	Improved communication between Dublin Bus and its passengers	Dublin Bus
2.2	Liaise with Dublin Local Authorities with a view to engaging with Dublin Bus to review older persons training programme for drivers	Training delivered to Dublin Bus drivers and employees	More comfortable and safer journeys	Age Friendly Programme Coordinators
2.3	Review existing Community Transport services with a view to developing a demand led local service	Review complete and service available	Improved Social Opportunities	SERVICE PROVIDER FORUM
2.4	Review the car parking options available to older people and publish map of Accessible Car Parking Spaces	Map prepared and published	Increased numbers of older people visiting DL	DLR
2.5	Increase the availability of printed timetables in public locations	The number of new locations added	More people availing of Public Transport	Dublin Bus
2.6	Continue to roll out and refine the real timetable information service	The number of new routes added to the service	Improvement in satisfaction levels with public transport.	Dublin Bus
2.7	Audit the current quality and locations of existing bus shelters and prepare an associated programme of works to rectify deficiencies	Audit complete and programme of works prepared	Improvement in satisfaction levels with public transport	Dublin Bus

3. Housing

OVERVIEW

Housing for the purpose of this theme 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.

It is DLRCC policy (Res9 County Development Plan) that proposals for accommodation for the elderly should be located in existing residential areas well served by social infrastructure and amenities such as footpath networks, local shops and public transport in order not to isolate residents and allow for better care in the community, independence and access.

THE THINGS PEOPLE MENTIONED

Most of the people interviewed said they like living in Dún Laoghaire-Rathdown County. They said the communities are generally safe and comfortable. Participants went on to say that although some of the homes they live in are large (which brings its own problems), they believe that they are well built and the areas in which they live are attractive, with parks, services and shops all nearby. When asked had they considered moving to smaller more suitable accommodation, some said they would prefer to adapt their existing accommodation when the need arises.

Figure 2 Rochestown House



3. Housing

Suitability of Existing Homes

Some people suggested that their existing homes (private and social) are no longer suitable for them; they are too large, have inappropriate layouts, are expensive to maintain and difficult to upkeep but they are afraid to move because they fear that they will be exploited or ill-advised.

LA/HSE Housing Grants & Support Services

Some of those interviewed said they were unaware of, or did not know of LA/HSE housing grants, 'Care and Repair' services or home care packages. Furthermore some older people said that they found filling in forms cumbersome and believe they would be most likely refused and thus do not consider applying.

Residents Associations

Some of the people who attended the consultation sessions expressed concern about the decline of resident associations and neighbourhood watch organisations (in both private and social housing schemes). They said that both used to act as a social outlet and as a local safety and security feature.

House Repairs

Many of those interviewed said that they were either unsure, or, did not know who to go to, to get things fixed or repaired. Some said that they were fearful that quotes would be costly and felt they would most likely be "ripped off or works would be poor quality".

Housing Options

Some of the attendees commented on the lack of suitable local housing options for older people to consider downsizing to. They said that apartments do not have the same sense of community as houses and in addition, have management fees. They said they would be interested in assisted accommodation/retirement villages close to services and amenities.

Housing Grants

Some people said that the procedure for applying for housing grants is slow and difficult to access and applications are processed too slowly.



Older Travellers Housing Needs

All of the older Travellers interviewed said they would prefer to have a range of housing options near family to suit their needs.

HaPAI INITIAL FINDINGS

In general, few people report problems in relation to the condition, facilities or upkeep of their homes. However, one quarter (25%) of those aged over 70 have some difficulty with facilities in their homes. 13% of people reported their houses too big for their current needs. When asked about their preferences if they were no longer able to remain in their homes, a majority were negative about the various options available now. Approximately 30% of the over 70s report difficulties with carrying out maintenance or upkeep themselves and 21% of those aged under 70 have difficulty with the upkeep or maintenance. Most people were positive about adapting their current home.

WHAT'S HAPPENING NOW

Accessible Social Housing

Fourteen new homes at Rochestown House, Sallynoggin, Co Dublin are currently under construction. All of the ground floor homes will be fully wheelchair accessible and 1st floor units will be suitable for ambulant residents.

The County Council operates 3 grant schemes for persons over the age of 65 who own their home. These grants are: Housing Aid for Older People, Mobility Aids Scheme, and Housing Adaptation Grant for People with Disabilities. All of the schemes are means tested.

Deferral of Local Property Tax

The Revenue Commissioners permits deferral of the LPT where there is an inability to pay it and certain specified conditions are met. This deferral can be in full or partial, however, must be paid upon the sale of the house or transfer of it from one person to another.

Housing Mix

The County Development Plan 2016-2022, (Policy RES7): Overall Housing Mix states the Council will encourage the establishment of sustainable residential communities by ensuring that a wide variety of housing and apartment types, sizes and tenures is provided within the County in accordance with the provisions of the Interim Housing Strategy.

3. Housing

Traveller Accommodation Plan

DLR has adopted a Traveller Accommodation Plan 2014 -2018. The plan takes account of the needs and preferences of older travellers.

Southside Care and Repair Service

Southside Partnership operate a free Care and Repair service for over 65s living in the Dún Laoghaire-Rathdown area. All operatives within the team are Garda vetted.

WHAT WE WILL DO IN THE FUTURE

Our Goal is: To provide a more seamless and appropriate continuum of housing choice and options for older people

NO.	ACTION	INDICATOR	OUTCOME	LEAD
3.1	Develop an independent advisory service for private householders considering or intending to downsize	The establishment of an independent advisory service	Older people living in accommodation suitable to their needs	NETWORK FOR OLDER PEOPLE/ CAB
3.2	Promote the option to down-size for older people living in social housing	Promotion campaign commenced	Older people living in accommodation suitable to their needs	DLR
3.3	Develop a booklet for older people which includes information on LA/HSE services (see also action 5.2,6.4,8.1)	The development and distribution of an information booklet	Improved awareness of service availability	Service Provider Forum
3.4	Work with existing Volunteer Groups around the County to develop an Assisted Form Filling service.	Assisted Form Filling Service Developed	Improved access to services	Southside Partnership/ DLR Volunteer





NO.	ACTION	INDICATOR	OUTCOME	LEAD
3.5	Support the development of new and established Resident Associations with emphasis on support for older residents	Numbers of Residents Associations	Greater sense of community and cohesion	DLR
3.6	Promote the 'Care and Repair' service via the Network for Older People website and other age appropriate communication channels as identified	The number of care and repair call outs in new areas	Improved quality of life for those who choose to remain living in their existing homes	Network for Older People
3.7	Implement Council Planning Policy Res 7 to encourage the establishment of sustainable residential communities by ensuring that a wide variety of age appropriate housing and apartment types, sizes and tenures is provided within the County	Improved housing mix	Better housing options	DLR
3.8	Implement the Traveller Housing Strategy, having particular regards to the needs of older Travellers	The increase in the range and availability of age appropriate housing options	Older Travellers living in accommodation of choice	DLR / Southside Travellers
3.9	Assess the processing time for approval of housing grants with a view to identifying blockages or hold up areas and how to resolve them	Reduced processing time	Improved quality of life for those who choose to remain living in their existing homes	DLR

4. Social Participation

OVERVIEW

When considering the Social Participation in this section we are referring to the extent to which a person feels socially connected. Social connection - feeling part of a network of family, friends and community, is one of the main determinants of health and wellbeing.

In working towards delivering the vision of establishing viable and sustainable communities, Social Development and Community Infrastructure is included in the County Development Plan 2016 -2022. In addition, our Local Economic and Community Plan has as one of its main objectives: *To develop and support sustainable neighbourhoods into the future through the proper integration of housing with quality social and community infrastructure.* We expect to achieve this objective in collaboration with our key stakeholders, partners and communities.



Figure 3 Marlay Park



THE THINGS PEOPLE MENTIONED

Participants said that there are plenty of excellent community facilities and services in DLR. They also commented on the range of activities and events going on in DLR including bowling, yoga, bridge, theatre, tennis, men's sheds, theatre and cinema among others. Participants also praised the active retirement organisations for organising events, holidays and inviting high quality guest speakers. People additionally remarked on the good communication between those involved in active retirement groups and the Church.

Transport to Events

Those interviewed said that transport related issues prevent people from attending events. Inaccurate Real Time information, the lack of up to date time tables, the cost of parking, or not being able to drive and not living near to a transport service, all contribute to the feelings of isolation and exclusion.

Isolation

Some of the older people we spoke to said that they had either experienced isolation or know someone who has or is experiencing isolation. They said that some people need a little more encouragement and support to participate and attend things, particularly after a bereavement.

Contact and Activity

People living in long term residential care said that they felt "cut off from the rest of the world". They also felt that there was little contact internally. They said they would prefer to be able to determine their own activities and, in particular, have more mental stimulation.

Confidence Among Older Travellers

The Travellers interviewed mentioned that as circumstances change and in particular for Older Traveller women, who are windowed or separated, some find confidence and self-esteem deteriorates rapidly and are less inclined to participate socially outside of the Travelling community.

4. Social Participation

Nursing Homes

Residents of long-term care centres said they were anxious or concerned about becoming over reliant on the Nursing Home and losing their independence.

HaPAI INITIAL FINDINGS

Social participation in DLR is high - 60% of people participate in a community group at least once a month. Most people are either satisfied or very satisfied (71%) with the availability of social contacts within walking distance.

WHAT'S HAPPENING NOW

Easy Cab Services

The Easi-Cab Travel Club is an accessible transport Dial-a-Ride service that provides transport for people with disabilities and older people living with mobility impairments in North Wicklow and South County Dublin, who are unable to access public transport. Rates start from €7.70 for the first 5km and €9.99 for the next 10km.

ACTS

Accessible Community Transport Service provides door to door demand responsive accessible, transport for people with disabilities and mobility difficulties across south and west Dublin. Rates start from €7 for the first three miles and escalate gradually up.

Making Connections

Making Connections work with health services and community groups across Dún Laoghaire-Rathdown, to alleviate loneliness and isolation. They foster meaningful friendships through social connectedness. The primary service offered is a 1 hour home visit by volunteers.

Homelink

Homelink is based in Bray but operating throughout North Wicklow and South County Dublin offering users a friendly call service, coffee mornings, and a basic home maintenance service.



Figure 4 Social Outing

Friends of the Elderly

Friends of the Elderly is a national organisation that connects with older people who feel alone. They conduct home visits, nursing home and hospital visits, escorted day trips and also offer a friendly call telephone service, in addition to other services.

Network for Older People

The Network for Older People represents 67 different active retirement groups operating throughout the county. A directory of active retirement groups along with other information can be found at www.oldernetwork.com



Figure 5 Senior Orchestra Rehearsal

4. Social Participation

WHAT WE WILL DO IN THE FUTURE

Our Goal is: To provide opportunities for older people to stay socially connected and to play an active part in social network

NO.	ACTION	INDICATOR	OUTCOME	LEAD
4.1	Explore and support the development of a regular contact service	Contact Service established	Reduced feelings of isolation	Alliance
4.2	Encourage Public Health Providers to use Social Prescribing when and where appropriate	Reduction prescription medication for older people	Improved health and well-being and reduced feelings of isolation	HSE
4.3	Encourage community groups to provide outreach events in a local Nursing Homes	Increase in events in Nursing Homes	Increased social contact	Public Participation Network
4.4	Support Older Travellers Social Confidence Building pilot project	A Pilot Project developed	Enhanced confidence among older Travellers	South side Travellers
4.5	Compile a list of activities available in the County for older persons	List of Activities compiled	Improved awareness of available activities	DLR
4.6	Continue to deliver adult education outreach initiatives and promote participation of older persons	Numbers of older persons participating	Enhanced capacity and social engagement	Dublin and Dún Laoghaire Education and Training Board, UCD
4.7	Ensure that residents of residential units are facilitated in all community and spiritual events	The numbers of residents attending events	Enhanced quality of life and self-esteem of older people	Alliance
4.8	Continue to encourage community groups, faith based clubs, societies etc. to engage older people in their activities	Increase in the numbers of older people participating in community group	Social life for older people improved	DLR/ Alliance



5. Respect and Social Inclusion

OVERVIEW

The Respect and Social Inclusion Theme considers issues around how valued, active and engaged people feel in their community. The aim being to help combat stereotypes, myths and negative views on ageing and prevent prejudice against older people.

DLR's Social Development and Inclusion Unit has established a rich history of collaboration and engagement with the other public service providers, including, An Garda Síochána, the HSE, Dublin Dún Laoghaire Education Training Board, UCDSouthside Partnership and community development groups such as Southside Travellers Action Group, DLR Ethnic Minority Integration forum, the Network for Older People and the Garda Older Persons Association. Our mutual objective is to develop a range of supports for communities and organisations that seek to promote a more socially inclusive DLR and continue to promote active participation of vulnerable groups in all aspects of activity, facilitating personal development, capacity building and providing a sense of empowerment and ownership of actions



5. Respect and Social Inclusion

THE THINGS PEOPLE MENTIONED

Some of the older people 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. Older people also remarked on people in the community being friendly towards them and felt they kept an eye out for them though they said this was also on the decline. Lastly, older people said they were generally happy with the wide range of opportunities for social participation, including: choirs, libraries, active retirement groups and local parish events.

Age and Dementia

Carers of older people with dementia as well as service providers noted that there is a lack of age and dementia awareness among businesses, community groups, youths and others.

Communication and Information

The older people interviewed expressed serious concern with regard to the availability of accessible information both with regards to accessing services and events happening around the county.

Exclusion

Some older people said that they have felt, or currently feel excluded, left behind and overlooked by society.

Neighbourliness

The older people interviewed observed that neighbourliness is on the decline. People aren't around as much as they used to be and communities are more transient. "People fix things by "googling" and ordering on line rather than asking a neighbour." Some of the Travellers also reported that neighbourliness is on the decline within the Travelling Community.

Dignity and Respect

Some people interviewed in the nursing home commented on their lack of opportunity for self-determination.

Figure 6 Festival of Inclusion 2014



Lack of Engagement

The people interviewed said that they find advocating for themselves and filling in forms cumbersome and feel they will be mostly likely be rejected or ignored. This is consistent with feelings of poor self-esteem and lack of confidence.

HaPAI INITIAL FINDINGS

Most people have never personally experienced negative attitudes or behaviour towards them as an older person – however 16% said that they had had such an experience. Overall, the two most common sources were from younger people (5.8%) and from people providing financial services (6.7%).

WHAT'S HAPPENING NOW

Living Well with Dementia

Living Well with Dementia develops new services and supports to people affected by dementia. The projects, work to identify, mobilise and develop community-based supports with the aim of enabling people with dementia to remain at home living full lives. Two successful Musical Memories Choirs, specifically for people living with dementia and their carers (Deansgrange Library, Thursday Morning and St Raphaella's School, Stillorgan, on Saturday mornings) have been established which promote the fun and socialization opportunities that go along with choral singing.

UCD Students

Garda vetted UCD university students have been introduced to older people interested in offering reduced rental accommodation in exchange for some light house-hold duties and some companionship.

Macra na Feirme 'Know Your Neighbour'

Macra na Feirme 'Know Your Neighbour' initiative encourages people to get to know their neighbours by organising a community event such as a BBQ, Teddy Bears Picnic, Family Fun Day or just a coffee morning. Supporting packs and resources are provided by Macra na Feirme and they have also developed a Community Text Alert scheme.

5. Respect and Social Inclusion

Street Feast

Similar to 'Know your neighbour', but more urban centered, Street Feast is a day of local lunches across Ireland on the 14th June, hosted by neighbours. They can be held anywhere from on the street, in a local park or in your front garden. More information about Street Feast can be found by contacting the organisation themselves on <http://streetfeast.ie/>.

Bealtaine Festival

Each year, Age & Opportunity invites local authorities, arts centres, libraries, Active Retirement groups, care settings, community groups, clubs and associations from every part of the country to run Bealtaine events that celebrate creativity as we age.



Figure 7 Garda Older Persons Tea Dance



WHAT WE WILL DO IN THE FUTURE

Our Goal Is: To combat stereotypes, myths and negative views on ageing and prevent prejudice and discrimination against older people

NO.	ACTION	INDICATOR	OUTCOME	LEAD
5.1	Encourage retail businesses to participate in the Age Friendly Business Recognition Scheme	The number of retail businesses participating in age awareness training	Age Awareness enhanced	Chamber of Commerce
5.2	Extend the experience and learning of the 'Living Well with Dementia projects' across the County	Number of 'Living Well with Dementia' inspired projects that take place during the Age Friendly Strategy	People living fuller healthier fulfilled lives in a safe welcoming community	HSE/DLR
5.3	Participate in the "Touchstone Project"	"Touchstone Project" Commenced	Greater appreciation and respect of older people	Network for Older People
5.4	Develop a project to record the stories and experiences of older Travellers by school students	Project delivered	Greater appreciation and respect for older Travellers	Southside Travellers
5.5	Continue to promote intergenerational activities between youth organisations and older peoples groups	Range of intergenerational activities	Enhanced understanding of mutual interests and concerns	Alliance

6. Civic Participation and Employment

OVERVIEW

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. When considering the health and well-being of an older person the level of opportunity to engage and participate can be restricted due to health and accessibility barriers.

The continuing promotion and expansion of universal and social, community and cultural development in the County is delivered and disseminated through a series of interrelated programmes and initiatives led by the various strands of the County Council, including the Arts Office, Community Section, Social Development and Inclusion Unit, Libraries and the Sports Office and Sports Partnership and we are generously supported by the local Community Development Company- Southside Partnership and other state agencies and non- government organisations in this area of work.



THE THINGS PEOPLE MENTIONED

The older people interviewed said that active retirement groups in Dún Laoghaire-Rathdown offer their members a wide range of activities. They said that the activities are arranged by the members and also financed by them. They felt that the cost of some activities could be a barrier to actual participation. A number of participants also said they were engaged in an unpaid capacity in the community from helping out with the Church to minding grandchildren. People said groups and the local parish hall were a good way to network and socialise.

Business

Some of the older people commented that the business / retail community has little regard for them. They do not value or target older people as a customer niche with different needs and tastes.

Recognition and Acknowledgement

Some of the people commented that they felt that their contribution goes unrecognised; it is undervalued and under supported. They also said that they find it difficult to find out what work and volunteering opportunities are available.

Working or Volunteering

Others mentioned how they were concerned about how returning to work or volunteering might affect their pension as well as the time and bureaucracy involved in participating more. Some of the participants also said that they miss the social aspect of work now that they are retired.

Literacy Problems

Some of the older travellers we spoke to said that they feel excluded both socially and civically because of their poor literacy skills.

HaPAI INITIAL FINDINGS

In Dún Laoghaire-Rathdown, 15% of those aged 55-64 are retired; nationally this figure is 17% (TILDA 2013). In the over 65 age group, 81% of people in DLR are retired while nationally the figure is 70%.

6. Civic Participation and Employment

WHAT'S HAPPENING NOW

Volunteer Centre DLR

The Volunteer Centre DLR is in an independent organisation located in Blackrock, which is part of Volunteer Ireland, a network of 22 Volunteer Centres. They offer a database of opportunities across the County, as well as advice, training and support to those looking to volunteer and those seeking volunteers.

Citizens Information Centre DLR

The Citizens Information Centre supports the provision of information, advice and advocacy on a broad range of public and social services such as working and pension rights. The Citizens Information Centre DLR is located on Clarence Street, Dun Laoghaire.



Figure 8 Mens Shed Conference 2015



WHAT WE WILL DO IN THE FUTURE

Our Goal is: To increase employment, volunteering and civic participation among older people

NO.	ACTION	INDICATOR	OUTCOME	LEAD
6.1	Encourage shopping centre/retailers to host an Older Customer Focus Group (Bealtaine Festival)	The establishment of an Older Customer Focus Group	Sense of value and importance of older customers improved	Chamber of Commerce
6.2	Incorporate an award for an older persons contribution to the community within the Community Awards scheme	Older Person award issued	Enhanced self-esteem and confidence of older persons	DLR
6.3	Encourage businesses to consider hiring older people (AFI's Age Friendly workplace guidelines)	More older people working and volunteering	Increased sense of value	Chamber of Commerce
6.4	Promote the DLR Volunteer Centre as a way of engaging with new older volunteers	Increase in the number of Volunteers	Older people feeling more fulfilled	Southside Partnership
6.6	Apply for funding to deliver optical tests to members of the travelling community at home	The delivery of optical tests	Improved eyesight and potential for literacy capacity	Southside Travellers

7. Communication and Information

OVERVIEW

Communications and Information in the context of this strategy is about considering how a reliable flow of accessible information about community news, activities and opportunities can keep older people active and involved in all aspects of community engagement and participation, which is critical for those who have few formal or informal networks to call on.

As more and more services and information move online, we appreciate that it is even more vital to make sure that older people stay connected. As we implement our Age Friendly Strategy it is our intention to do our best to provide information in the preferred accessible format and channel of choice (web, hard copy, newsletter) so that they all can enjoy, participate and engage in the extensive range of events and services available in our county.



THE THINGS PEOPLE MENTIONED

The people interviewed suggested that generally, word of mouth, leaflets, parish newsletters, notices on poster boards, the citizens information bureau, information booklets, items in the newspaper, TV, radio and texting are the best way to communicate with older people. With regards to the internet, participants said not everyone had computers or 'tablets' and those that did, often found them difficult to navigate and hard to find information on. Indeed, there was a general consensus among those who attended that service providers place far too much emphasises on the internet.

Automated Telephone Responses

Almost all of the people interviewed referred to their dislike of automated telephone responses. They find them impersonal, the voice-over hard to hear and the range of options lengthy and confusing.

General Information

The people who attended the sessions also said that they found it difficult to learn about things going on in the county and generally found accessing relevant information about the availability of services tedious and confusing. They find it difficult to access good quality information and there is far too much reliance on the internet. They said that loss of sight, colour-blindness and dexterity can inhibit older peoples use of IT and thus isolate them from the most important communication option.

Customer Service

Some of the older people said that when reflecting on their experiences as customers they often felt rushed and that service providers are not patient with them.

Coordination and Regulation

Communication needs to be better coordinated and regulated in terms of newsletters to the area, junk mail and cold calling to the door/phone is both intimidating and frightening.

7. Communication and Information

Jargon and Accents

The older people said that they often found written information to be full of jargon and acronyms with complicated language, rather than plain, simple English. Some of them also said that they experience difficulty and frustration when trying to understand heavily accented voices particularly if they are already hard of hearing or are vulnerable or are already confused.

HaPAI INITIAL FINDINGS

More than half (55%) of older people in Dun Laoghaire have used the internet every day or almost every day in the last three months. This is considerably higher than the national average (TILDA 2014) of 35%.

There is a clear age difference in daily internet use between the age groups - 69% of the 55-69 age group and 37% of those aged over 70 use the internet daily or almost daily. Again, daily internet use in Dun Laoghaire is higher than the national average

WHAT'S HAPPENING NOW

Local Publications

DLR has a number of local newspapers and magazines including the Gazette, Southside People and DLR Times as well as community/parish magazines such as Three Rock Panorama to communicate with DLR residents.

Communications Strategies

DLR County Council, an Garda Síochána, and the HSE each have their own communication strategies.

DLR Events Web Site

DLR County Council launched a new website <http://events.dlrcoco.ie> in 2015 to collate all events going on in DLRCC in one place. It is also in the process of developing a brand new corporate website.

Figure 9 Summer in Dalkey



Access Officers

All public service providers are required to have an Access Officer to assist any person who may have any difficulty accessing any of its services.

Citizen Advice Bureau

There are Citizen Advice Bureaus throughout the County should a person require advice on any particular service.

Public Participation Network

A new framework for public engagement and participation, called the Public Participation Network (PPN) is currently being developed in DLR. The aim of the structure and process is to facilitate and enable the public and the organisations to articulate a diverse range of views and interests within the local government system and to provide a platform for engagement for the community, social and environmental sectors.

The Network for Older People

The Network for Older People has developed a web site where information in relation to the availability of activities and services for older people is provided www.olderdle.ie

Massive Open Online: Strategies for Successful Agency

Trinity College Dublin in partnership with Age Friendly Ireland and are working together with representatives from five of the country's Age Friendly City & Counties programmes to develop a free Massive Open Online Course (MOOC) which will present strategies for positive ageing.

7. Communication and Information

WHAT WE WILL DO IN THE FUTURE

Our Goal is: To ensure that older people can access timely, practical information about what is happening in their communities

NO.	ACTION	INDICATOR	OUTCOME	LEAD
7.1	Encourage businesses to have a 'press 'o' to speak to an operator as the first choice in an automated telephone service	The number of businesses adopting this option	Customer satisfaction	Chamber of Commerce
7.2	Research the development of vulnerable customer register for communication purposes	Identification of a vulnerable customer register model	Improved customer satisfaction and sense of worth	DLR
7.3	Develop a website for the Network of Older People	The development of a website	Improved access to information	Network for Older People
7.4	Research the feasibility of developing A Community Information Page on print media platforms and also explore the use of other media platforms	The development of community information options	Improved access to information	Service Provider Forum
7.5	Promote the hard copy dissemination of the PPN E-zine	E-zine printed on demand	Improved access to information	Public Participation Network

NO.	ACTION	INDICATOR	OUTCOME	LEAD
7.6	Review/develop a Communications Strategy that incorporates accessibility in line with the LGMA Communications Strategy Guidelines	The review or development of a Communication Strategy	Customer focused Communication Strategy	Service Provider Forum
7.7	Review/develop a Style Guidance (in conjunction with the Communication Strategy and LGMA Communications Strategy)	The development of a Style Guidance	Improved understanding of 'official' correspondence	Service Provider Forum
7.8	Promote the use of Plain English in official correspondence	Number of businesses committing to Plain English policy	Improved understanding of correspondence	Service Provider Forum
7.9	Promote the availability of English classes for those staff who work on customer service and where English is not their first language	Numbers of businesses promoting English classes	Improved communication and understanding	Service Provider Forum

8.

Community Support and Health Services

OVERVIEW

In this theme we consider, how together with our Stakeholders and Partners, we can support older people in staying 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 out-patient hospital services.

As part of the Local Government reform process, all Local Community Development Committees (LCDC) are required to prepare a six year Local Economic and Community Plan (LECP). The plan includes two elements:

- 1) a Local Economic Element (prepared and adopted by the Local Authority), and
- 2) a Community Development Element (prepared and adopted by the LCDC. DLR adopted its LECP in December 2015 and this provides a focus for community development activity to 2021.

The HSE has been identified as a key stakeholder in the LECP development process which offers an opportunity for joined up planning around improved health and wellbeing in a wider context.



THE THINGS PEOPLE MENTIONED

The participants generally agreed that the County is well served by the number of public and private hospitals. They said they have good access to GPs and that their relationship with their GP and Public Health Nurse is generally good. They also said that they don't have to wait too long to see a doctor. Participants went onto comment on the role Active Retirement Groups and Parish Centres played in facilitating community support. Others remarked on the grants administered by the Council and the good work done by Meals on Wheels, although some commented on the poor quality of the food.

Health Services

Generally, the participants said they either did not know, or were unfamiliar with the range of home help or family supports or services that they may be entitled to. They did not know who to ask, or where exactly to go to find out information. They said that they felt that they lacked knowledge of health services in general. They said that they felt that the links between the PHN and An Garda Síochána could be improved.

Transport to Hospital

Virtually all of the participants expressed concern at the lack of accessible public transport to St. Vincent's and Loughlinstown Hospitals.

Hospital Appointment Systems

Some older people asked if the appointment system at hospital and outpatients could be more person centred, facilitating people who might have difficulty dressing and arranging transport for example an appointment for 9.00am could require an older person to be up at 6.30am. This is a long time if the person is also fasting.

Way Finding at Hospital

It was also mentioned that people sometimes have considerable difficulty finding their way around hospitals. Signs are most often too high with way too much information on them. People are already anxious when attending the hospital and do not need the added stress of getting lost or confused.

8.

Community Support and Health Services

Personal Care Relationships

Some people who have home care packages said that they have difficulty with their packages as the carers assigned to them change too often – this leads to a lack of continuity and the opportunity to develop good relationships with their carers.

Long- Term Care Settings

Some of those interviewed who are in long-term care said they were unclear as to why they were in the residential centre in the first place. They did not know about “personal care plans”. They went on to say that they were bored and not mentally challenged and lacked engagement with the “Outside World”.

HaPAI INITIAL FINDINGS

74% of people aged 55-69 and 68% of people aged 70+ say that their health is either good or very good.

27% of people aged 55-69 and 57% of people aged 70+ in Dun Laoghaire-Rathdown have a long standing illness or health problem. Among these people, 13% are severely limited in their everyday activities because of their health problem.

57% of adult aged 55 to 69 and 45% of adults aged 70+ reporting doing at least 150 minutes of moderate physical activity per week. Nationally the figures are 53% in the 55 to 69 age group and 34% of the over 70s. (TILDA 2014).

WHAT'S HAPPENING NOW

HSE

The HSE provides a wide range of services for people growing older in Ireland. These services include: Home Care Packages, Nursing Home Support Scheme, Benefits and Financial Entitlements, Community Services and Residential Care Information. The HSE also operates a low call service Monday to Friday 8:00am to 8:00pm (Tel: 1850 241850).





The HSE Quality Improvement Division (QID) was established in 2015 to support the development of a culture that ensures improvement of quality of care and is at the heart of all services that the HSE delivers. The QID works in partnership with patients, families and all who work in the health system to innovate and improve the quality and safety of care. Improving quality is everyone's business, and each and every person working in the HSE has a role to play.

National Quality Standards for Residential Care Settings for Older People in Ireland

The national quality standards clearly outline what is expected of a provider of services and what a resident, their family, or carer, or the public can expect to receive in residential care settings. They deal with the areas of rights of older people, protection, health and social care needs, quality of life, staffing, the care environment, and management and governance. In addition, the standards include supplementary criteria that apply to units that specialise in the care of people with dementia.

Network for Older People

The Network for Older People works in co-operation with the Community Section of DLRCC. It also liaises with other bodies who are interested in older persons issues. It works with, but does not duplicate, other associations and speaks with a unified voice on matters of concern.

The Alzheimer Café Donnybrook

The Alzheimer Cafe in Donnybrook, which is one of a number of Alzheimer Cafés in Ireland, is a safe and relaxed place where people with dementia, their families and friends, and health and social care professionals come together for a unique blend of education and support. It is a forum where people can share experiences and talk about dementia. The Alzheimer Café Donnybrook meets on the second Thursday of every month, from 7pm – 9pm, in the Avila Centre, Donnybrook. Entry is free of charge. There is no need to book in advance.

8.

Community Support and Health Services

Living Well with Dementia

This is a three year community-based pilot project to support people and their carers living with dementia in the Stillorgan-Blackrock area to continue to live at home and participate in their own community. It commenced in October 2012. A Living Well with Dementia consortium was formed to devise and deliver the project. The team is comprised of people with dementia, their primary carers and representatives from community groups, volunteer organisations, local businesses, health and social care and statutory and Non- Governmental Organisations (NGOs). Tel 01 706 0100

WHAT WE WILL DO IN THE FUTURE

Our Goal 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.

NO.	ACTION	INDICATOR	OUTCOME	LEAD
8.1	Establish a “Cultaca” or similar service brokerage role to improve links between older people and services in the Community. See http://www.netwellcasala.org	The development of a service broker role	Improved social versus demand access to services	Alliance
8.2	HSE (Area 6) will work with the HSE Quality Improvement Division to address issues that arise out of the HSE and Older Peoples Councils annual Listening Meetings	Resolution of issues	Quality improvement in service	HSE
8.3	HSE will research the feasibility of developing person centred appointments system and pilot in one local hospital	New appointment system established	Improved attendance rate and better patient satisfaction	HSE





NO.	ACTION	INDICATOR	OUTCOME	LEAD
8.4	Include a 'how to get here' note with a hospital appointment. Nearest bus/Luas/DART/taxi option.	The inclusion of "How to get here notes"	Improved appointment attendance record	HSE
8.5	Develop Age Friendly signage and way finding options at hospitals	A hospital in DLR will pilot an Age Friendly way finding model	Less stress for patients and visitors	HSE
8.6	Explore the possibility of establishing a volunteer hospital ambassadors programme	The establishment of a hospital ambassador	Improved overall experience of older people at hospital	Service Provider Forum
8.7	Ensure that Home Care Providers have a policy of providing regular carers as far as is practicable	Care Providers adopting the policy	Improved home care service	HSE
8.8	Raise awareness of the "Go for Life" program of activities	The number of initiatives aimed at older people	Increased physical activity amongst older people	DLR Sports Partnership & Social Prescribing

9. Safety and Security

OVERVIEW

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 Joint Policing Committee (JPC) for Dún Laoghaire-Rathdown has been tasked with responsibility for the coordination and implementation of actions with regard to the establishment of a policing forum and assessing crime in the area with a view to identifying how improvements can be made. Together, DLR, An Garda Síochána, our other public service providers and our community partners continue to work to make our County safe and pleasant for all.



THE THINGS PEOPLE MENTIONED

Most of the people we spoke to said that they feel safe in the County during the day. They found the Gardaí's attitude and demeanour generally pleasant and remarked on their quick response rates to emergencies. The Garda were particularly noted for their efforts in building and maintaining relations with older people. A lot of those interviewed said they used house alarms and to a lesser extent personal alarms, the ICE number and message in a bottle scheme (mostly because they hadn't heard of them and or didn't know how to get them). Very few people confirmed that they had developed personal emergency plans. A number of people said that having good neighbours was key to their feeling safe in the area.

Youth

Some older people said they feel nervous or apprehensive and anxious of young people they don't know. This is more so at night time and when they are congregated in large numbers at street corners.

Substance Abuse

Some of the older people interviewed in the Dún Laoghaire area said they felt particularly nervous going about their business on Thursdays and Fridays as these were busier days for the methadone clinic based on Patrick Street.

Street Lighting

Some older people said that they didn't feel safe going out after dark in particular in areas with little street lighting. However they did say that where street lighting is available it is good quality but it can sometime be difficult to get someone to call to repair broken ones.

Callers to the Door

Virtually all of the older people interviewed said that they did not like callers to the door after dark and specifically if they had no ID.

9. Safety and Security

Garda Visibility

Some of the older people considered that there are not enough Garda out and about and in the Community. They said they would feel safer if there were a higher visibility of Garda as they would enforce rules and regulations in regard to cycling on footpath and driving offences.

Forgetfulness

Nearly all of the people interviewed said they were anxious about being forgetful or becoming forgetful. They also said they were unaware of supports services that might be available.

Trips and Falls

Nearly all of the people spoken to have a fear of tripping and falling and there being nobody there to help them.

Garda Correspondence

Some of the people we spoke to said they were disappointed with the follow up from Garda after a crime incident and the impersonal nature of correspondence.

HaPAI INITIAL FINDINGS

In general, the majority of people aged over 55 feel safe and 90% of the over 70s feel safe in their homes at night. However, 17% of women and 8% of men feel unsafe out and about at night. 17% of men and 21% of women reported an experience that left them concerned for their safety.

WHAT'S HAPPENING NOW

Joint Policing Committee (JPC)

The Joint Policing Committee (JPC) was formed in Dún Laoghaire-Rathdown in April 2009. Its establishment followed the guidelines issued jointly by the Minister for Justice Equality & Law Reform and the Minister for the Environment, Heritage & Local Government. The JPC comprises 14 County



Councillors and 5 members of the Oireachtas, 2 Garda Officers nominated by the Commissioner and 3 persons representing the community. The Chief Executive of the Council, and a person nominated by her, are also ex-officio members of the JPC.

Policing Fora

The JPC has established 3 Local Policing Fora (LPF) in the County at Louglinstown, Ballybrack, Dún Laoghaire Central and Sandyford. Membership of the committees includes representations from: An Garda Síochána, DLR County Council, Local Estate Management, LUAS and Local Community Representatives. These LPFs develop work plans for a year based on the issues that are raised at locally convened public meetings. These Local Policing Fora have contributed significantly to the reduction in the levels of anti-social behaviour and crime in their areas since their establishment.

Garda Older Persons Association (GOPA)

GOPA was established to assist in delivering a policing service which addresses the needs of older people in the Garda area of the Dublin Metropolitan Region (DMR) East and to promote and sustain good communication amongst the public for the benefit of the needs of older people.

Personal Alarms

The application process for personal monitored alarms is now streamlined and operated through GOPA which is hosted by DLRCC Social Development and Inclusion unit. The monitoring fee is €66 p/a.

Message in a Bottle

The Message in a Bottle is a simple bottle in which users place the details of the medications or conditions they have. The bottle is usually retained in their fridge. Emergency services are alerted to the existence of the bottle by a discreet green cross near their front door. Bottles are distributed by the Lyons Club.

9. Safety and Security

WHAT WE WILL DO IN THE FUTURE

Our Goal is: To ensure older people feel safe and secure in their homes and out and about in the community

NO.	ACTION	INDICATOR	OUTCOME	LEAD
9.1	Develop intergenerational projects and opportunities	The numbers of intergenerational activities and project opportunities	Improved sense of community and acceptance	Network for Older People
9.2	Support the development of a community café in Dún Laoghaire	The establishment of a community café	A safe welcoming community facility	Service Provider Forum
9.3	Introduce high-visibility, targeted area patrolling, both in vehicles and on foot, in neighbourhoods with high density and/ or footfall of older people	Numbers of areas identified for targeted patrolling	Increased sense of safety and security at night	Garda
9.4	Explore the development of “No Cold Calling Zone” similar to English models and apply a pilot project if practicable	Pilot of “No Cold Calling Zone”	Greater sense of safety and security at home	DLR/Garda
9.5	Endeavour to maintain appropriate levels of Community Garda subject to resources	Community Garda function maintained	Improved links between An Garda Síochána and the community	Garda



NO.	ACTION	INDICATOR	OUTCOME	LEAD
9.6	Develop an awareness campaign and education programme on 'Safer Roads for Older People'	The development of an awareness campaign and education programme on 'Safer Roads for Older People'	Increased safety and security amongst road users	Garda and DLR
9.7	Increase the promotion of the HSE's leaflet on the prevention of falls and trips.	The number of new distribution locations added	Less trips and falls and older people who live alone feeling safer in their homes	HSE
9.8	Simplify application process for personal safety alarms and monitoring service	The simplification of application process for personal alarms and monitoring	Improved sense of security and personal confidence	Garda and GOPA
9.9	Make provision for training and information sessions for Garda on best practice when engaging with older people	The provision of training and information sessions for Garda on best practice when engaging with older people	Better understanding of older people's needs and improved service	Garda
9.10	Promote the availability of Mobile Garda Support Service	Opportunities to promote Service	Improved Garda Service and convenience	Garda
9.11	Provide Dementia Awareness training for all frontline staff as a priority and extend to full organisation	Dementia Awareness courses delivered	Improved understanding and awareness of dementia	SERVICE PROVIDER FORUM
9.12	Promote the availability of the Message in a Bottle scheme	Promotion of the service	Improved emergency response	Network for Older People

Implementation and Review

The DLR Age Friendly Alliance will jointly plan and oversee the implementation of this strategy. The Alliance will work closely with Age Friendly Ireland, the Business Forum and the newly established Service Providers Forum to ensure actions are delivered in timely manner having due regard to the availability of resources and other variables. Progress will be monitored regularly.

In addition, further surveys may be carried out to assess the views of older people over the timeframe of this Strategy.

An Annual Report will be published each year to reflect the status and progress of the strategy and the work of the Alliance.



Acknowledgements

We wish to acknowledge the contribution of all of the people who attended the consultation sessions around the County during the Summer months of 2015. They gave their time and energy and experience most generously. We also wish to acknowledge the support and interest given by the Network of Older People who encouraged attendance at the consultation sessions.

We thank Pat Doherty and Age Friendly Ireland for their advice, support and collaboration, given continuously with a sincere focus on improving the quality of life of older people in the County.

We also wish to thank the staff of the Social Inclusion Unit who have worked and developed the strategy with a spirit of collaboration and enthusiasm from the outset.

Finally, we wish to acknowledge Julieanne Prediville's extensive professional contribution to this strategy. Her work on the collation of the findings from the Round Table Conversation, her attention to detail and experience in preparation of early drafts, was invaluable.

Glossary

Age Friendly Business Forum (AFBF): An informal partnership of enterprises working together to develop awareness and understanding among the business community of the needs of older people and how best to respond to them. There is an Age Friendly Business Forum for each Area Alliance.

Age Friendly Cities and Counties Programme (AFCCP): Ireland's adaptation of the World Health Organisation's Age Friendly Cities and Communities model. The programme is being rolled out throughout the state by Age Friendly Ireland.

Alliance: The County Alliance, a high level cross-sector group of agencies that is the overarching strategic partnership which oversees the realisation of the Dublin Age Friendly Strategy.

Businesses: Commercial organisations supplying goods and services.

Network of Older People (NOP): A representative group of older people formed to share concerns and experiences and to inform the decision-making process of the Dublin Age Friendly Initiative.

Service Providers: Non-commercial private, public, voluntary and community organisations providing services.

Service Providers Forum: A group of service providers formed to work in collaboration to find solutions to address issues affecting older people. There is a Service Providers Forum for each Area Alliance.

Stakeholders: In the context of this Strategy, stakeholders refer to private, public, voluntary and community organisations and individuals involved in the DLR Age Friendly process, including members of the Alliance, Forums and Network for Older Persons.

Abbreviations

CARDI: Centre for Ageing Research and Development in Ireland

CSO: Central Statistics Office

DCU: Dublin City University

DLRCC: Dún Laoghaire-Rathdown County Council

EU: European Union

HSE: Health Service Executive

GP: General Practitioner

IT: Information Technology

NCAOP: National Council on Ageing and Older People

OPRAH: Older People Remaining at Home

TILDA: The Irish Longitudinal Study on Ageing

WHO: World Health Organisation

Appendix 1

ATTENDANCE AT AGE FRIENDLY CONSULTATION SESSIONS			
VENUE	MALES	FEMALES	TOTAL
County Hall (Survey) 18/02/15	8	33	41
Ballinteer (Survey) 26/02/15	1	14	15
Cabinteelty 04/03/15	4	13	17
Loughlinstown 05/03/15	2	12	14
Glasthule 12/03/15	2	12	14
Sallynoggin 19/03/15	0	2	2
Milltown 23/03/15	0	2	2
Kilternan 24/03/15	8	22	30
Newtown Park Ave 26/03/15	9	21	30
Taney 07/04/15	2	1	3
Nutgrove 08/04/15	5	12	17
Dún Laoghaire (Boylan Centre) 15/04/15	2	12	14
Booterstown 16/04/15	2	10	12
Balinteer 29/04/15	3	26	29
DLR Traveller ISG	0	5	5
Dalkey 05/05/15	10	35	45
Killiney 13/05/15	1	4	5
DLR County Hall (20/05/15)	3	2	5
Stillorgan (Belmont Nursing Home) 27/05/15	2	2	4
Shankill Day Care Centre (03/06/15)	5	25	30



