



Fingal Age Friendly Strategy 2018-2023



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Foreword

by Jim Glennon



As Chairperson of the Fingal Age Friendly Alliance it gives me great pleasure to present the Fingal Age Friendly Strategy 2018-2023. Senior Citizens are an invaluable part of our society, bringing a wealth of knowledge, wisdom, experience and energy to our communities across Fingal.

This strategy is the result of a collaborative approach, involving consultation with our senior citizens along with key service providers from the statutory, voluntary, public and private sectors. Our focus is to create a sustainable response to the challenges and opportunities associated with our changing demographics. We seek to enhance the quality of life for our older citizens by adopting a multi-agency approach to developing and implementing the initiatives identified in this strategy and associated action plan.

Finally, I wish to take this opportunity to acknowledge the significant contribution of my predecessor Nora Owen who was instrumental in progressing the work of the Alliance as its Chairperson from 2012-2018. I would also like to thank the members of the Fingal Age Friendly Alliance for their work in drafting this strategy and look forward to working alongside them to see the actions arising from this strategy make a real difference to the quality of life of our senior citizens in Fingal.

Jim Glennon

Chairperson
Fingal Age Friendly Alliance

Forward

by Paul Reid



As Chief Executive of Fingal County Council I welcome the publication of this strategy which builds on the successes to date of the Fingal Age Friendly Alliance and sets out a strategic plan ensuring that Fingal continues to grow as an age friendly County.

The demographic trends of increased life expectancy and projected increase in the number of older citizens living in the community poses challenges and also presents areas of opportunity. In order to address these challenges and opportunities all partners in the Age Friendly Alliance have a responsibility to work collaboratively to ensure that an inclusive environment is created across the county whereby older people continue to have a key role to play in making Fingal the place of choice to live, work, visit and do business.

As people grow older, they want to stay healthy, feel safe, be independent, live in their own homes and be part of their communities. In creating sustainable communities we need to focus on meeting the needs of our citizens across their entire life cycle, ensuring they are afforded a supportive environment where they can continue to grow and contribute to society.

This strategy sets out a framework which will underpin the work of the Alliance from 2018-2023. It ensures that by adopting a forward thinking, collaborative approach, Fingal will be well placed to capitalize on the opportunities and to meet the challenges ahead.

Paul Reid

Chief Executive
Fingal County Council

Introduction

This Fingal Age Friendly Strategy 2018-2023 builds on the success and learnings from the first strategy published in 2012. Based on the WHO guidelines, it has been informed by International Policy, National Policy and local consultation. It will be accompanied by an Action Plan to monitor progress and to guide the work of the Fingal Age Friendly Alliance.

The priorities and actions identified in this strategy are focused on promoting Age Friendly initiatives throughout Fingal and will underpin the work of the Fingal Age Friendly Alliance from 2018 to 2023.

This strategy will be reviewed by the Alliance at the midpoint of its five year term and the associated Action Plan will be reviewed annually by the Alliance.

About Fingal Age Friendly Alliance

The Age Friendly Alliance comprises of senior personnel across multi sector agencies who play a critical role in the lives of citizens across their lifespan.

The Fingal Age Friendly Alliance is committed, through this strategy, to driving a collaborative, multi-sectoral approach which supports interventions that will significantly help to improve the quality of life of the current population of older people in Fingal and future generations.

Members are:

Fingal County Council

Health Service Executive

An Garda Síochána

Dublin and Dun Laoghaire Education and Training Board

Dublin City University

Institute of Technology Blanchardstown

Fingal County Council Elected Representatives x 2

Local Link Transport Co-Ordination Unit

Fingal Senior Citizens Forum (Older Peoples Council) x3

Age & Opportunity



Fingal Age Friendly Alliance Committee Meeting 2018

Vision

To make Fingal a great place for senior citizens to live, where they can continue to enjoy living within their communities with dignity and respect.

Mission

Fingal Age Friendly Alliance is committed to enhancing the quality of life of older people in Fingal, by guiding and coordinating the strategic development of Fingal as an age friendly county, through the development and oversight of cross sectoral age friendly initiatives.

Values

The work of the Fingal Age Friendly Alliance is grounded in the following values;

Participation

The voice of older people in Fingal will continue to be valued and supported through the active involvement and participation of the Fingal Senior Citizens Forum in the work undertaken by this Alliance.

Inclusion

Recognising that older people are not a homogenous group, we embrace the diversity of older people in Fingal and will promote a culture of inclusivity across the county.

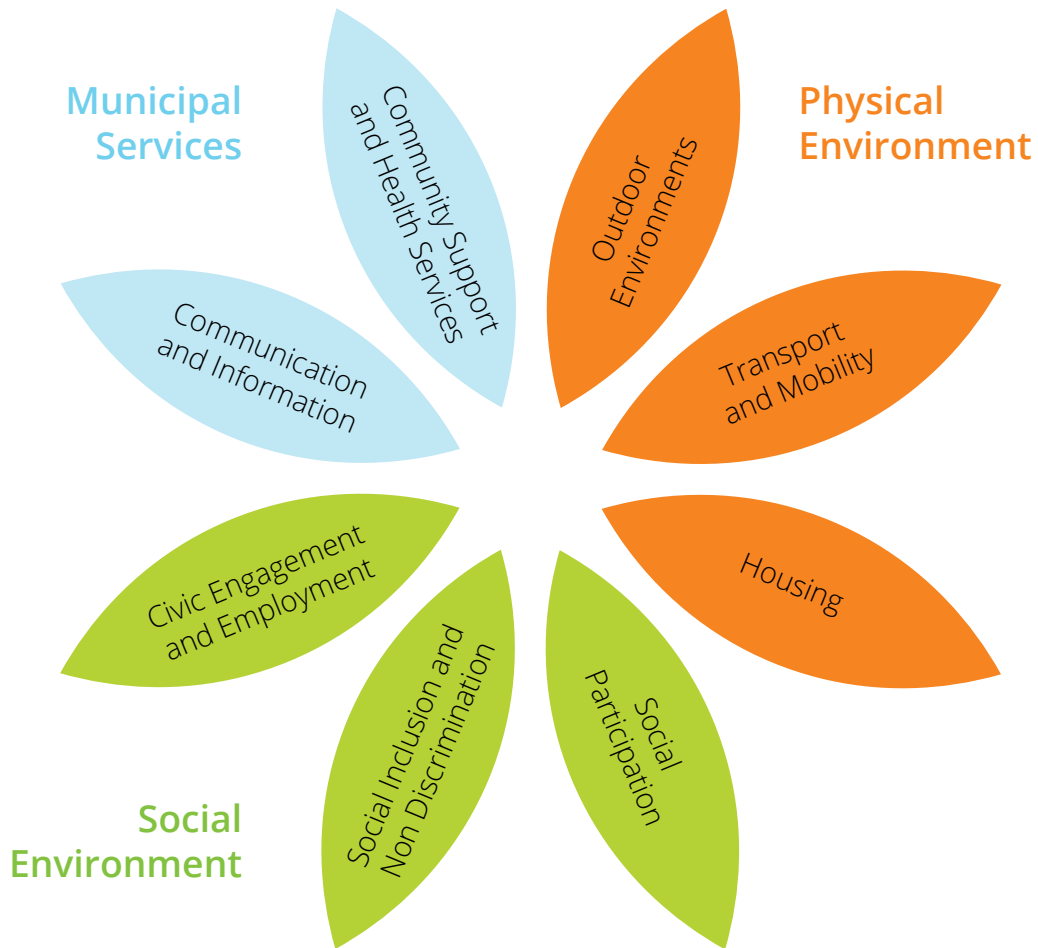
Respect

We are committed to enhancing a culture of respect for our senior citizens throughout Fingal.

Strategy Structure

The strategic goals outlined in this strategy are structured around eight thematic areas identified by the World Health Organisation (2007) as augmented and categorised by the WHO Age Friendly Environments in Europe project (AFEE) 2018.

Three Strategic Domains with Eight Strategic Focus Areas



Age Friendly Fingal in Context

The Age Friendly City and Counties programme in Ireland is grounded in the World Health Organisation's (WHO) Age Friendly initiative (WHO 2005)¹. From a national perspective, in recognition of the need to support our aging society, the Age Friendly Cities and Counties Programme (AFCCP) was established in 2008 and is being rolled out by Age Friendly Ireland (AFI). The signing of the Dublin Declaration on Age-Friendly Cities and Communities in 2011 marked a national commitment to age friendly cities across the country. Subsequent Governments have produced a range of policies and guidelines including:

Programme for Government 2011-2016

Putting People First 2012

National Carers Strategy 2012

National Positive Aging Strategy 2013

Healthy Ireland 2013-2025

National Dementia Strategy 2014

Listening to Older People: Experiences with Health Services 2015

Towards 2016

Healthy and Positive Aging Initiative (HaPAI) 2016

¹ IAGG XVIII World Congress in Rio de Janeiro, 2005

Age Friendly Fingal in Context

continued

The population of Ireland is ageing; the proportion of older people living longer and healthier lives is increasing. Fingal, however, has the youngest and fastest growing population in Ireland. This has implications for current senior citizens and for the projected increase in senior citizens into the future. It is vital that Fingal is strategically positioned to meet the opportunities and challenges which this presents across the County, in a manner which is respectful of our older citizens.

This document sets out strategy for the Fingal Age Friendly Alliance 2018-2023. It documents the strategic action areas and a suite of interventions, contained in the associated Action Plan, that are in synergy with international and national policy and best practice. Its development has been informed by a review of the first Fingal Age Friendly Strategy 2012-2017, Consultation with Senior Citizens in Fingal, consultation

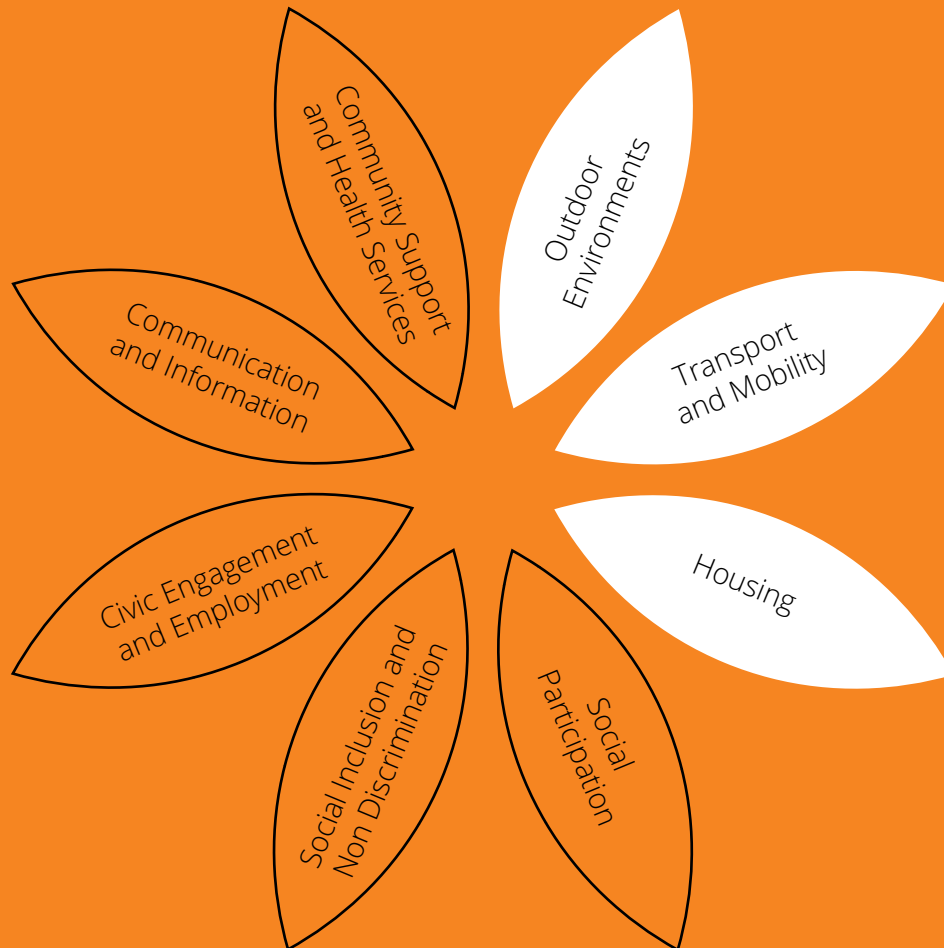
with key stakeholders including members of the Alliance and research findings from the Healthy and Positive Aging Initiative².

Government policy in this area is to make Ireland “the best country in which to grow old”. The realisation of this vision transcribes at local level into a necessity for strong implementable strategies and the buy in and commitment of all partners through their local Age Friendly Alliances supported by the Age Friendly Ireland - Shared Services Centre hosted within Meath County Council.

The success of the Fingal Age Friendly Alliance to date is evident in the achievements, some of which are highlighted in this strategy. The focus now is to build upon these achievements by continuing to take a strong collaborative approach to make Fingal a great place to enjoy life and grow old.

² Fingal HaPAI 2016 – over 500 citizens of Fingal age 55 and over participated in this survey which provides the most comprehensive data on senior citizens in the Fingal area at time of print.

Physical Environment



Strategic Focus

1. Outdoor Environments

The outdoor environment has a major impact on the mobility, independence and quality of life of older people and influences their ability to 'age in place'. The Outdoor Environments (Outdoor spaces and Buildings WHO 2007) is the first of three areas of focus that addresses the physical dimension of age-friendly communities.

Age friendly interventions which target area of Outdoor Environments aim to plan and design the built environment and public spaces with awareness of the needs of, and in consultation with, older people while recognising and respecting their diversity.

Initiatives arising from this strategy will focus on the creation of age friendly outdoor environments. Recognising the importance and inclusivity of Universal Design Principles, embracing good practice in age friendly design will be promoted in retrofit and in new design projects, thereby supporting aging in place.

If you design for the young you exclude the old, but if you design for the old you include everyone

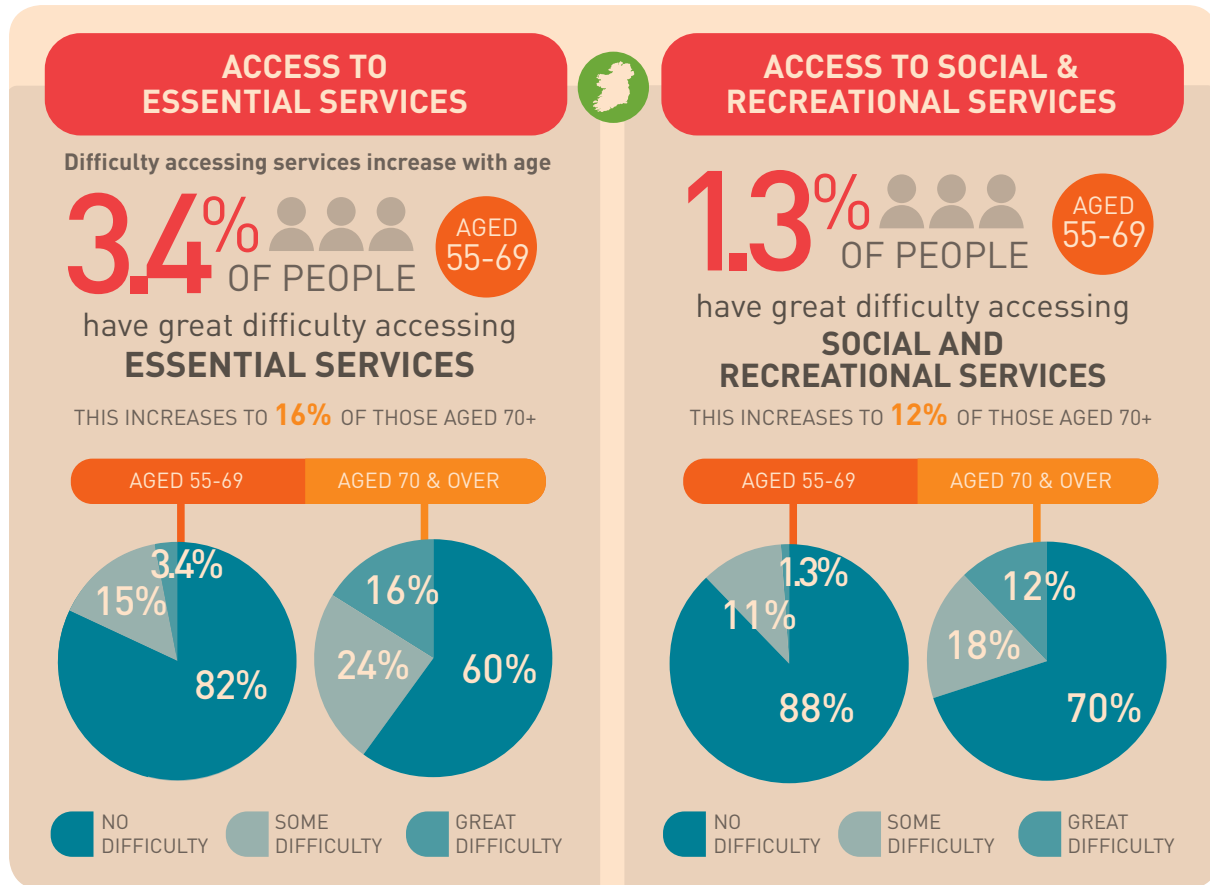
Glenn Millar,
Director of Education and Research,
Canadian Urban Development Institute

Strategic Focus

1. Outdoor Environments

continued

Fingal Statistics:



Fingal HaPAI Results - Outdoor Spaces

Strategic Focus

1. Outdoor Environments

continued

Satisfaction with aspects of the built environment

A high level of citizens (84%) reported that they like living in their communities in Fingal, however a number of areas for further improvement were identified including;

Accessible toilets

67% of older citizens were dissatisfied with the availability of accessible toilets.

Seating

55% were dissatisfied with adequate seating.

Traffic calming

30% were dissatisfied with the availability or effectiveness of traffic calming measures

Paths and pavements

28% were dissatisfied with the quality and continuity of paths and pavements.

Public Consultation feedback

- Provide seating in suitable locations in graveyards
- Consider the needs of older people when selecting sites for adult gym equipment.
- Improve accessibility issues in the public realm such as; high kerb heights, lack of dished pavements, narrow car parking spaces and obstacles such as wheelie bins blocking footpaths.
- Older citizens are best place to alert authorities of their needs in the community

Strategic Focus

1. Outdoor Environments

continued

Progress to date: Key highlights

National Age Friendly Environment Award to Skerries Age Friendly Town 2015

Walkability surveys carried out in Swords, Skerries, Beaumont Hospital, Dublin City University (DCU) and Dublin Airport

LED countywide streetlight replacement scheme improved visual activity and safety

Installation of Tone Zones (Adult Gym Equipment) in recreation spaces across Fingal

Strategic Goals

1. To promote the need to cater for older citizens in the design and maintenance of buildings and the outdoor environments

2. To ensure that older citizen's experiences of the outdoor environment in Fingal informs policy.

3. To promote the Age Friendly Town.

Strategic Focus

2. Transport and Mobility

Transportation and mobility factors in the built environment are key to facilitating older citizen's active participation in social and civic activities including access to social, community and health services and activities. Transport and mobility is the second of the three domains that focus on making the physical environment more supportive of older citizens. Current practice broadens the concept of Transport as identified by WHO (2007) to include the important health benefits of active mobility for older people; addressing areas of physical activity such as walking, alongside related areas of road safety and safe mobility including accessible and affordable public transport; all of which are key factors influencing active and participative ageing.

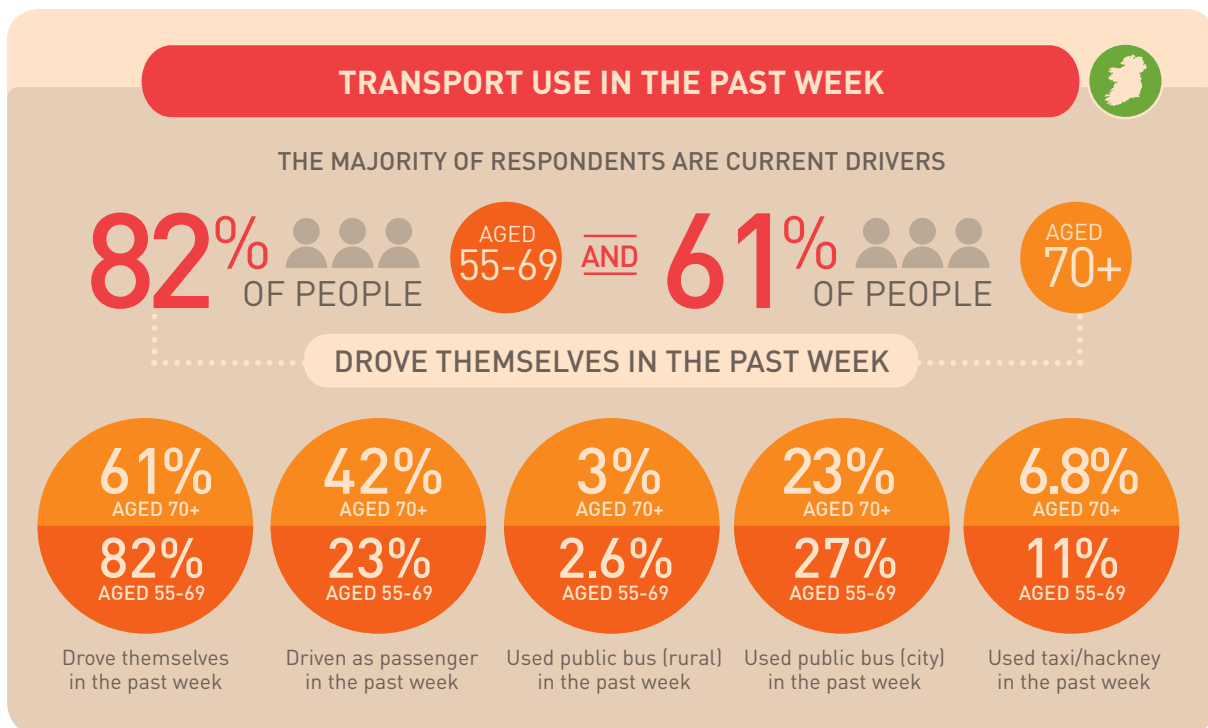
Interventions in this domain are targeted at promoting appropriate, safe, accessible transport services and infrastructure which support active living for citizens. The aim is to enable citizens to maintain their mobility and independence as they get older thus supporting their continued active and valued participation across their vibrant Fingal communities.

Strategic Focus

2. Transport and Mobility

continued

Fingal Statistics



Fingal HaPAI Results - Transportation

Strategic Focus

2. Transport and Mobility

continued

Transport

80% of people do not have regular problems with transport however 20% (1 in 5) have problems most or all of the time and they are generally aged 70 and over

Rating of public transport

1 in 5 older people have a difficulty, some or most of the time, doing essential tasks due to transport issues

29% of over 70's with walking difficulties had difficulty with transport and this figure was 9% among the under 70's.

30% of the over 70's who don't drive report difficulties with transport. This was 11% for the younger age group

7% of people had some or great difficulty accessing public transport (10-15 minutes walking distance from their home) and the figure was higher for those aged over 70 (18%).

Pedestrian Crossings

22% were dissatisfied with the timing of pedestrian crossings

19% were dissatisfied with the number of crossings provided.

Strategic Focus

2. Transport and Mobility

continued

Public Consultation Feedback

- There is a need for Transport Providers to make their systems easier to use. For example, allow greater time for older service users to get a seat prior to the vehicle moving.
- Greater need for train and bus timetables to be coordinated.
- The needs of older citizens in relation to the location and accessibility of public road crossings, cycle paths, provision of seating areas and lighting on walking routes alongside clearer signage, and pavements which are well maintained, barrier free and accessible.
- Issues were highlighted around parking included excessive cost, lack of parking and lack of suitable parking spaces.
- Design Pedestrian crossings in a manner to assist the visually impaired
- Ensure timings on pedestrian crossings accommodate older people's needs
- There is a particular lack of transportation to and from residential care homes for friend and families who wish to visit (particularly older spouses who are unable to drive)
- There is a lack of transport available locally for those on the outskirts of smaller villages, particularly on the coast, which results in difficulties accessing shopping and essential services such as pension collections.
- Older people reported there are still difficulties in accessing hospital appointments despite some services being in place.

Strategic Focus

2. Transport and Mobility

continued

Progress to date: Key highlights

Establishment of Fingal Health Route, a low cost fully accessible Door-to-Door transport service, delivered by Vantastic which transports older people to health & hospital appointments in partnership with the Health Service Executive

Local Link is now the Transport Coordination Unit that manages rural transport in Fingal, Louth and Meath. In 2017/2018 four transport routes were established giving 46 services serving Howth, Swords and Balbriggan.

These services connect Garristown, Oldtown, Ballyboughal, Naul, Stamullen and Ashbourne.

Road Maintenance – Fingal County Council deliver an ongoing programme of maintenance and improvements to improve connectivity, safety and transport links

Extensive Road Safety Programme including intergenerational activities, talks to older peoples groups and distribution of safety merchandise

Strategic Goals

4. To collaborate with key partners in working towards a coordinated transport solution which meets the needs of older people in Fingal

5. To promote awareness of road safety measures relevant to senior citizens.

6. To promote the importance of incorporating age friendly design concepts and best practice in designing transport related spaces

Strategic Focus

3. Housing

Housing is the third domain of the trio which focus on the physical dimension of age-friendly environments. Crime prevention and safety issues are closely interlinked with housing. Current policy is to support older people to live with dignity and independence in their own homes and communities for as long as possible (Towards 2016). Most people prefer to stay living in their own homes as they grow older. Many homes, however, for a variety of reasons - poor quality, inappropriate design or through the absence of sufficient community-based supports for older people - do not adequately support people to age comfortably in their communities.

Housing interventions aim to provide adequate, accessible, safe and affordable housing; a more seamless continuum of housing choices; and support for ageing in place. This is achieved through interventions targeting retrofitting or modifying existing housing alongside future proofing the design of new housing stock to ensure they are better suited to the needs of older citizens.

Progress to date: Key highlights

Production of a comprehensive report on Housing for Older People in Fingal

Befriending Programme established in Skerries in collaboration with Crosscare

The voice of older people is represented at the Joint Policing Committee

A Care & Repair Programme delivered across Fingal by both Blanchardstown Area Partnership and Fingal LEADER Partnership in collaboration with Age Action Ireland.



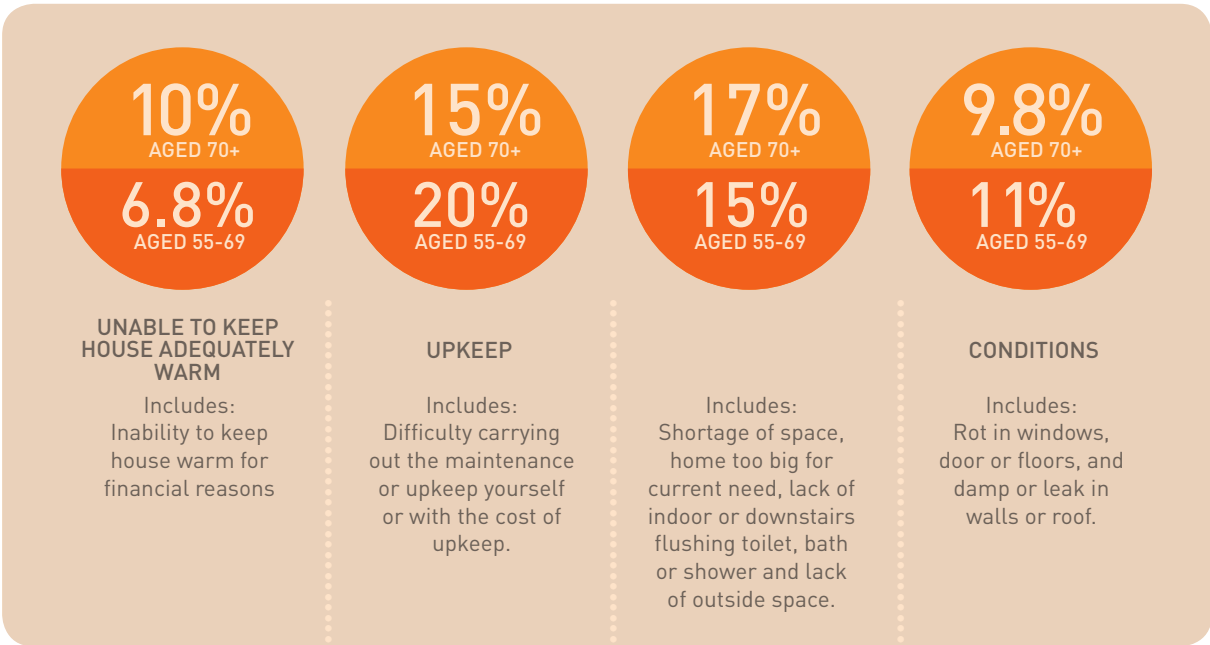
Fingal Care & Repair in action

Strategic Focus

3. Housing

continued

Fingal HaPAI Results - Housing



Strategic Focus

3. Housing

continued

Housing preferences

- 92% of over 70's and 85% aged 55-69 said they would prefer to adapt their current home rather than leave it.
- 80% were negative about moving to a nursing home

Public Consultation Feedback

- A need emerged for greater diversity of housing types within the housing stock
- A demand for alternative housing options within communities which are suited to the needs of older people was highlighted
- While the need to focus on social housing is appreciated considering the current homeless crisis, it was felt that there is little consideration or focus on the needs of those in private housing
- Older people expressed growing concerns about Garda Stations being closed down and reported experiencing a lack of back up support in areas where stations have already closed down

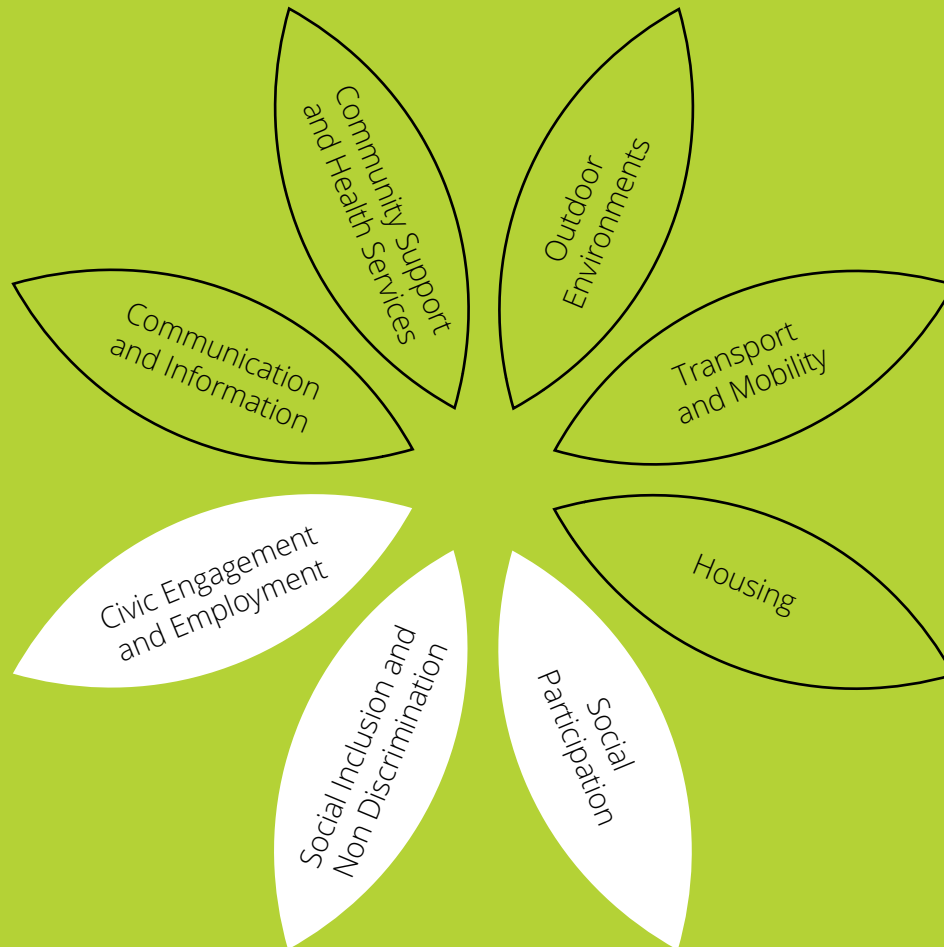
- A desire for more community Gardaí to facilitate living in safety within the community was identified
- Concerns about a lack of Garda visibility to deter anti-social behaviour and deter crime was expressed

Strategic Goals

7. To work collaboratively to promote the needs of older people in relation to Age Friendly Housing

8. To support safety and security initiatives which improve the quality of life of senior citizens

Social Environment



Strategic Focus

4. Social Participation

Social participation and social support are strongly connected to good health and well-being throughout life. Supporting citizens to participate in leisure, social and cultural activities in the community, as well as with family, allows older citizens to continue to exercise their competence, to enjoy respect and esteem, and to maintain or establish supportive and caring relationships. It is an important factor in improving mental and physical health and increases quality of life.

Interventions in this domain aim to promote and support opportunities for older people to participate in social life and to combat loneliness and unwanted isolation. Actions arising will focus on creating, maintaining and promoting supportive environments that enable social interaction and active lifestyles and by providing opportunities for meaningful social activities that encourage older people to leave their homes and maintain supportive social networks, while respecting their wishes around levels of participation.

Progress to date: Key highlights

Successful delivery by Age and Opportunity of a range of physical activity programmes across the county including; Sit Fit, Better Balance, Going Strong, Rolling & Bowling, Pitching & Tossing and Stepping & Strolling.

FitLine programme by Age and Opportunity hosted from Balbriggan library that encourages older people to become more active.

Significant engagement and participation levels of older citizens were evident during The 1916 Commemorative Programme

Success of the Men's Shed Initiative. In excess of 200 men now actively participate in over 7 Men's Sheds, supported by Fingal County Council and The Dublin and Dún Laoghaire Education and Training Board

Strategic Focus

4. Social Participation

continued

Fingal County Council's Library Service provides a wide range of spaces, services, resources and programmed events for all who live work and visit Fingal including older citizens through its network of ten branch libraries and mobile library service.

Participation in the Annual Bealtaine Festival held in May which encourages active participation of older people in the arts and showcases their talent and creativity.

Coffee mornings in library branches are hosted to encourage and facilitate older people to meet and interact with others.

The Libraries Annual Programme of Events provides opportunities for older people to meet likeminded individuals and to interact with others.

Fingal Libraries successfully host a suite of Active Age Clubs including University of the 3rd Age, Creative Writing Groups, Conversation groups, Crafting Circles and Book Clubs.

Fingal Libraries Collection is an up-to-date diverse range of materials which appeals to all users including the traditional print formats and a well-developed suite of e-services. A wide variety of items are available in every library including large print collection, magazines and newspapers; books, music and language sets on CDs and DVDs; videos, DVDs and reproduction art works.

Strategic Focus

4. Social Participation

continued

Measures of Success – Benchmarking our libraries on the International WHO checklist:

WHO checklist of essential features of age-friendly cities	Fingal County Council libraries section. The role in service provision for older people
Events are held at times convenient for older people	Events are held at various times of the day and evening in all branch libraries
Activities can be attended alone or with a companion	Places limited only by space in the libraries
Activities are affordable with no hidden costs	All library activities are free and open to all
Good information about activities and accessibility of facilities is provided	Information provided via Fingal Libraries App, posters, mailing lists, and websites. All libraries are fully accessible.
Older people are regularly consulted by public organisations	Feedback forms are regularly distributed at Library events. Skerries Library directly engages with the Age Friendly Senior Citizens Forum (Older Peoples Council)
Older people are recognised by the community for the past as well as their present	Older people were integral to Fingal Centenary Programme, which included a wide range of library / local history events

Strategic Focus

4. Social Participation

continued

Older people specifically included in events for families	Many library events target an inter-generational audience
Regular distribution of information	Through various media - Library App, Monthly bulletins, posters, social media channels, websites, SMS, email distribution and Fingal Alerts.
Wide public access to the internet at no or minimal cost	Free access to the Internet is available to all in our ten service points
Public services provide one to one communication	Professional, friendly and efficient frontline staff are in all service points
A wide variety of activities and events are provided	Fingal branch libraries offer activities including book clubs, computer courses, knitting groups, coffee mornings, flower arranging, art and language classes. All are provided for a range of age groups.
There is consistent outreach to include people at risk of social inclusion	Activities and events are held all year round at branch network level. These events are open to everyone and free.

Strategic Focus

4. Social Participation

continued

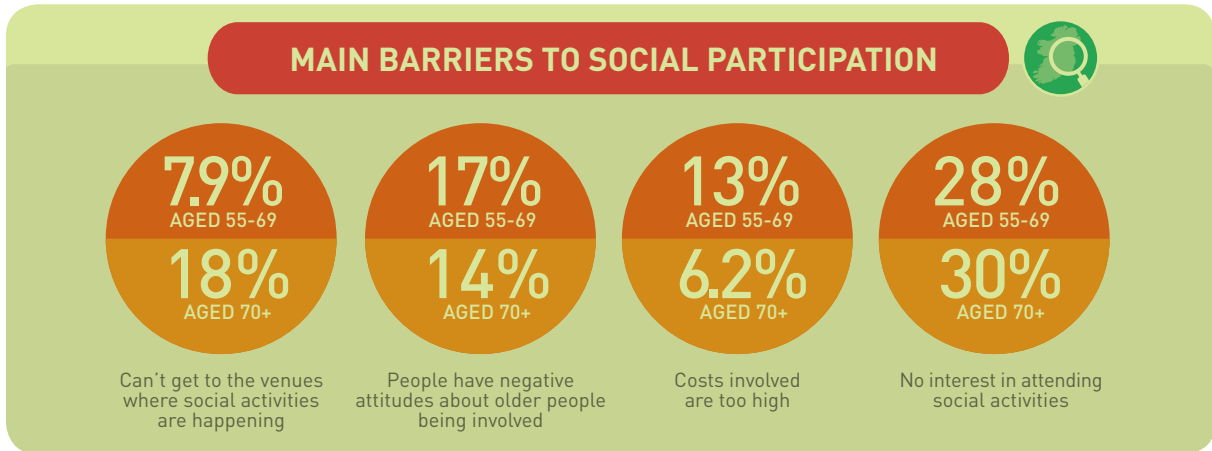
Printed information has large lettering and the main points are shown by clear headings and bold face type

The libraries section will review our printed brochures with a view to improving their legibility

Print and spoken communication uses simple straightforward language.

Fingal County libraries endeavour to use straightforward and simple language in all of their communications.

Fingal Statistics:



Strategic Focus

4. Social Participation

continued

Fingal HaPAI Results – Social Participation

- People are generally satisfied with their opportunities for social participation - 94% people aged over 55 meet socially with friends, relatives or colleagues at least once a month and 67% at least weekly.
- Only 6% meet socially less frequently than once a month (or never), less than in other counties (9%).
- Social participation in Fingal is higher than the national average - 54% of people participate in a community group at least once a month of whom 23% participate weekly.
- In Fingal 2.4% of people feel lonely often and 25.5% some of the time meaning almost three people out of ten feel lonely in some shape or form.
- 25% say that they don't have any interest in attending social activities (regardless of what is available) compared to 22% elsewhere and this is higher among the 55-69 year olds 28% - 27% elsewhere.

Participation in Educational activities

- In Fingal there was a low level of participation in formal training (1.8%) but higher numbers involved in informal education 14% - 10% of people in other counties participated in informal education
- 76% of people said that there were no barriers to participation in education – slightly higher for the over 70's (79%).
- Slightly more men reported no barriers (80%) compared to women (72)



Strategic Focus

4. Social Participation

continued

Public consultation feedback

- Social meetings, events and activities were identified as a good method of encouraging older people out of the house. Activities broaden interests and stimulate minds and allow new friendships to be forged.
- Social Participation opportunities in Fingal are quite good however despite great progress, barriers can exist particularly for those who are isolated or lonely such as lack of transport, lack of information and costs
- Community & Social groups face challenges when hosting meetings, gatherings and events such as costs of room hire and transport to and from events.

Strategic Goals

9. To continue to support existing and new social, cultural, educational and sporting initiatives which are inclusive of senior citizens

Strategic Focus

5. Social Inclusion and Non-discrimination

Social inclusion and non-discrimination is the second of the three domains which address the social dimension of age friendly communities. When older people are socially included in society they have access to and can avail of social, personal, cultural, economic, political and societal resources which they can draw upon during everyday life and which can increase their resilience during adverse life events including environmental stressors and ill health (AFEE 2018).

Fostering an environment of non-discrimination and respect in Fingal is critical to retaining the older person's rightful place in society. Discrimination against senior citizens, either at individual or group level, takes many forms including "prejudicial attitudes, discriminatory practices, or institutional policies and practices that perpetuate stereotypical beliefs" (WHO, 2015, 226). When older people experience

discrimination it often prevents their access to services, renders it more difficult for them to realise their full potential and has an adverse impact on their experience of and contribution to society.

Recognising that older citizens are not a homogenous group, interventions in this domain aim to create environments that are socially inclusive places, where all citizens – regardless of age, gender, social position, health or disability – are respected and have equal opportunities to participate and contribute. Social Inclusion and non-discrimination interventions often target those most at risk of poor health and exclusion, while understanding the specific needs and promoting health and quality of life for all.

Strategic Focus

5. Social Inclusion and Non-discrimination

continued

Progress to date: Key highlights

Embedding the Age Friendly philosophy and raising awareness of the challenges that this population change will bring has been a critical role of the Fingal Senior Citizens Forum and has been embraced by key alliance members.

The Age Friendly vision is reflected in the Fingal County Council Corporate Plan, Fingal County Development Plan, the Fingal Local Economic & Community Plan as well as Alliance member's service plans.

Through the progressive work of the Fingal Senior Citizens Forum the voice of older people, representing the diversity that exists in Fingal, has had a voice at the strategic table and has had a direct role in co designing services and delivering results. Members from the council are involved in every project/programme or area of implementation that has progressed since the launch of the strategy.

Calling Cards – A card outlining the work of the older peoples council in Fingal that has been widely disseminated across the county to inform and raise awareness of the functions of the council and encourage participation. The work was supported by Age & Opportunity

Significant links have been forged with the political representatives at local level. The Alliance includes two elected members from Fingal County Council. Similarly political representation is included on the Housing sub group

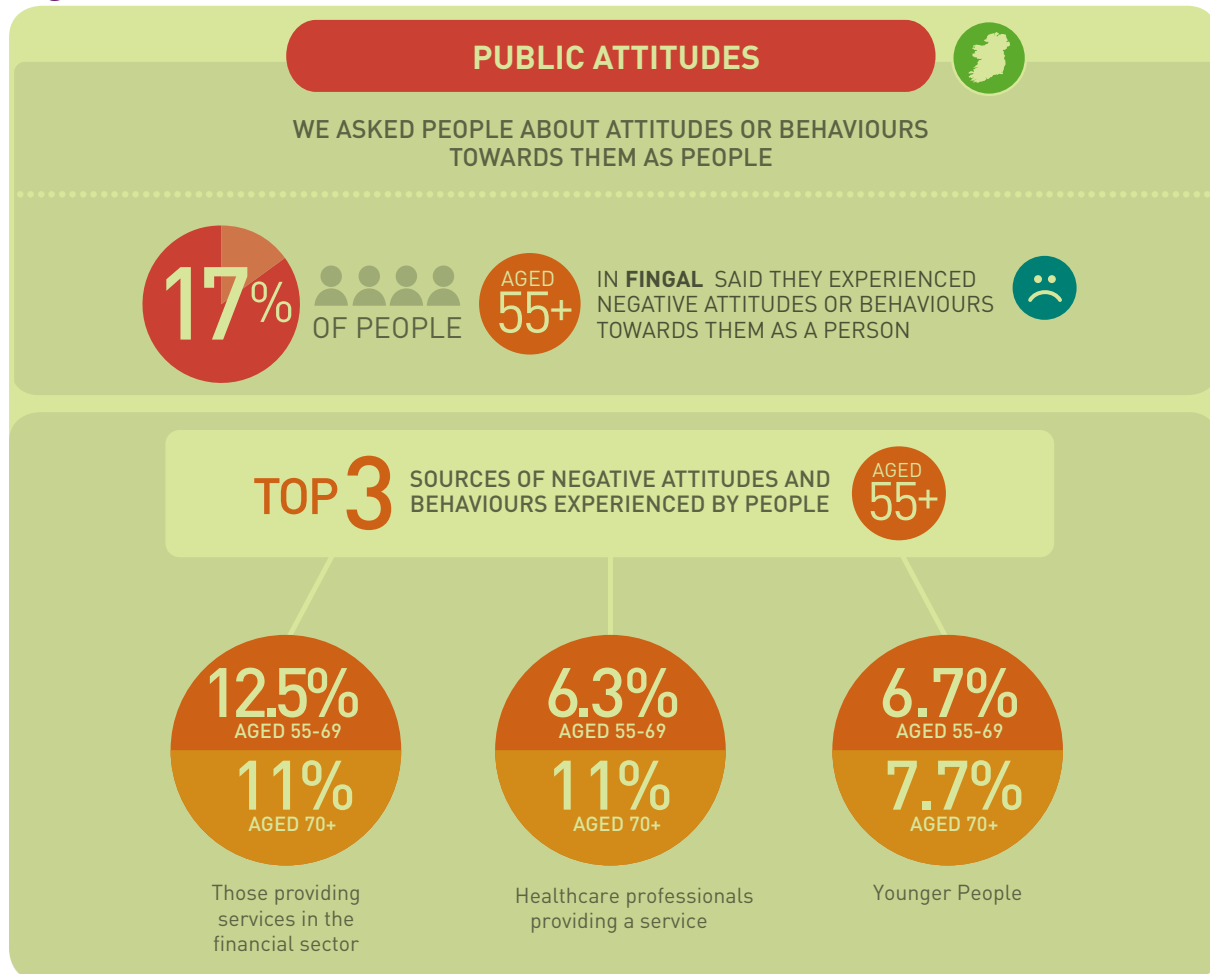
Fingal Senior Citizen's Forum in association the Fingal Age Friendly Alliance and Fingal County Council hosted the 2016 National Convention of Older Peoples Councils

Strategic Focus

5. Social Inclusion and Non-discrimination

continued

Fingal HaPAI Results:



Strategic Focus

5. Social Inclusion and Non-discrimination

continued

- 17% of people in Fingal reported that they had experienced negative attitudes or behaviour due to their age. In other areas 13% of participants (over 1 in 10) reported that they had experienced negative attitudes or behaviour due to their age.
- The most common sources of negative attitudes and behaviour were people in the financial sector, people in the health sector and younger people
- Concern among senior citizens in relation to the implications of the closure of key local services such as Garda stations, post offices, banks and others
- There is too much emphasis on online services which can exclude older people who are not IT literate. Older people need local access to services.

Public consultation feedback

- Front line staff and other service providers are not always aware of the challenges facing older people when they are trying to get information or communicate their needs
- Intergenerational programmes are a good way to promote respect and allow older and younger generations to share knowledge and skills
- The library service is very inclusive of older people and should continue to be supported

Strategic Goals

10. To develop initiatives which promote inclusivity and combat ageism towards Senior Citizens.



Strategic Domain:
Social Environment

Strategic Focus

6. Civic Engagement and Employment

Supporting civic engagement and employment is the final domain which addresses the social dimension of age friendly communities. A community which is age friendly provides options and support for older people to continue to contribute to their communities, through paid employment or voluntary work if they so choose, and to be engaged in civic life.

Interventions in this domain aim to maximise the potential of ageing societies through the creation of meaningful opportunities for older people to engage in political, economic and public life and to increase employment, social engagement and volunteering opportunities.

Progress to date: Key highlights

Fingal County Council hosted the 2016 international conference “Increasing Capacity for Age Friendly Environments in Europe”, which provided a significant platform to showcase Fingal achievements at global level and allowed an international delegation to network, forge links and transfer knowledge.

Up to 100 older people participated in the Health Fitness and Well Being Programme with the support of the Institute of Technology Blanchardstown, Fingal County Council and the Local Transport Provider Nifti. This intergenerational programme included students teaching older people how to actively use adult gym equipment in recreation areas

Skerries Age Friendly Business Programme involves the participation of over 30 businesses and services providers

Strategic Focus

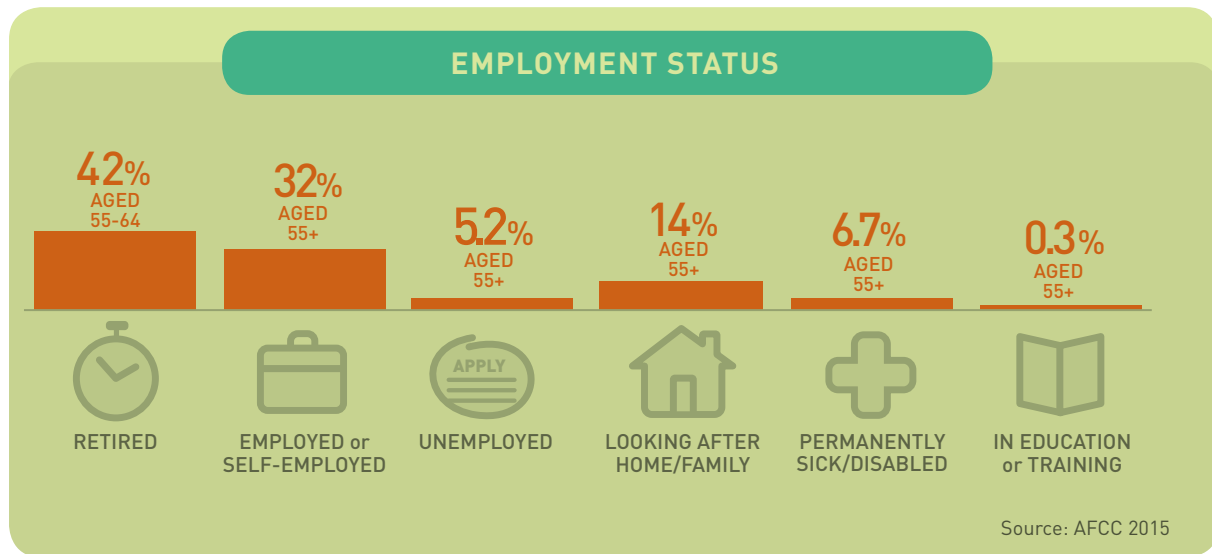
6. Civic Engagement and Employment

continued

Dublin City University hosted the first international age-friendly conference “Engaging Ageing 2015 - Universities as engines of active and healthy ageing”

A second Conference Engaging Ageing 2018 - New Frontiers of Ageing Research, Policy and Practice took place in March 2018 and a new Age Friendly University Global Advisory Board is currently being developed.

Fingal Statistics:



Fingal HaPAI Results

Strategic Focus

6. Civic Engagement and Employment

continued

Volunteering

- In Fingal nearly a fifth of people volunteer at least monthly (19%). There is no significant difference between age groups. Of them 11% volunteer at least once a week.
- This is lower than other counties where 35% of the 55-69 age group and 20% of the over 70s volunteer at least monthly.
- 67% are satisfied with the range of opportunities available but 24% don't know (and 9% are dissatisfied). 11% of those in the 55-69 age groups were not satisfied with the range of opportunities.
- Most people are satisfied with the amount of time spent volunteering (83%) 9% are not satisfied (7.8% would like to increase their volunteering) and 7.3% don't know. This differs from other areas where 64% were satisfied and only 7% were dissatisfied (12% didn't know).

Public Consultation Feedback

- The Fingal Seniors Citizens Forum want to ensure that the voice of senior citizens they represent continues to be diverse and want to encourage greater participation from extended geographical areas and sectors
- The Social Inclusion and Community Activation Programme (SICAP) does not include older people as a target group
- Some groups need supports & coordination roles which could be addressed by labour activation programmes such as Community Employment Schemes
- There is growing concern about the sustainability of the home care service and the unpredictable nature of service cuts in this area.
- Large companies in the Fingal area could engage more with older people as part of their corporate social responsibility and garner knowledge on age friendly products and services

Strategic Focus

6. Civic Engagement and Employment

continued

- Older people would like to feel more a part of the decisions in their local area
- Older people felt there was a need for more volunteers to engage in programmes targeted at older citizens

Strategic Goals

10. To ensure that the voice of Fingal Senior Citizens continues to be at the centre of the Fingal Age Friendly Initiative

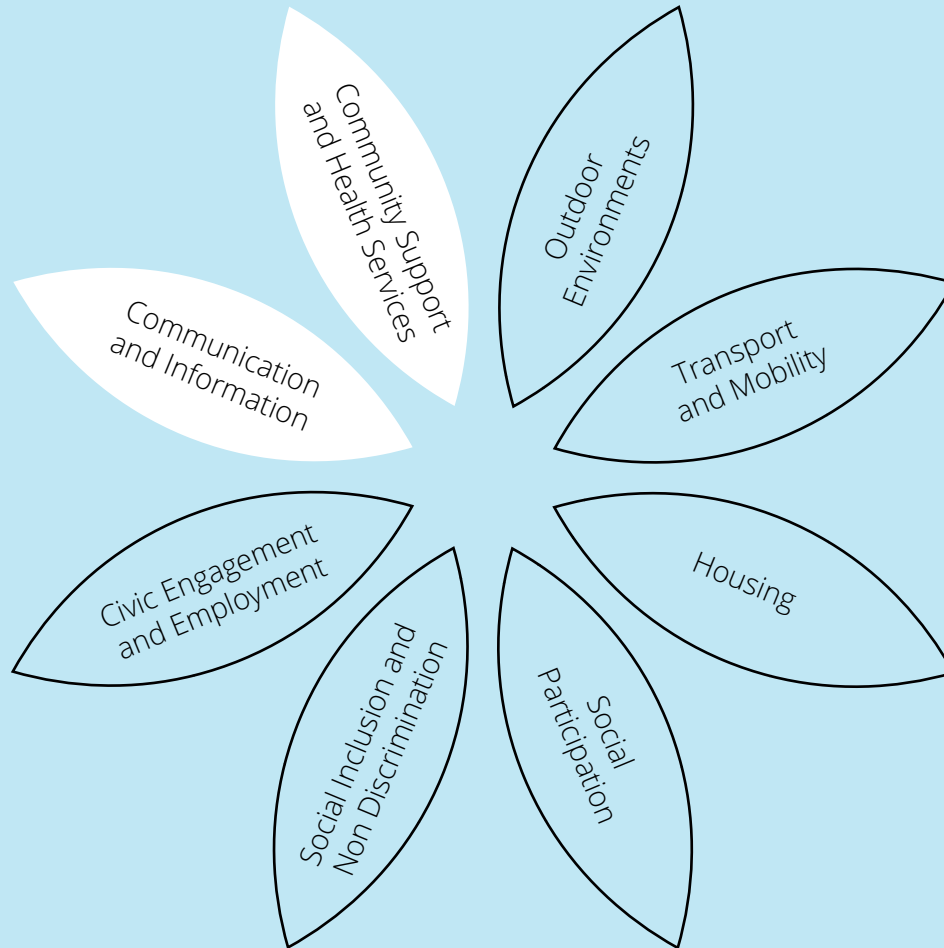
12. To continue to support and promote upskilling opportunities for older people.

13. To ensure that opportunities for older people to be represented on specific interest groups and structures is maintained and where possible enhanced.

14. To promote suitable volunteering opportunities for Fingal Senior Citizens

15. To promote the Age Friendly Business programme

Municipal Services



7. Communication and Information

Ease of access to relevant and accurate information, presented in a user friendly manner, is of vital importance to older citizens across all areas of life. Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is key to active and independent ageing. Society is becoming increasingly reliant on new forms of communication. Service providers are moving away from traditional customer facing services in favour of online interactions. The rapid expansion of social media platforms is replacing traditional means of communication in business and in social life.

While many older citizens have bought into the digital race, almost 70% of the Irish population over the age of 65 have never been online (Age Action 2018). The increasing digitisation of society is impacting on the lives of senior citizens with the closure of post offices, banks and

a proliferation of services being carried out online. On the other hand, internet use has shown to deliver positive social and health related outcomes for older people, including decreased feelings of loneliness and isolation with the opening up of new horizons online (Institute of Public Health 2016)

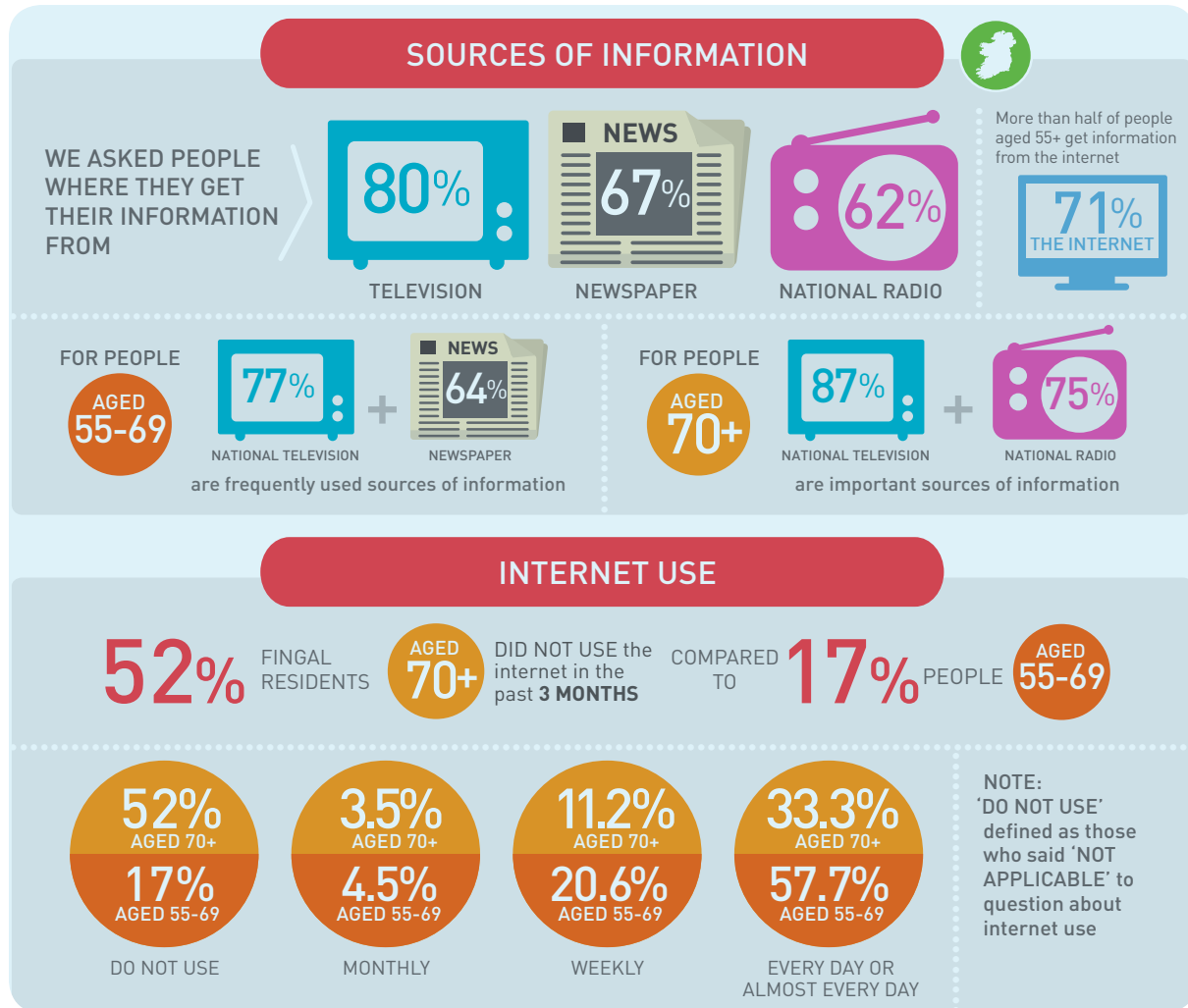
In this context, there is a need to ensure our older citizens are facilitated and supported in a manner which bridges the digital divide while still respecting their choices and needs. Equally, it is important not to lose sight of the need to present information in a format which meets the needs of our older citizens.

Strategic Focus

7. Communication and Information

continued

Fingal Statistics



Strategic Focus

7. Communication and Information

continued

Information Sources

- The main information sources for Fingal Senior Citizens over the age of 70 are National Television 80%, Newspapers 67% and Radio 62%.
- 39% of the over 70's get their information from the internet compared to 51% in the 55-69 age group. This is similar in other areas although the gap is wider; 52% of the 55-69 age group use the internet for information while among the over 70's it was only 22%.
- 52% use the mobile phone to get information (no age difference).

Difficulty with information

- 10% people report having difficulty getting information about local events or activities. 12% have difficulty getting information on health or social care and about health entitlements.
- Access to information for those aged 70 and over
 - 17% have difficulty getting info about health services or entitlements,
 - 15% had difficulty getting information about health or social care,
 - 10% had difficulty getting information about other entitlements and
 - 11% about local events or activities.

Strategic Focus

7. Communication and Information

continued

Public Consultation Feedback

- There a need for guidance and advice on financial institutions, banking, inheritance and entitlements
- The removal of the telephone allowance from the Households Benefit Package resulted in a lot of citizens losing their landlines
- In the context of an increasing reliance on digital and online communication in society, there is a need to provide face to face contact and support for more vulnerable groups with complex needs
- A lack of practical home based IT support emerged as being a significant barrier to bridging the digital divide. Specific support needs were identified surrounding assistance for home computer set up, broadband connections, IT jargon, troubleshooting and IT support emerged as key areas where support is needed.
- Community information could be better circulated in a more straightforward way, newsletters were identified as a preferred option.



Strategic Focus

7. Communication and Information

continued

Progress to date: Key highlights

Digitise the Nation programme undertaken by Fingal Senior Citizens Forum supported by Fingal County Council Community Department delivered mobile IT training to older people across the county

Establishment of an Information & Communication subcommittee to improve access to information.

Production of an Information Guide to Services for older people was produced for Skerries, Rush & Lusk, Balbriggan, Donabate & Portrane, Swords, Malahide, Howth, Sutton & Baldoyle, Blanchardstown & Castleknock (Fingal Disability Network)

Fingal Senior Citizens Forum in collaboration with Dublin City University developed a Newsletter for seniors in the county which is now produced by the seniors on a quarterly basis.

Representatives from the Fingal Senior Citizens Forum embraced new technologies for networking by participating in their first transatlantic webinar organised by Dublin City University in partnership with Arizona State University and the Maricopa Association of Governments with older people in Phoenix, Arizona (2018)

Strategic Focus

7. Communication and Information

continued

Fingal Libraries replaced three of their existing fleet of mobile libraries with new vehicles which are fully accessible and based on age friendly design principles.

The Fingal Senior Citizens Forum host an Annual Information Session for Senior Citizens which is designed by the seniors, for the seniors an includes presentations by speakers on areas of interest to older citizens including Crime Prevention, Home Improvement Grants, Wellbeing, Mental Health etc.

Strategic Goals

16. To develop opportunities to improve communication channels between service providers and older people in Fingal.

17. To explore opportunities to support suitable initiatives which provide opportunities for senior citizens to engage with ICT and Smart Technology

Strategic Focus

8. Community Support & Health Services

Health and support services are vital to maintaining health and independence of older citizens in the community. Many of the issues raised by older people, caregivers and service providers in the preparation of this strategy expressed concerns surrounding the availability of sufficient, good quality, appropriate and accessible care. Older people have emphasised the significant importance of good quality and accessible health and social care services as they age.

Initiatives in this area aim to promote access to suitable health and community support services for Senior Citizens. Proactive interventions which support healthy aging and aging in place are also closely aligned to this area.

Progress to date: Key highlights

An increase in approved homecare packages due to Winter Initiatives resulted in reduced periods in hospital and speedier discharge from acute beds 2016-2017.

A dedicated team in Dublin North City and County work closely with the acute sites to ensure timely discharges from the acute setting when appropriate in support of hospital avoidance and hospital discharges.

Additional transitional care beds and additional home care packages were made available during the winter period 2016-2017.

Four Primary Care Centres service Fingal, providing a wide range of multi-disciplinary social and health care services including public health nursing, physiotherapy, speech & language therapy, psychology, social work, clinical nutrition, mental health services, occupational therapy and dietetics



Corduff Primary Care Centre

Strategic Focus

8. Community Support & Health Services

continued

Through Section 39 Grants, the Health Service Executive supports in excess of 80 organisations that undertake a range of significant support and essential services through their communities such as; day care, home care, respite services, meals on wheels and others. These supports enable older people to continue living in their own homes and communities without having to transition to residential care prematurely.

The Integrated Care Programme for Older Persons (ICPOP) in North Dublin and Beaumont Hospital has been established to develop a “joined up” approach to service delivery and in doing so improving the quality and continuity of care to older persons in our community.

There are a diverse range of activities delivered across the county by Fingal Sports Programmes for Older Adults including

- Older Adult Swim Programmes
- Let's Get Walking
- Pitch & Putt Workshops
- Fingal & East Meath Pitch & Putt Championship League
- Men's Shed Exercise Programme - Walking Football
- Chair Yoga

Age & Opportunities Go for Life Programme;

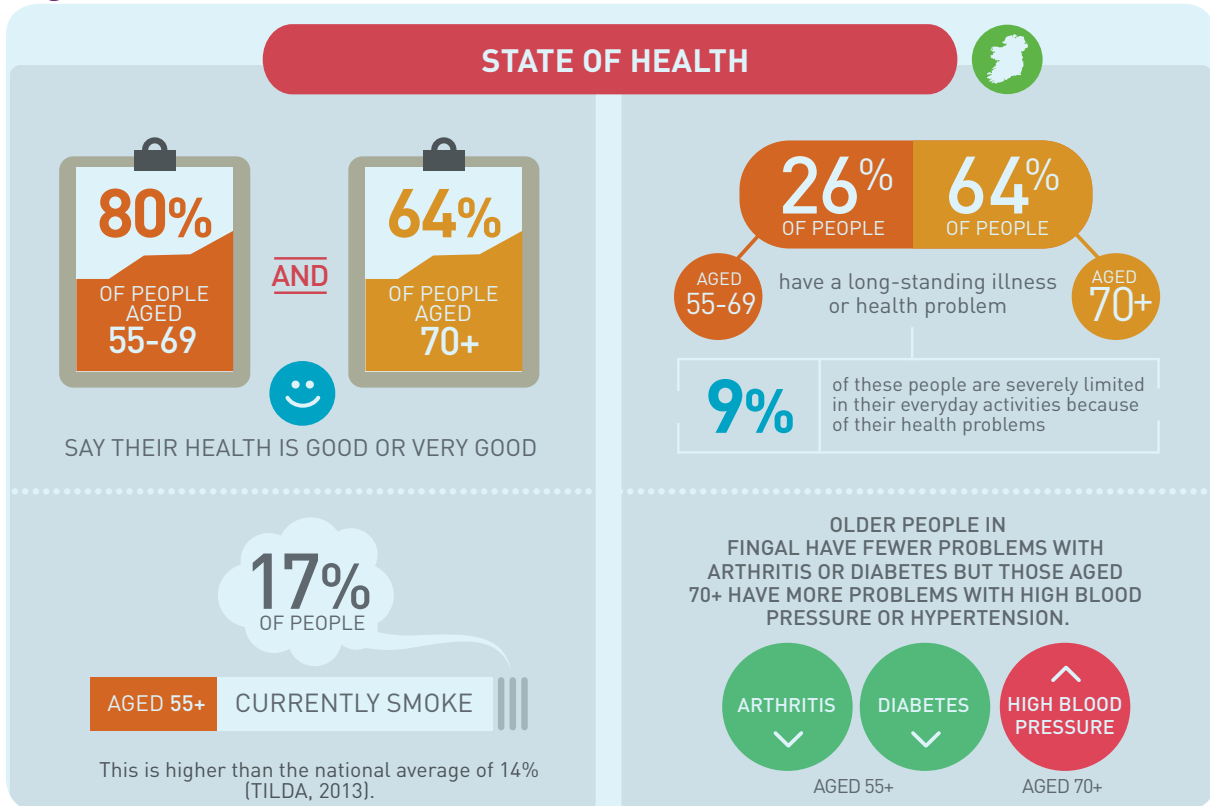
- Fitline
 - Physical Activity Leaders Training Course
 - Go for Life Games
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Strategic Focus

8. Community Support & Health Services

continued

Fingal Statistics



Strategic Focus

8. Community Support & Health Services

continued

Assistance with Health

Mobility support needs

17% of people aged 70+ need help with their personal mobility, in other areas it was 15%.

Housekeeping support needs

24% of people aged 70+ need help with housekeeping (1.4% of the younger age group), in other areas this was 20%

Personal care needs

19% of people over 70 have personal care needs (but only 0.4% of those under 70). This is higher than in other counties where the average is 10.5%

Health Behaviours

- 58% of adult aged 55 to 69 and 49% of adults aged 70+ reporting doing at least 150 minutes of moderate physical activity per week. This is higher than the national average of 53% in the 55 to 69 age group and 34% of the over 70's (TILDA 2014).
- 64% of people aged over 70 and 29% of those aged 55-69 report having a long term illness. Among these people, 8% of the over 70's and 9% of the 55-69 age group are severely limited in their everyday activities because of this health problem.
- 83% of people are satisfied with the opportunities for sport/recreation in their area. 82% are satisfied. People aged over 70 were less likely to be satisfied (75% satisfied)
- About 69% of people in Fingal walk for recreation (58% for health and fitness) in other counties 63% walk for recreation and 65% walk for health and fitness.

Strategic Focus

8. Community Support & Health Services

continued

Public Consultation Feedback:

- Older people expressed a need for increased awareness, impartial guidance and direction to be provided in relation to accessing health services particularly around Fair Deal and issues surrounding GP retirements/practice closures
- Older people expressed a desire for a greater emphasis to be placed on support within the community and independent living. It was reported that too much emphasis is placed on hospital based care
- Parking costs at hospitals is a significant expense
- There is a need for Carers to receive educational support around the needs of older people to combat communication issues and cultural differences

Strategic Goals

18. To continue to support and develop services which facilitate older people to remain living within their communities where possible

19. To continue to support and explore new creative pathways for older adults to participate in physical activity

20. To continue to support and develop initiatives which contribute to healthy aging

Acknowledgements

The Fingal Age Friendly Alliance wish to acknowledge the collaboration and interagency effort that took place in preparation of this strategy. Particular thanks should be paid to the Chief Executive of Fingal County Council, Paul Reid and Director of Services, Margaret Geraghty for their leadership and continued support for this programme. The contribution of the Fingal Age Friendly Programme Manager Naomi Weir and the staff of the Community, Culture & Sports Division in Fingal County Council is also acknowledged. The commitment of the Age Friendly Alliance members deserves particular acknowledgement, with specific thanks to Age and Opportunity for their assistance in the compilation of this report. The ongoing participation of the very vibrant Fingal Senior Citizens Forum and their Chairperson Treasa Byrne, supported by Senior Community Officer Louise Edmonds, has ensured that

the voice of older people in Fingal has been represented in the development of the strategy. Through this process a vast range of stakeholders were consulted and we want to thank them for their enthusiasm and co-operation, particularly those who attended and facilitated at the consultation events. Finally the overarching Fingal Age Friendly Alliance has been chaired by Nora Owen from 2012 to 2018 supported by Eithne Mallin former Age Friendly Programme Manager. We wish to thank them for their commitment and support of the programme during their tenure. We look forward to the next five years under the stewardship of Jim Glennon, new Chair of the Fingal Age Friendly Alliance 2018.

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Towards 2016

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Comhairle Contae
Fhine Gall
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