DUBLIN AGE FRIENDLY CITY

Strategy to Implementation

Dublin City Council

Dublin City Council is the democratically elected body that governs Dublin City. We are the largest Local Authority in Ireland.

Services include:

- Business Services e.g licenses, rates

- Community Services e.g. community grants

- Housing e.g. 26,000 units of accommodation, maintenance

- Recreation & culture e.g. libraries, sports fields

- Planning e.g. applications, objections, conservation

- Roads & transport e.g. traffic update, parking

- Waste water & environment e.g. litter, noise control, fire brigade

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Comhairle Cathrach Bhaile Átha Cliath

EUROPEAN SOCIAL NETWORK (ESN) –

who we are

The network for local public social services in Europe

Over 100 member organisations in 34 countries

comprising national associations of directors,

departments of social welfare of government, regions,

counties and municipalities.

ESN What we do

Provide

a Europe-wide learning and networking platform for social directors and managers

Bring

local and practice based experience into European policy making drawing on our members' knowledge

Represent

members at the European level seeking better recognition for the role of regional and local government

Advocate

empowerment of service users and quality assurance in service management
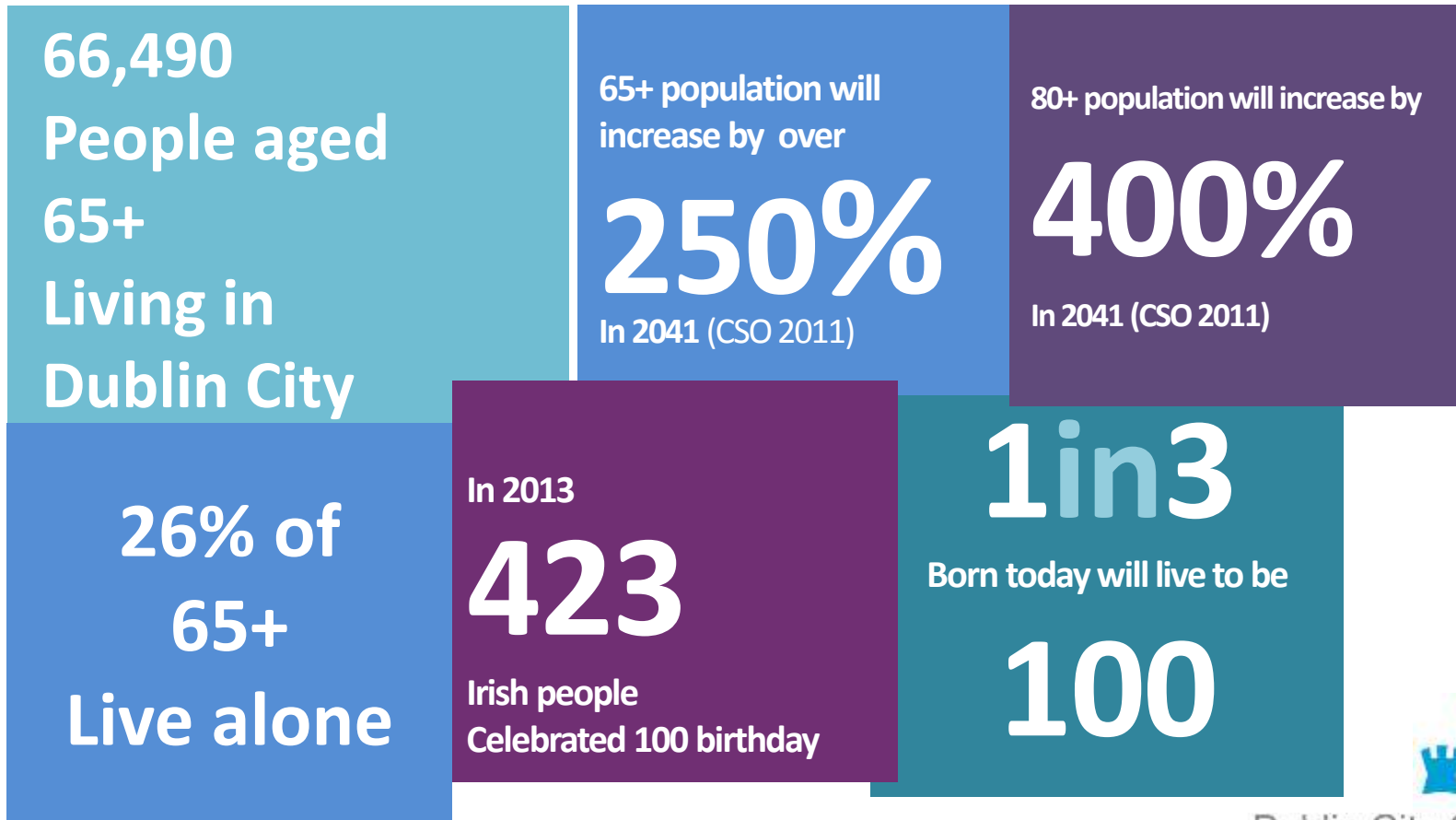
ESN Working Group: Ageing & Care

- **Objective:** Policy and practice analysis on the planning and management older people's services in a sustainable and person-centred manner.

- **5 meetings** between 2014-2016:
  - **2015:** cooperation between health and social care, active ageing
  - **2016:** workforce and home-based care

- **Outputs:** Report, compendium of analysed practices

WHY AN AGE FRIENDLY CITY?

More people living longer, healthier lives

66,490 People aged 65+ Living in Dublin City

65+ population will increase by over

250%

In 2041 (CSO 2011)

80+ population will increase by

400%

In 2041 (CSO 2011)

26% of 65+ Live alone

In 2013

423

Irish people Celebrated 100 birthday

1 in 3

Born today will live to be

100

(Total Dublin City population 527,612 - CSO - April 2011)

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NEED TO QUESTION HOW WE VIEW OLD AGE?

or

Service Provision
"maintenance" model or "rights" model?

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AGE FRIENDLY CITY & COUNTY INITIATIVE

A global effort to make a real difference

- Led by World Health Organisation (WHO)

- Framework for developing age friendly communities

- Hundreds of cities and communities in a WHO global network

- Ireland national programme started in 2009 in Louth

- Dublin Declaration signed 2011

- Dublin programme commenced 2013

- Support from Age Friendly Ireland

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AGE FRIENDLY IRELAND

➢ **National organisation funded by Atlantic Philanthropies**

➢ **Spearheading implementation of the National Age Friendly Cities and Counties Programme**

➢ **The programme is governed by a Board, chaired by Dublin City Council Assistant Chief Executive and advised by a National Implementation & Integration Group (NIIG).**

➢ **NIIG made up of senior multi-agency stakeholders**

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DUBLIN CITY AGE FRIENDLY INITIATIVE

- **Initiative commenced in 2013 - signing of the "Dublin Declaration on Age Friendly Cities and Communities in Europe"**
- **Dedicated to improving the quality of life of older people by:**

  - **Including older people in decisions on issues which affect their lives**
  - **Providing opportunities and supports that enable older people to live full and active lives**
  - **Providing a framework to co-ordinate services to meet the needs of older people**

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DUBLIN CITY AGE FRIENDLY INITIATIVE

Start
- Interagency Approach
- Political Buy-in
- Approval of Dublin City Council and other agencies
- Form Alliance Groups - City Wide & Local Area

Consult
- Consult with Older People in each area
- Consult Key Players
- Collect Data

Plan
- Complete Strategy based on findings
- Launch Strategy

Act
- Begin Implementation
- Put Older Person Council structure in place
- Monitor and Review

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DUBLIN CITY ALLIANCE MEMBERSHIP

Jane Williams	Independent Chair
Brendan Kenny	Assistant Chief Executive, Dublin City Council
Eugene Bent	Director Member Development, Dublin Chamber of Commerce
Conor Hickey	Director, Crosscare
Prof. Rose Anne Kenny	Head of Dept of Medical Gerontology, Trinity College
Prof. Brian MacCraith	President, Dublin City University
Hugh O'Connor	CEO, Age Friendly Ireland
Martina Queally	Integrated Services Area Manager, Health Service Executive
John Twomey	Assistant Garda Commissioner, An Garda Síochána

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Consult

**ON STREET CONVERSATIONS
572 OLDER PEOPLE**

**QUESTIONNAIRES (distributed at consultation)
853 returned**

Pie chart values:
- Central: 165
- North West: 167
- North Central: 196
- South East: 200
- South Central: 222
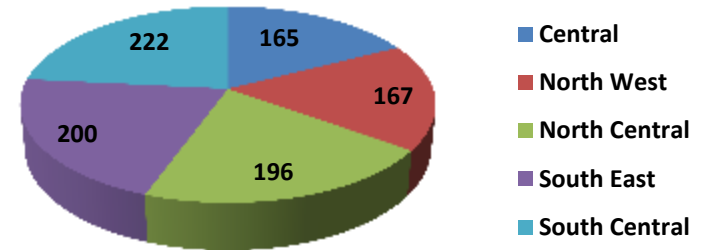
**ROUND TABLE CONSULTATIONS
950 OLDER PEOPLE**

Pie chart values:
- Male: 171
- Female: 744
- Unknown: 35

Bar chart (Up to 65 / 65 to 80 / 80 plus / Unanswer…):
approximately 150, 480, 200, minimal

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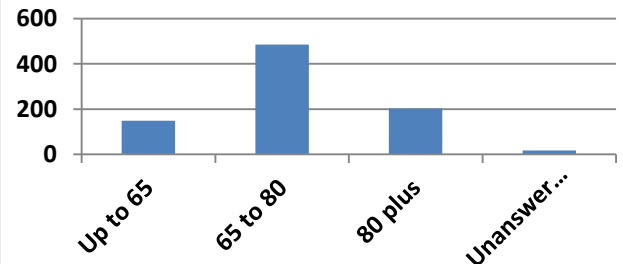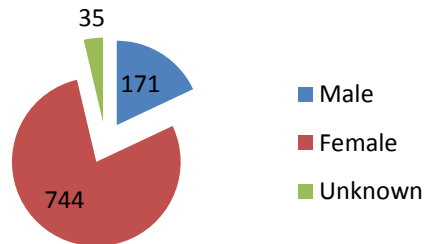
WHO's AGE FRIENDLY CITIES & COUNTIES PROGRAMME – 9 THEMES

CONSULTATION FINDINGS

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HOME & COMMUNITY

Accommodation

- Suitable Local Accommodation
- Sheltered Housing
- Adaptation
- Insulation
- Heating

Services

- Information
- Meals on Wheels
- Home Help
- Carers
- Trusted Tradesmen
- Small Jobs
- Phone Call Service
- Home Delivery

Community

- Visitation
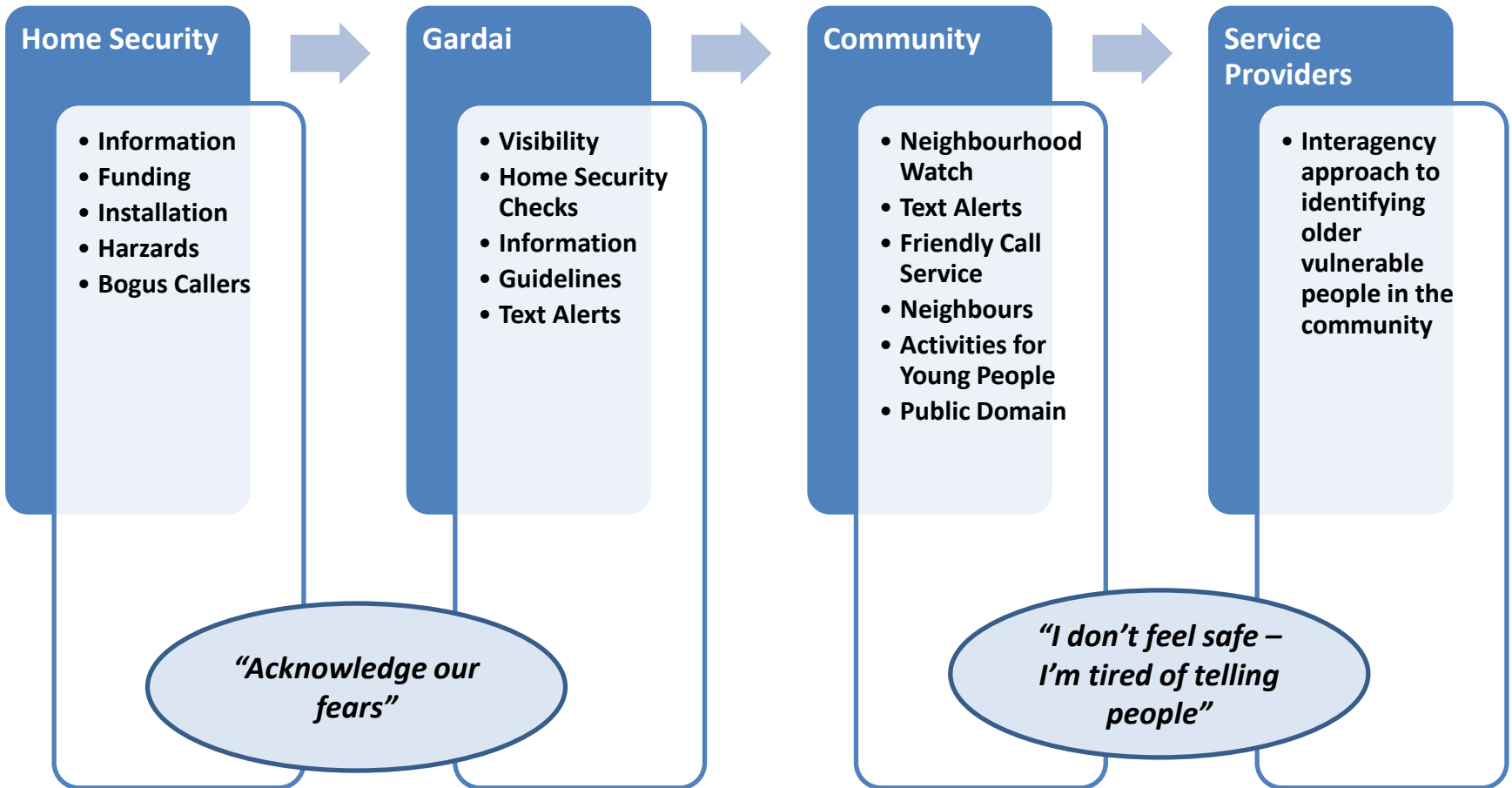- Neighbourhood events
- Intergenerational Events

Access

- Local Transport Service
- Vantastic

"I didn't know that I could get a grant for home adaptations"

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SAFETY

Home Security

- **Information**
- **Funding**
- **Installation**
- **Harzards**
- **Bogus Callers**

Gardai

- **Visibility**
- **Home Security Checks**
- **Information**
- **Guidelines**
- **Text Alerts**

Community

- **Neighbourhood Watch**
- **Text Alerts**
- **Friendly Call Service**
- **Neighbours**
- **Activities for Young People**
- **Public Domain**

Service Providers

- **Interagency approach to identifying older vulnerable people in the community**

"Acknowledge our fears"

"I don't feel safe – I'm tired of telling people"

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PARTICIPATE IN ECONOMIC LIFE

- ➢ **Closing of local financial institutions**

- ➢ **Automated answer machines**

- ➢ **Over reliance on the Internet**

- ➢ **Shops – quiet times**

- ➢ **Age Awareness**

- ➢ **Home Deliveries**

- ➢ **Sales Assistants/Representatives**

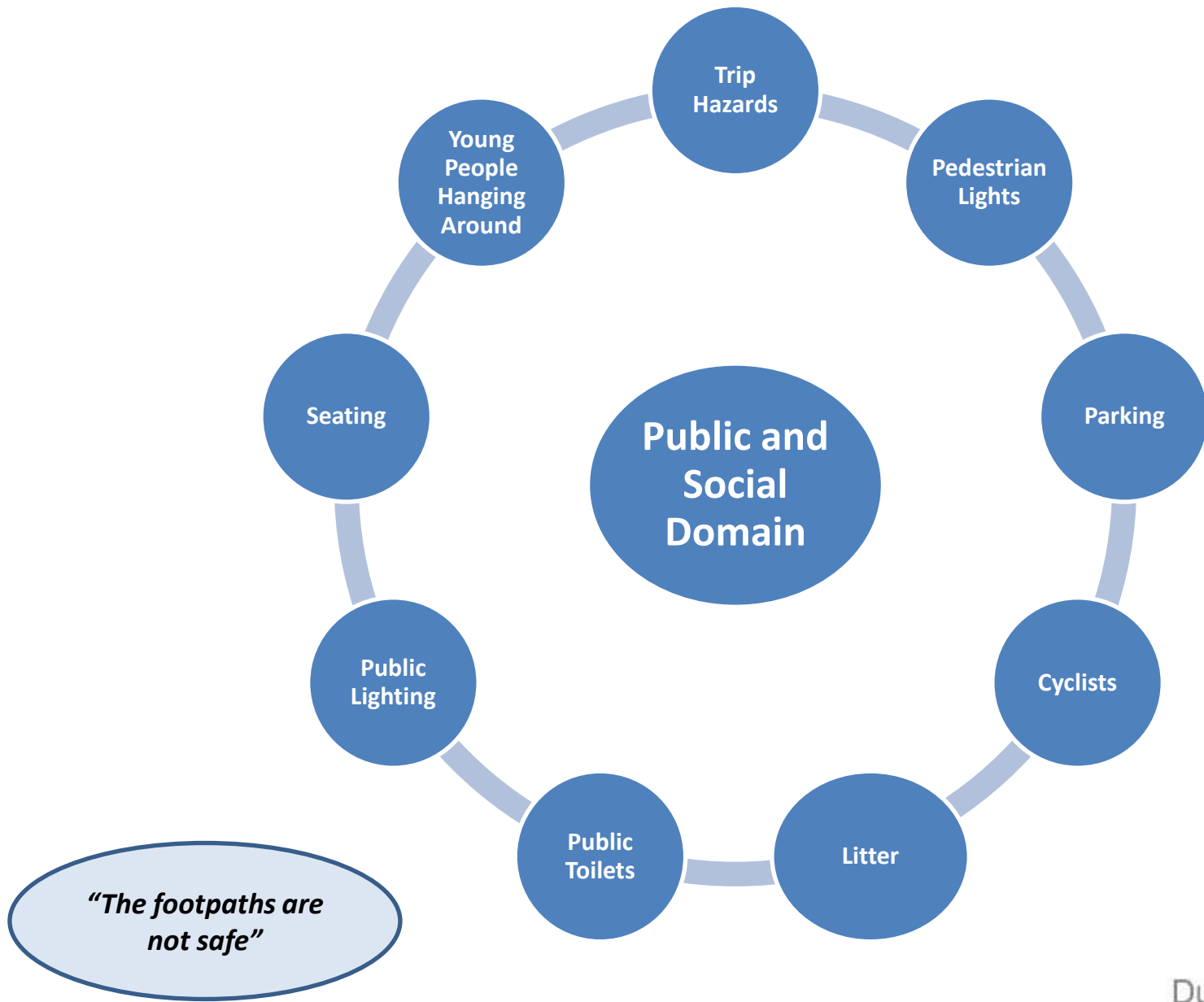*"They think that because we are old we wouldn't be interested"*

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PARTICIPATE IN SOCIAL LIFE

➢ Drop in Centre/Senior Café/Parlour

➢ Transport to events

➢ Cost and availability of facilities/venues

➢ Men's Activities/Men's Sheds

➢ Intergenerational Events

➢ Intercultural Events

➢ Neighbourhood Events

➢ Encouragement/Companion

➢ Reduced Rates

➢ Information

"I am afraid to join clubs because I don't know anyone"

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TRANSPORT

Public Transport

- Location of Bus Stops
- Bus Driver Awareness
- Bus Stops
  - Shelter
  - Seating
  - Real Time Information
- Changes to specific routes
- Anti-Social Behaviour
- Waiting times at night

Access

- Main Routes
- Hospitals
- Shops
- Church
- Events/Activities

Private Transport

- Cost of private buses
- Local Taxi Companies
  - Off Peak Hours
  - Sharing
  - Driver Consistency
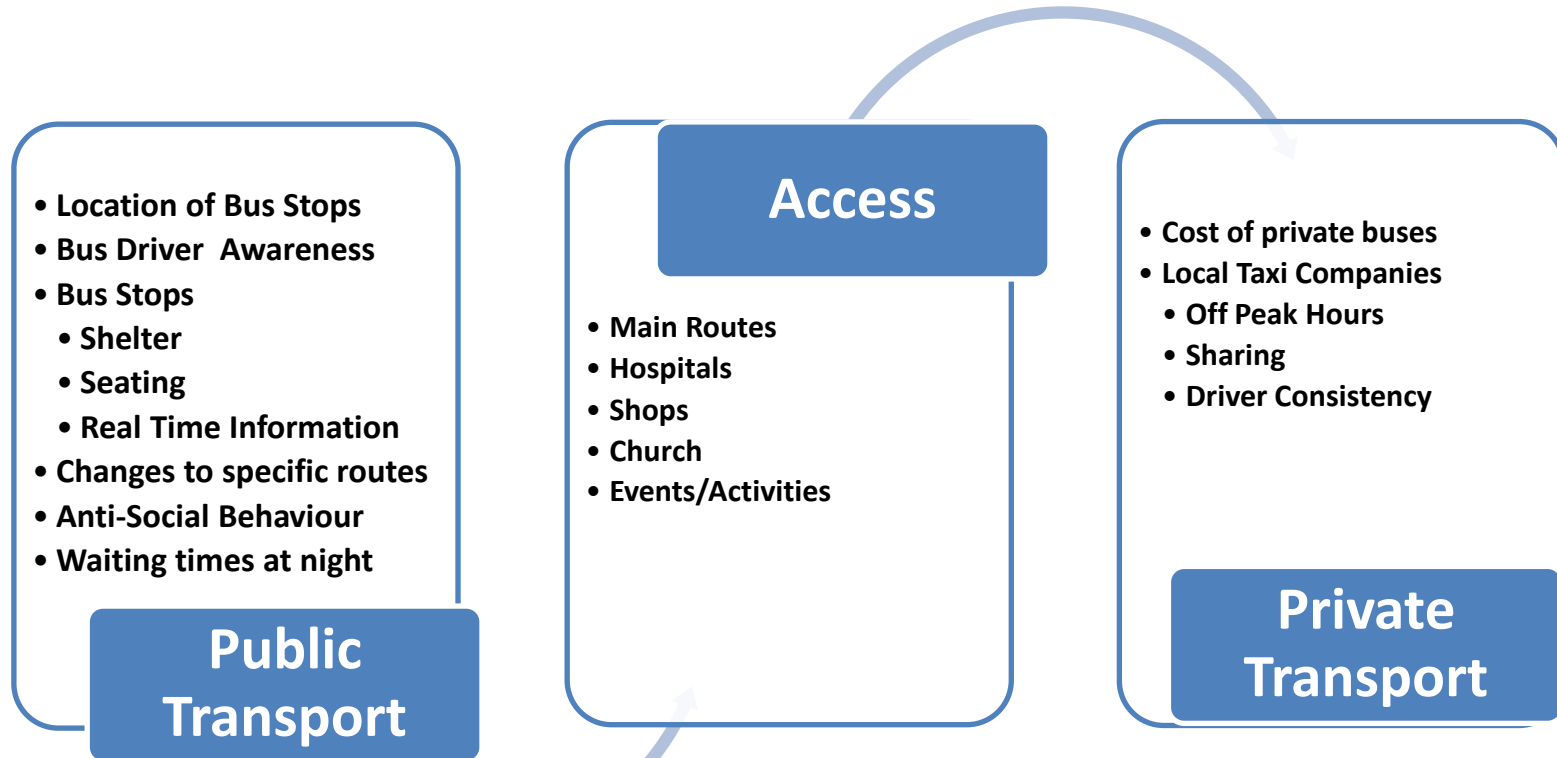
"Buses often start driving before I have taken my seat"

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CONTINUE TO LEARN & DEVELOP

➢ Confidence

➢ Courses – relevance and accreditation

➢ Volunteer Roles – provision and information

➢ Opportunities to share skills with peers

➢ Opportunities to learn and share skills and knowledge with younger generation

➢ Computer and Internet Access

➢ Activities at night

"I need to learn how to use the internet"

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Over reliance on web

Information Sessions

Companion

Information

Jargon

Local Newsletter

Information Centres

Form Filling

Interagency Approach – No Wrong Door
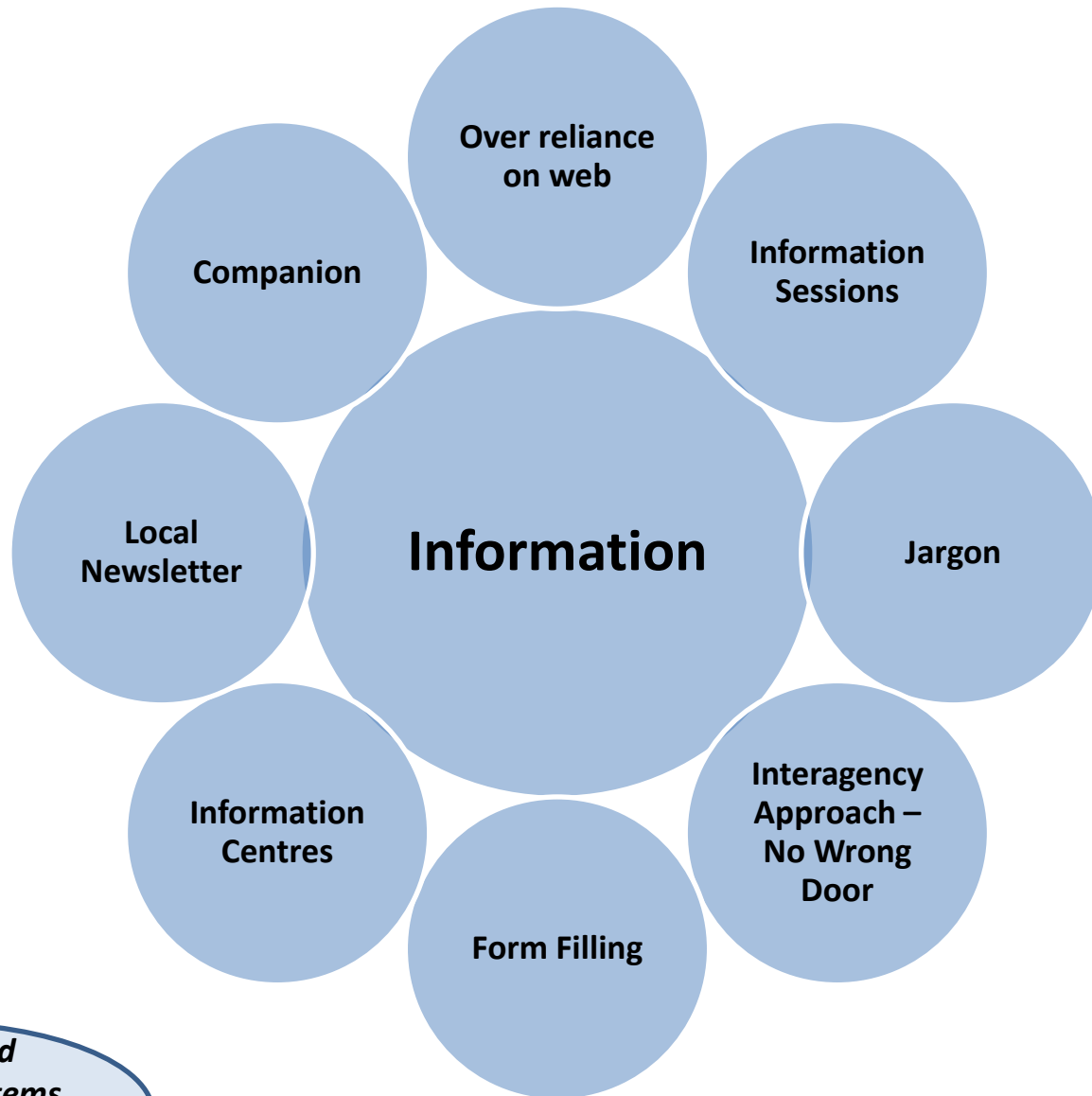
"Automated telephone systems are very frustrating"

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Plan

DUBLIN CITY AGE FRIENDLY STRATEGY

Cathair Bhaile Átha Cliath
Straitéis Aoisbhá 2014-2019
Dublin City
Age Friendly Strategy 2014-2019

Baile Átha Cliath
áit iontach le dul in aois
Dublin City
a great place to grow old

www.dublincity.ie/agefriendlycity

- **Formally adopted September 2014**

- **9 Strategic Goals**

- **43 Actions**

  Cross city responses, with many

  having potential for national

  adoption and roll out

- **5 corresponding Area Action Plans**

  in development

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Comhairle Cathrach Bhaile Átha Cliath

DUBLIN CITY
AGE FRIENDLY STRATEGY
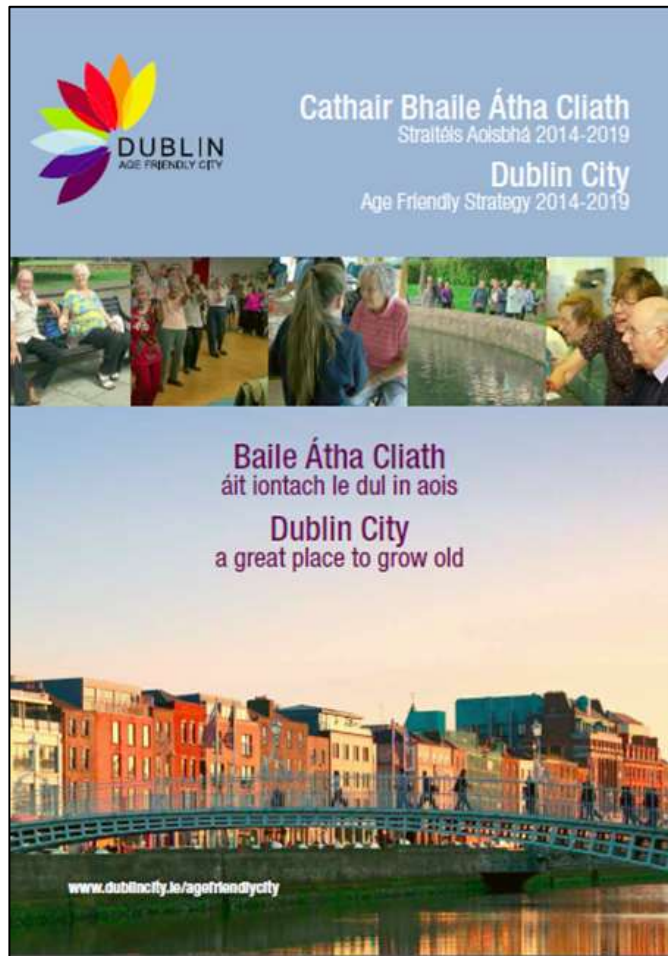
Vision

"Dublin City will be a city where older people are supported to live independently in safe and secure homes and communities suitable to their physical and social needs. A city where older people are enabled to participate in economic, social, political and community life and continue to grow, develop and contribute to society"

DUBLIN CITY AGE FRIENDLY STRATEGY

Cathair Bhaile Átha Cliath
Straitéis Aoisbhá 2014-2019
Dublin City
Age Friendly Strategy 2014-2019

Baile Átha Cliath
áit iontach le dul in aois
Dublin City
a great place to grow old

www.dublincity.ie/agefriendlycity

Builds on existing International and national strategies and frameworks:

- **The Madrid International Plan of Action on Ageing (2002)**
- **WHO Global Age Friendly Cities: A Guide (2007)**
- **National Action Plan on Social Inclusion 2007-2016**
- **Programme for Government 2011-2016**
- **Dublin City Development Plan 2011-2017**
- **Putting People First: Action Programme for Effective Local Government (2012)**
- **National Positive Ageing Strategy (2013)**
- **Healthy Ireland (2013)**

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DUBLIN AGE FRIENDLY CITY GOALS & ACTIONS
BASED ON CONSULTATION AND WHO THEMES

> **Outdoor space and buildings**

Ensure that the design, maintenance and redevelopment of outdoor spaces and buildings are in line with current best practice in accessibility for older people.

> **Transport**

Ensure that public transport in Dublin City is appropriate for older people

> **Home and community**

Ensure that facilities, services and supports are available to assist older people to remain living in their communities.

> **Information**

Provide user-friendly, reliable and coordinated information in a way which suits the needs of older people with a focus on "no wrong door" interactions.

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➢**Safety**

Ensure that older people feel and are safe in their homes and when out and about in Dublin City.

➢ **Learn, develop and work**

Develop and support opportunities for older people to access formal and informal learning and to continue to work in a paid or voluntary capacity if they so wish.

➢ **Social, economic and political life**

Create more and better opportunities for older people to participate in the social, economic and political life of the city.

➢**Healthy and active living**

Ensure older people have access to appropriate health services and to age-friendly arts, leisure, sports and recreational services, as well as to the information they need for healthy and active living.

➢ **Value and respect**

Advance Dublin as a city in which older people are respected as valued members of the community, where their views and contributions are sought and they are actively involved in decision-making processes.

DUBLIN CITY
Administrative Areas – Age Friendly Area Alliances

Act

Dublin North Central Alliance
Area Action Plan

Area Older Person's Council

Dublin North West Alliance
Area Action Plan

Area Older Person's Council

City Alliance
Dublin Age Friendly City Strategy 2014 - 2019

Dublin Central Alliance
Area Action Plan

Area Older Person's Council

City Older Person's Council

Dublin South Central Alliance
Area Action Plan

Area Older Person's Council

Dublin South East Alliance
Area Action Plan

Area Older Person's Council

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HIGH LEVEL IMPLEMENTATION PLAN

OUTDOOR SPACE AND BUILDINGS

Ensure that the design, maintenance and redevelopment of outdoor spaces and building are in line with current best practice in accessibility for older people

	Strategic Action	Lead agency	Other Agencies	Time frame	Success indicators
1.1	Service providers and businesses will consult with the Older Persons Councils in relation to the development and redevelopment of their buildings and outdoor spaces.	• DCC	• Area Alliances • AFI • A&O • OPCs	2015/16	Capacity building programme with OPCs completed
				2016	Guidelines developed for Service Providers to use for consulting with OPCs
1.2	Dublin City Council's departments will liaise with the relevant local Area Alliance when developing work plans and scheduling works in the public domain, so as to ensure that the needs of older people are met.	• Area Alliances	• DCC • OPCs	Ongoing	Walkability audits conducted in each area to assist in prioritising annual Works Programmes
					Area Alliances submit annual list of priority actions to each DCC Service Department
1.3	Dublin City Council's Planning Department will engage with Age Friendly Ireland to develop an "Older Persons Impact Assessment Tool".	• AFI	• DCC (Planning)	2015/16	Planning Impact Assessment Tool developed
1.4	Dublin City Council and An Garda Síochána will develop an awareness campaign and education programme on "Safer Roads for Older People	• DCC SIU • AGS	• DCC (Traffic) • AFI • RSA • NTA	2015/16	Education programme developed for roll out
					Awareness campaign developed for roll out

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EVOLVING STRATEGIC ACTION PLAN

DUBLIN AGE FRIENDLY CITY ACTION PLAN 2015 - 2017

Short Term – 2015
(Primarily City Council led)

Medium Term – 2016

Long Term – 2017

SHORT TERM – *PRACTICAL ACTIONS*

1. **Outdoor Spaces and Buildings**

▪ **Capacity Building Training for older people**

▪ **Area-based Walkability Audits – identify faults**

➢ **Council Works Programmes**
➢ **Area Alliance Members e.g. accessibility to services**
➢ **Community based initiatives**

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SHORT TERM – *PRACTICAL ACTIONS*

2.   Transport

■   **Roll out local good practice models citywide**

3.   Home and Community

■   **Housing Department to improve it's information delivery**
■   **Information sharing – services/initiatives**
   ➢ **Message in a Bottle**
   ➢ **Care and Repair**

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SHORT TERM – *PRACTICAL ACTIONS*

4. **Information**

▪ **Dublin City Council to improve local delivery of information**

➢**New information stands to target Older People – "Are you an Older Person"**

➢**New information leaflets/booklets**

➢**Mapping of IT Training opportunities for Older People**

▪ **Age-proofing of Dublin City Council Customer Service delivery**

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SHORT TERM – *PRACTICAL ACTIONS*

5. <u>Safety</u>

- Age awareness training for frontline staff
- Pilot Age Friendly Park – Albert College

6. <u>Learn, Develop and Work</u>

- Develop volunteering opportunities - Boardmatch/Volunteer Ireland/Sports Partnership
- Dublin City Council to engage with local education providers
- Learning opportunities for Older People

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7. **Social, Economic and Political Life**

▪ **Existing local business structures to be used to highlight Age Friendly issues**
  ➢**Designated parking**
  ➢**Public seating/toilets**
  ➢**Age friendly business status**

▪ **Expand Council local initiatives**
  ➢**Men's sheds**
  ➢**Senior Cafes**
  ➢**Tea Dances**

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SHORT TERM – *PRACTICAL ACTIONS*

8. **Healthy and Active Living**

- **Expansion of Council events/activities targeting Older People**
- **Collaboration with Dublin City Local Sports Partnerships**

9. **Value and Respect**

- **Intergenerational initiatives – Comhairle na nOg/Young People's Council**

SHORT TERM – *STRATEGIC ACTIONS*

1. **Outdoor Spaces and Buildings**

▪ **Older Person's Planning Impact Assessment Tool**

2. **Transport**

▪ **Transport Summit – consultation between transport providers and Older Person's Council to address issues, and plan for the future**

   ➢ **Local Services/Routes**

   ➢ **Stops, stations and shelters**

   ➢ **Alternative transport options**

   ➢ **Anti-social behaviour**

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SHORT TERM – *STRATEGIC ACTIONS*

3. **Home and Community**

▪ **Housing Seminar – focus on issues to facilitate Older People remaining in their homes**

4. **Information**

▪ **Dublin City Council Age Friendly Libraries Strategy**

5. **Safety**

▪ **Policing actions to be agreed**

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SHORT TERM – *STRATEGIC ACTIONS*

6. **Learn, Develop and Work**

- **Age Friendly University Conference**
- **Combat Ageism Conference**

7. **Social, Economic and Political Life**

- **Older Person's Council to register with the Public Participation Network**

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SHORT TERM – *STRATEGIC ACTIONS*

8. **Healthy and Active Living**

- **General Practitioner Toolkit**

- **Health Service Executive – consultation with Older Person's Councils**

9. **Value and Respect**

- **Age Friendly principles/strategy embedded in strategy documents of all Alliance members – Dublin City Council Corporate Plan and submission to new 5 year City Development Plan**

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IMPLEMENTATION CHALLENGES

- **Reluctance from some sectors to buy into the Age Friendly initiative – practical work can be left to Council**

- **Co-ordinating existing services with new projects**

- **Sharing of information citywide – within and between organisations**

- **Funding required to implement many elements of the strategy**

- **Structures prescribed in strategy needed to be adapted – one size did not fit all**

- **Hard to reach groups (including men) not evenly represented**

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MODELS OF GOOD PRACTICE BEING ROLLED OUT CITYWIDE AS PART OF THE AGE FRIENDLY CITY IMPLEMENTATION

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CLAREVILLE CARE CENTRE

- **Community centre of excellence based in Dublin City Council senior citizen sheltered housing estate**
- **Promotes the physical, emotional and educational needs of older people in the estate and the surrounding area**
- **A holistic, integrated approach to healthcare and social services**

Service Concept – **Fosters a hospitable community, a community which is accessible, amenable, compassionate, friendly, favourable to life and growth, generous, kind, open minded, receptive, sociable and welcoming – ensuring people remain living independently in their own homes for much longer**

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HEALTH & WELL BEING SERVICES

AVAILABLE EVERY DAY	• **Morning Tea & Toast** • **Bus collection & return** • **Mid-day dinner** • **Public Health Nurse** • **Assistance with day-to-day tasks**
AVAILABLE SOME DAYS	• **Exercise & Relaxation Sessions** • **Hairdressing** • **Chiropodist** • **Assisted Bathing** • **Hand Massage** • **Computer Training**

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SOCIAL ACTIVITIES PROGRAMME

MONDAY	• **Board Games** • **Flower Arranging** • **Bingo**
TUESDAY	• **Reminiscence for Alzheimers** • **Exercise Game** • **Bingo** • **Art**
WEDNESDAY	• **Crafts** • **Table Quiz or Music** • **Bridge Club**
THURSDAY	• **Socrates Café** • **Supermarket shopping trip** • **Bingo** • **Art**
FRIDAY	• **Exercise Games** • **Bingo** • **First Friday Mass**

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HEALTH ROUTE – TRANSPORT INITIATIVE

- **Community based initiative that delivers door to door health transport services for older people to health care appointments**
- **Service provided for over 65s by a registered charity supported by the Council**

Funding Model **– this innovative service is funded using a combination of charity funds, passenger nominal fares and various funding arrangements with the Council and Health Service**

Reduced the number of missed hospital appointments by 25%

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MEN'S SHEDS

• A Men's Shed is a dedicated, friendly and welcoming meeting place where men come together and undertake a variety of mutually agreed activities.

• Men's Sheds are open to all men regardless of age, background or ability. It is a place where you can share your skills and knowledge with others, learn new skills and develop your old skills.

• New members are always welcome and can be assured that there is something of interest for everyone as the men have ownership of their Shed and projects and decide their own program of events.

• An objective of Men's Sheds is to enhance or maintain the well-being of the participating men

Expansion of exercise equipment programme in Dublin parks – part of pilot Age Friendly Park

Computer training classes for older people

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Intergenerational activities

'Message in a Bottle' is a simple scheme which encourages people to keep their personal and medical details in a container which is stored in the fridge.

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"Care & Repair"

This programme was established by Age Action to carry out minor repairs for older and vulnerable people free of charge, to give them access to reliable tradesmen for larger jobs and to provide a befriending service. The vision of the programme is to enable older and vulnerable people to remain in their own homes, in their own communities, living as independently as possible, through the improvement of their housing conditions and their level of comfort, security and well-being

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