



communication & information

civic participation & employment

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Kilkenny

Age Friendly County

Strategy

# Strategy

# Kilkenny Age Friendly County Strategy

This document outlines a new and ambitious plan to improve the lives and well being of all older adults in Kilkenny. The strategy has been developed as a result of detailed consultation with the older people of Kilkenny, the agencies and service providers involved in the delivery of services to them. Having listened to the views, thoughts and opinions of all and by researching models of good practice in creating age friendly environments, we have developed this strategy as a platform for delivering Kilkenny's Age Friendly County Initiative.

## A New Alliance and A New Strategy For Older People

The Strategy, and the very specific plans it contains, are being developed by Kilkenny's **Age Friendly County Alliance**, the newly-established partnership of

- Kilkenny County Council
- The Health Service Executive
- An Garda Síochána
- The Ageing Well Network
- County Kilkenny Leader Partnership
- County Kilkenny VEC
- Kilkenny County Community and Voluntary Forum
- The Carers Association
- The 3rd Age Foundation
- The Kilkenny Service Providers Forum
- Kilkenny Recreation and Sports Partnership
- Kilkenny Business of Ageing Forum
- Older People's Forum for County Kilkenny (to be established)
- The GAA
- Department of Social Protection
- Maynooth NUI
- KCLR 96FM

## A Plan Developed **With** Older People, Not **for** Them

Older people are at the heart of the Strategy, and your responses and contributions will be vital to developing the plan further, and to setting the priorities for action by the partners.

This *Strategy and Action Plan* has grown out of earlier consultations with older people and organisations working with them. It presents the vision of the new partnership, its aims and approaches, and an outline of practical and cost-effective ways to achieve them.

## Why a New Focus on Older People?

The world's older population is increasing, with people living longer and healthier lives, and experiencing older age very differently from their grandparents' generation. In Ireland, though the change is happening later than in other European countries, the number of people over 65 (for decades around 11% of the population) is rising; and, may stand at around 20% of the population by 2036, and will include many more people aged over 80.

Policies and practices everywhere have been slow to reflect these new realities; but, the Irish government has already committed itself to devising a Positive Ageing Strategy for older people. The World Health Organisation (WHO) argues that if nations, societies and communities actively plan and respond now, we will be prepared to meet this challenge successfully. Simply, they express the positive ageing process, as a way of thinking and working, to: "optimise opportunities for health, participation and security in order to enhance quality of life as people age".

The new action-focused strategy and plans in Kilkenny will show what is possible: bringing about change - not through greatly increased expenditure - but through imaginative use of existing resources, including the resources of older people themselves.

## How did the Kilkenny Initiative begin?

It was launched in Kilkenny in March 2010, by Áine Brady, TD, Minister for Older People. The Kilkenny Launch, followed the Louth Age Friendly County Initiative which started in Dundalk where previously, the Dundalk Institute of Technology led the way as the Irish participants in an international project on *Age Friendly Cities* sponsored by the World Health Organisation (WHO) in 2007.

The thinking behind the strategy for the county has been strongly influenced by the WHO *Guidelines for an Age Friendly City* (which can be applied to communities of all sizes); Kilkenny has adopted these same guiding principles for its strategy.

## What is the Thinking Behind the Strategy?

The Kilkenny County strategy is grounded in sound international research and knowledge, and based on a number of important principles agreed by the partners in the Alliance, including:

- A recognition that older people are critical contributors to our society and a resource, not a burden, to society;
- Communities that find imaginative ways of capitalising on the diverse assets of older adults can find ways of addressing many of their complex challenges and providing much needed services;
- A commitment to the direct involvement of older people in deciding priorities, shaping actions, and bringing about change;
- An emphasis on improving the physical environment, and the understanding that *where* we live greatly affects *how* we live;
- An awareness that age-friendly principles and practice create environments and communities that benefit all age groups, not just older people;
- A linked-awareness that everyone has an interest in these developments, because we will all be 'older' in time, and hope to live in a community and a society that respects, includes and cares for us;
- A determination/commitment that Kilkenny will set standards and lead the way for other counties.

## What's in the Plan?

The plan covers seven specific areas for action to benefit older people, followed by a section on creating the right framework for getting the work done.

The seven areas are:

Respect and social inclusion and social participation

Transport

Home

Communication and Information

Community Support and Health Services

Outdoor Spaces, Physical Environment and Public Services

Civic Participation and Employment



# An Age Friendly County: Vision, Aims, Outcomes

## The Vision

- Kilkenny will be a great place to grow old in, enjoyed and appreciated by everyone.
- Kilkenny will be a County that enables its people to age with security, dignity and the capacity to participate as citizens to their fullest potential.

*Kilkenny through its involvement in the Age Friendly County Initiative will lead the way, showing how:*

- People of all ages benefit when communities are designed to be age-friendly, and where older people live life to their greatest potential.
- Older people's talents, life experience and wisdom are valued and tapped into.

## Our Aims

- To improve the health and quality of life of older people in the county;
- To increase the participation of older people in the social, economic and cultural life of the community.
- To build upon existing services and supports for older people

## Outcomes

*The ambition of this Strategy is that Kilkenny will be a county in which older people will:*

- Live in communities that provide recreation, leisure and services that are accessible and responsive to the well being of people of all ages.
- Have the necessary information and transport to access the supports and services they need.
- Have choice and the necessary supports to live in the home and community that feels the most safe and secure.
- Feel and be involved and influential, and be valued for their life experience, talents and contributions.
- Have increased opportunities to engage and be engaged in social, cultural and



recreational activities with people of all ages.

- Be informed and connected to what is going on in the county through a variety of media from word of mouth to modern technology.
- Be involved in civic, social and economic campaigns and fora that enhance quality of life and engagement in the community.
- Have improved local supports and services to help maintain mental, physical, social and emotional health and well being.

As a result of this strategy the key stakeholders will have developed more effective ways of working in partnership in terms of planning, implementing and reviewing their services and supports to older adults.

The Kilkenny Age Friendly County Alliance will have documented, evaluated and learned from every stage of this process and used this information to contribute to documenting best practice at local and national level.

*Checking progress: the partners in the Alliance will carefully monitor and measure progress towards achieving these ambitious aims and objectives.*

At the outset we shall carry out a comprehensive study of older people in the county, and produce a profile of current levels of health and well-being. The study will be updated at regular intervals, so that changes and improvements can be clearly seen. The research project will also explore the views of older people on their current needs and contributions, and especially on their priorities for action. We shall produce an annual report which highlights our performance on delivery of this plan.



# An Age Friendly County: the Alliance's Approach

*The Alliance will achieve these aims and bring about these outcomes by working:*

## At County Level

- **Building on achievements** to date and on the plans and ambitions of organisations already working to improve the quality of life of older people in the county; and harnessing the expertise and resources of older people and their organisations to contribute to this
- **Ensuring the voices of older people are heard**, to inform the priorities of this Plan, through the Kilkenny Older People's Forum and the evidence from research.
- **Creating a number of 'supporting forums'** – an Older People's Forum, a Business of Ageing Forum, and a Service Providers Forum;
- **Building on existing strong and effective partnerships** and forging new ones between statutory agencies, older people's organisations and other bodies working at local level, to develop and implement a 'joined-up' Plan for older people. Cooperation between agencies will be maximised in order to provide supportive environments and high quality services;
- **Redesigning and improving current approaches**, and finding imaginative new ways to provide better services and supports for older people;
- **Setting ambitious but realistic targets** and measuring progress towards them, with an approach of continuous improvement
- **Changing mind-sets about ageing and older people** – moving beyond a view of older people as frail and dependent and a burden on society, to one in which older people are valued for the role they play.



### At National Level

- **Creating a leadership group** of senior national policy makers, to support the integrated partnership approach, and secure national recognition of the initiative;
- **Using the expertise and influence of national organisations** for older people and members of the Ageing Well Network to support and develop the project;
- **Sharing the experience and knowledge** from the Kilkenny initiative with other counties which decide to develop their own age friendly programmes;

### At International Level

- **Strengthening the County Kilkenny initiative** by linking with and learning from similar initiatives in other countries.
- **Join the World Health Organisation Global Network of Age Friendly Communities.**



# 1 Respect, Social Inclusion and Social Participation

## What you have told us are the priority areas for the strategy

1. Volunteering We need more volunteering opportunities and a volunteer centre. Agencies need to collaborate on a Volunteer Strategy for older people in Kilkenny.
2. Meeting Places Loneliness and isolation in the home are a danger for older people. Living alone when you are older and are no longer formally involved in your community through work can be very isolating. There are no opportunities for people to get together and meet any more; there should be a meeting place for older people.
3. Promotion of Community Groups There should be a drive to support people to join local groups such as Active Retirement Groups, the ICA, the GAA and Community Alert.
4. County wide consistency There are good things going on in Kilkenny; but it's not consistent. Some areas are better served than others in terms of interesting activities. Transport to and from these events is badly needed access is often a greater barrier to social participation than cost.
5. Connection to Younger People in our Community There is a need for more opportunities to meet younger people. There should be links between the schools and older people's groups
6. Education and Lifelong Learning We want more opportunities for education and continued learning.

## The Plan

### Short Term (end 2011)

#### Older Peoples Forum

- The Age Friendly County Office in partnership with the Alliance group members will set up, support and develop an Older People's Forum. The Forum will give all older people in the county an opportunity to have their voices heard, either as individuals or through their own organisations.

- The Older Peoples Forum will be represented on the Alliance and will contribute to the action plan for Kilkenny as an Age Friendly County.

### Loneliness, Isolation and Being Part of the Community

- The Older Persons Forum supported by the Age Friendly County office will help establish further clubs, venues and meeting points for older residents across the city and county in a partnership initiative with existing clubs and organisations in parishes and local areas.
- The Kilkenny Recreation and Sports Partnership will liaise with the local sports and leisure clubs to develop taster sessions for interested older adults.
- Kilkenny County Council will develop an Arts and Culture Programme that encourages participation in existing projects as well as providing new opportunities for engaging in the arts and culture in Kilkenny as outlined in the INTERREG IVA Wales/ Ireland Programme application 2011.

### Volunteering

- The Age Friendly County Office will support community and voluntary organisations in the county to produce a proposal for the developing of a central volunteer service for Kilkenny.
- The Garda and other key agencies will establish a 'Know Your Neighbour Day' initiative.

## Medium Term (2012-2014)

### Supporting and Developing Groups and Initiatives

- The Age Friendly County Office will work with Kilkenny/Carlow Contact to promote awareness of and develop the Kilkenny/Carlow Contact model across the county.
- The Age Friendly County Office will work with relevant and innovative groups already established in the county to produce proposals on what can be done to promote similar groups across the county.
- The Older People's Forum, with the support of the Age Friendly County Office and in partnership with the Citizens Information Centre will develop a comprehensive data-base of relevant groups, venues and activities across the county, in partnership with the Age Friendly Steering Group Members. They will explore what help can be

provided to those groups to strengthen and promote membership.

- The Age Friendly County Office will make a proposal to Kilkenny Cinema providers to offer a *Silver Screen* time in the mornings for older people to watch classic films along with discounted rates on all screenings.

### Community inclusion and recognition

- The Business of Ageing Forum will work with Kilkenny Tourism, the Chamber of Commerce and Kilkenny businesses to develop age friendly subsidies and services in shops, restaurants, hotels and visitor attractions

### Intergenerational Communities

- The Age Friendly County office and the Older People's Forum will work with the Schools and Education services in Kilkenny to build age awareness into the CSPE (Civics, Social, Political Education) element of the curriculum.
- The Childcare Centres, County Childcare Committee and Older Peoples Forum will work to develop Homework Clubs in the community which older people will be involved in.
- The Kilkenny Integration Forum will continue to develop and link older volunteers into the 3rd Age Foundation's Fáilte Isteach programme in Kilkenny.
- The Youth & Childcare Service Providers will develop a Foster Grandparent Programme to improve intergenerational understanding. This programme will link into existing youth, homework and childcare programmes where appropriate.
- The County Council and the Age Friendly County office will develop an intergenerational initiative involving the older people's forum and relevant youth groups.

### Lifelong Learning

- The Age Friendly County Office and the Older Peoples Forum will link with Maynooth NUI campus and the Kilkenny County VEC to build upon the current education programme for older people.

## The Kilkenny Diaries

- The Age Friendly County Office working with the Arts Officer will identify funding and support to develop the Kilkenny Diarists Programme. This programme will create a mass observation of the Age Friendly County initiative as it develops but also will reflect the historical, social and sporting context for Kilkenny. The Programme will ask the diarists to submit their diaries anonymously so that we can begin to document Kilkenny life through the eye of its older residents. The Alliance will seek support from the local newspapers and radio to have a regular Age Friendly County Kilkenny diarist;

## Long Term (2014-2016)

### The Kilkenny Meeting Points

- The Alliance will identify a suitable venue to develop a meeting place for older adults in Kilkenny city with a further two meeting places to be identified and developed at accessible points in the north and south of the county. These meeting places could provide a range of facilities and supports including:
  - Information and Advice services
  - Coffee mornings
  - Health and Fitness programmes
  - Arts/Heritage programmes
  - Intergenerational programmes
  - Meals
  - Supports to cottage industry ventures
  - A Centre for creativity

The meeting place will be run by older people and be supported by the Age Friendly County Office



# 2 Transport

## What you have told us are the priority areas for the strategy

1. There is an urgent need for increased provision of public transport across the city and county.
2. There is a need to provide bus shelters with appropriate seating across the county; buses in the city need to stop in the housing estates; the length of walking distance between bus stop and housing is too great; there should be a bus stop and bus shelter adjacent to the hospital. Parking costs at hospital for patients over 65 should be free.
3. The transport plans need to consider transport links between the county and the major national treatment centres in Dublin.
4. The transport providers need to think about using their vehicles more effectively and working better together.
5. The timers at pedestrian crossings need to be extended to allow for pedestrians to get across safely.

## The Plan

### Short Term (end 2011)

- The Ageing Well Network will carry out research on best-practice models of transport in international Age Friendly Communities.
- Kilkenny Transport Working group. The Alliance will create a Working Group, involving representatives from transport providers and service users in Kilkenny aimed at improving their services to better meet the needs of the older resident or visitors to Kilkenny. This will involve the following service providers:
  - Public transport services from Bus Éireann and Iarnród Éireann
  - Public services providing transport such as schools, HSE, Gardaí
  - Voluntary and community services from Ring a Link, Disability organisations
  - Private operators and taxis



## Medium Term (2012-2014)

### Traffic Light Timings

- Kilkenny Age Friendly County Office will work with Louth Age Friendly County and the national research programme, TRIL to agree how their findings should be used to improve traffic light timings to give older people sufficient time to cross the roads safely.

### Traffic-calming measures

- The County Council, the Gardai and the Older People's Forum will identify traffic safety hotspots across the city and county to inform a three-year traffic calming, improvement plan.

### Local Transport Service Plan

- Kilkenny Age Friendly County Office and the Older People's Forum will lead a partnership involving the Business of Ageing Forum, the rural transport initiative and the smarter travel application team at the City and County Council to build upon the current initiatives in place to enhance transport service across the county. This will include proposals to:
  - Develop a discounted fare arrangement with taxis and local transport providers;
  - Gardai, GAA and Vintners Federation to develop a pint and pick-up service in rural areas
  - Develop a Kilkenny Volunteer Drivers Network Database
  - Expand the designated driver model with the Vintners Federation from Christmas to an all-year round initiative

## Long Term (2014-2016)

### Review of Bus Routes

- The Kilkenny Age Friendly County Alliance will work with Bus Eireann and Ring a Link and others to improve routes, stop points, timetables, information at bus stops and accessibility, building on the short term initiatives and pilots run in 2011/12.

# 3 Home

## What you have told us are the priority areas for the strategy

1. Older residents in Kilkenny should have access to appropriate supports to help them remain in their own home
2. Information on access to grants for adapting the home to meet changing needs should be readily available to everyone
3. There should be better information about the Sheltered Housing schemes and other housing options across the county
4. There is a real need for information and access to reputable tradesmen for home maintenance for older people so that they can remain in their homes
5. There is a need for Local Gardai to be more connected, involved and linked to communities, homes, schemes and groups like they used to be

## The Plan

### Short Term (end 2011)

#### Housing Action Plan for Older Residents

- The County Council, the Supported and Voluntary Sheltered Housing Organisations will complete a review of the current provision of supported housing. They will examine this against the known current and future housing and care need. This Review will inform the commitments in the county wide Housing Action Plan to enable ageing in place. The Housing Action Plan will be developed by the County Council in partnership with the HSE and the voluntary bodies.

The following will inform the assessment of need:

- Older People's Forum
- HSE Older People's Services
- County Council Housing List
- Kilkenny County Leader Partnership

## Support Body for Voluntary Housing Organisations across the County

- The County Council and the HSE / Kilkenny Age Friendly County Alliance will conduct a review of the management and maintenance of the current voluntary sheltered housing stock. The review will result in a Long- term Maintenance and Management Plan, developed on an umbrella basis, to support the voluntary housing bodies across the county

## Care and Repair Scheme

- Kilkenny Age Friendly County Alliance will initiate the development of a partnership involving the HSE, The Kilkenny County Leader Partnership, the Chambers of Commerce, the Kilkenny Volunteers, Gardai and Age Action to work together to develop a county-wide Care and Repair Home Service. This will include:
  - Friendly call service
  - Small repair service and basic maintenance
  - Directory and signpost service to other helpful services



## Safety in the Home

- The Garda will carry out a Community Alert drive across the county to re-invigorate Community Alert and Neighbourhood Watch areas and will seek to engage older people in leading this renewal supported by the Age Friendly County office.
- The Gardai supported by the Steering Group will develop and promote a text alert system for bogus callers.
- The Gardai will make a proposal to the local radio station for a regular feature slot on the radio and in the paper to promote safety and alert listeners to current issues affecting older people.
- The Gardai will develop a register of older people in each area of the county who are most isolated and arrange a call by system with the local community garda. The Health Promotion Dept. of the HSE will support this initiative through the promotion of safety in the home.

## Medium Term (2012-2014)

### Home Supports and Adaptations

- The County Council and the HSE will develop and implement a joint planning and discharge policy for home adaptations and grants
- The County Council will review the home adaptations process with the Older People's Forum to develop a better, more efficient and timely way of delivering this service.
- The HSE, with the support of the County Council, Kilkenny County Leader Partnership and Older People's Forum will publish a proposal for reconfiguring services and resource allocation aimed at enabling more older people remain living in their own homes, particularly those, who for reasons of frailty and dependency, might otherwise have had to move to long-term nursing-home care. This will be reflected in their respective business and action plans
- The HSE, The County Council and The Carers Association will develop an advice pack to support carers of older adults to ensure ageing in place is sustained.

- The HSE, Gardai and the Carers Association in partnership will promote the Pendant Alarm and other Alarms that support the older person to remain in their own home across the county and, identify funding to support this initiative.
- The Service Providers Forum will develop a Nursing Home Providers liaison group.

## Home Help

- The HSE Kilkenny will implement standardised guideline for the allocation of Home Help Services to ensure that services are distributed based on need in a consistent and equitable manner across Kilkenny.
- The HSE will develop a satisfaction survey of home help services to inform the improvement and development of this service
- The Health Promotion Dept of the HSE will provide input into training of Home Helps on healthy ageing.

## Long Term (2014-2016)

### Downsizing Scheme

- The County Council in partnership with the Voluntary Housing Associations will develop an advice and assistance scheme for tenants and residents over 65 living in family sized accommodation to enable them move to accommodation that more appropriately meets their needs, where possible within the communities they live in.





## Home Choices and Information

- The HSE, County Council and the Service Providers Forum will review the current information, materials and processes they follow in promoting and advising 60 plus residents on the planning and choices to be made in terms of home and support. They will revise these with input from the Older Peoples Forum so that decisions made by older residents about choice of home and support can be positive, informed and planned as opposed to reactive.
- The HSE in partnership with the Kilkenny County Council and Voluntary bodies will organise a series of Housing Information Days for Older People on:
  - planning for home
  - change of home and choice
  - home supports and adaptations
  - technology supports for remaining at home
  - nursing homes
- The Age Friendly County Office will complete a review of the provision of day, supported and residential services across the county to identify gaps in service or duplication for future planning. This work will be done in partnership with the HSE, Kilkenny County Council, Kilkenny County Leader Partnership, Voluntary Organisations, Service Providers Forum and Older Peoples Forum.





# 4 Communication and Information

What you have told us are the priority areas for the strategy

1. There is a need for a county wide approach to support and training for use of modern technology such as computer and internet training and use of mobile phones.
2. A communication strategy should be developed that utilises community newsletters, community notes, local radio for information and outreach approaches that ensures coverage across the whole county
3. A dedicated column should be developed in the local paper as well as a dedicated radio programme or slot for the voice of older people in Kilkenny.
4. Citizens Information Centre should develop outreach services across the county. There should be places where you can go to get help in filling out forms
5. There should be a one stop shop for information; and, it should be operated by a person, not an automated voice system.

## The Plan

### Short Term (end 2011)

#### Communication Strategy

- The Alliance will develop a communication strategy for the Age Friendly County initiative which will be developed in partnership with the Older Peoples Forum and organisations such as the Citizens Information Centre. The strategy will include:
  - A regular monthly column dedicated to Age Friendly County matters in the local paper
  - A time slot dedicated on local radio to Age Friendly County matters with a programme run by older people for older people
  - Delivery of an Annual Report on the Age Friendly County Strategy and Action Plan
  - As part of the strategy the Age Friendly County Office will work with the Citizens Information Centre to enhance and build upon the current information they already provide and to avoid duplication
  - The Age Friendly County Office will develop an information calendar of events for all older residents in Kilkenny

## Public Meetings, Consultation and Ongoing Dialogue

- The Consultation process which commenced in July 2010 will be regularised by the Alliance through the Age Friendly Steering Group with input from the Older Peoples Forum and the Age Friendly County office. This grouping will organise a series of half yearly public meetings to consult, and inform on, progress with the strategy and to get feedback on future priorities.
- The Health Promotion Department of the HSE will offer relevant training as requested to the Older Peoples Forum members or other groups of older adults in relation to facilitation, advocacy, community funding, promoting health in the community and healthy ageing.

## Medium Term (2012-2014)

### Kilkenny Age Friendly County Directory of Information

- The Age Friendly County Office will research and develop the Age Friendly County Kilkenny Directory. This will build upon the work already done by Kilkenny Citizens Information Kilkenny Life and HSE/CIC Directory of Older Peoples Services so that a fully comprehensive directory of all matters pertinent to older people is developed. The Directory will be developed by the Older People's Forum and the Age Friendly County Office.

### Age Friendly County Central Information Hub

- The Alliance, the Age Friendly County Office and the Older Peoples Forum will work with the Citizens Information Centre on researching the requirements for the development of a central information and service point where older people can visit to find appropriate advice and information. This central hub could host voluntary agencies and groups that provide services to older people.

## Long Term (2014-2016)

The Age Friendly County Directory will form the basis of a Regional Age Friendly County directory.

# 5 Community Support and Health Services

## What you have told us are the priority areas for the strategy

1. Transport to and from the hospital needs to be improved.
2. There is a need to develop a co-ordinated communication and information campaign about community support and health services in all areas.
3. Support and health services need to be better aligned to deliver a consistent services in all areas.
4. We are concerned in the current climate that day centre, local hospital and local health services for older people will be reduced or cut. These services are vital to the health and well being of older people and assist them in remaining in the their home and community
5. There is a need for much better co-ordination of discharge when a person is coming out of hospital.
6. There is a very real fear of supported care units closing because of HIQA standards, these units provide vital support and help older residents remain in their communities

## The Plan

### Short Term (end 2011)

#### Discharge Planning

- The HSE Kilkenny will further develop and roll-out across the county, the integrated discharge planning code of practice.
- The Local Joint Implementation Team for discharge planning will work with the Older People's Forum to improve the standard and content of information being provided to the older person on discharge from hospital.

#### Developing Integrated Care Pathways along the Continuum of Care

- The HSE will establish a Community Intervention Team which will enable and facilitate early discharge from hospital and admission avoidance. This team will be a nurse led

health professional team supported by a variety of other health professional and services. It will deliver a rapid and integrated response to patients with an acute episode of illness who require enhanced or acute intervention for a defined period of time in the home/community setting.

### Health Information

- The HSE Coordinator of Older Peoples Services, Pharmacies, GP Services and Health Promotion Department will develop a calendar of information days and events on the following topics:
  - healthy active ageing
  - support services available to older adults
  - 'Getting involved' networks

### Medium Term (2012-2014)

#### Alignment of Support and Health Service

- The HSE will reconfigure existing Community Services into Primary Care teams within Carlow /Kilkenny Local Health Office.

#### Health Screening Programme

- The HSE, in partnership with St Luke's General Hospital and Primary Care Teams, will develop together and implement an opportunistic screening and comprehensive assessment programme for older people.





## Leisure and Sports Facilities and GP Referral Scheme

- Kilkenny Recreation and Sports Partnership, The HSE Health Promotion Dept. and the HSE Coordinator of Older Peoples Services will liaise with Leisure Services Providers, Public and Private across the county to assist their staff in the implementation of the GP Referral Scheme. This Scheme will empower older patients with specific health conditions to better manage their health condition and help reduce the risk of ill health through a programme of exercise offered by the local leisure centres.

## Long term (2014-2016)

### Information

The HSE in partnership with other agencies will establish a one-stop information support within existing day centre's across the city and county.

### National Level

The HSE in conjunction with the supported care homes boards of management will continue to promote the benefits nationally of providing this model of care within community despite the challenges faced from the Health Information Quality Authority.





# 6 Outdoor Spaces, Physical Environment And Public Services

What you have told us are the priority areas for the strategy

1. More public lighting is needed in villages, towns and in public and community facilities.
2. In the city the pavements needed to be improved, widened and with non slip surfaces. The beautiful pavements we have are fitting for the heritage of the city but dangerous to walk on when wet.
3. Accessibility is poor if you have a disability and are a wheel chair user or motorised car user.
4. There is a need for better pavements just outside of the villages as the roads are dangerous.
5. Traffic calming measures need to be increased in rural villages.
6. Appropriate seating and benches need to be provided across the city and county the new benches in the city are too low and too cold.
7. Green spaces across the city and county need to be developed.
8. Tone zones for older people should be developed and integrated into existing recreational areas.

## The Plan

### Short-Term (end 2011)

#### Age Friendly Planning

- Kilkenny County Council will enhance the Age Friendly Planning principles being developed by the Louth Age Friendly County Alliance taking account of the challenges and limitations posed by being a Heritage City
- The Older People's Forum, with the support of the Ageing Well Network and the Community and Enterprise Section of Kilkenny County Council, will make a submission to one Local Area Development Plan due for review during 2011



## Pavements and streets

- Kilkenny County and Borough Councils will develop proposals, in cooperation with the Kilkenny Older People's Forum and the Business of Ageing Forum to improve the quality of pavements in the city – optimising the extent to which they are level, free from obstruction, adequately dished and non-slip.
- The Council as part of its local area planning will work in cooperation with other agencies such as the Gardai to develop proposals for increasing the provision of pavements in the towns and villages outside Kilkenny city, prioritising those where foot paths terminate at village/town boundaries.

## Public Buildings

- The Older People's Forum will complete an audit of important public buildings where access could be improved by dishing the pavements outside and otherwise enhancing access in conjunction with the Heritage Officer and the Access Officer of Kilkenny County Council.

## Medium Term (2012 – 2014)

### Age Friendly Planning

- The County Council, together with the Business of Ageing Forum and Older Peoples Forum will audit the pavements and walkways in the city and county, to develop a pavement improvement plan
- The Older People's Forum will organise a series of briefings for planners with responsibility for drawing-up Area Development Plans; including, for instance 'walking them through' the villages and towns: highlighting the needs of older people.

## Public Spaces and Buildings

The Age Friendly County Alliance will establish a Working Group comprising Business of Ageing Forum, The County Council and the Gardai will work in partnership to develop an age friendly programme for public spaces across city and county (within budgetary constraints). The scope of the programme will include commitments to:

- Public seating areas improvement programme
- Toilet facilities which are clean, accessible, well- positioned and family friendly
- Retail and service centre operators' provision of seating and shopmobility options
- Potential to re-use empty buildings and streetscape through community initiatives

- Public lighting across city and county to feed into the county development plan
- The Council together with the Older People's Forum will provide training and supports to educate planners, engineers and developers to be more aware of the specific needs of older people in using public amenities and being out and about, especially those who are frail or experiencing physical impairments such as hearing, sight and mobility.
- The Age Friendly County Office in partnership with the Older Persons Forum and the Carers Association will identify Age Friendly Hotels and Guest Houses based on access, hoist friendly bedrooms and wet rooms, where discount is provided.



## Long Term (2014 - 2016)

### Parks and Green Spaces

- The County Council in partnership with the Age Friendly County office and the Age Friendly County Alliance will conduct a Green Spaces Review, to examine how park areas, green spaces and vacant lots, could be enhanced to provide spaces and amenities aimed at attracting more older people to 'come out and stay out'. This will include elements such as:
  - creating meeting spaces in public parks which are age friendly
  - proposal for the development of an age friendly park café which is run by older people for older people
  - developing a band stand outdoor concert venue
  - designating public spaces for healthy active living programmes
  - extending the walking trails already developed across the county and city with input from the Older People's Forum
- The Age Friendly Alliance, with the support of the Older People's Forum and interested young people across the county, will identify unused public spaces which can be developed into community gardens and allotments on an inter-generational community programme. The intention is that produce from the gardens can become part of the Kilkenny Food Trail
- GAA Clubs across Kilkenny will continue to develop walkways around their grounds for their members and parishioners to enjoy walks in a safe environment so that by 2020 all clubs will have a walkway.



# 7 Civic Participation, Employment and Income

What you have told us are the priority areas for the strategy

1. There should be more opportunities to remain in the workplace beyond the statutory retirement age with phased retirement options.
2. There should be a retirement support programme and information campaign.
3. Flexible and part time work opportunities need to be promoted and developed with employers in Kilkenny.
4. There should be a national campaign to:
  - maintain the pension at its current level with no cuts
  - extend the Fuel Allowance into the summer months to reflect the climate and season in Ireland
  - reinstate the Christmas bonus
5. There should be advice and information on savings as banks are no longer to be trusted
6. Being able to make a contribution and having it recognised and feeling connected is very important.

## The Plan

### Short Term (end 2011)

#### Business of Ageing Forum

- The Business of Ageing Forum will be established to alert the business community in Kilkenny to the needs, wants and desires of its older customers. The Forum will develop a consumer panel involving older consumers across the county to advise and inform businesses.
- The Forum will propose to the Chambers of Commerce and other business organisation the development of a number of initiatives such as:
  - 'discounts for cash payment system'
  - midweek senior discount day to coincide with pension day
  - delivery service to older customers
  - Age Friendly Shops

#### AGE FRIENDLY COUNTY Business Award

- The Chambers of Commerce will create an Age Friendly County award as part of its Annual Business Awards. The award will recognise businesses which have delivered

their services in a unique age friendly manner. The Chambers of Commerce will work with the Older Peoples Forum in developing this.

### Business in the Community

- The local radio business programme will include a business of ageing element to its programming

### Savings and Investment

- The Age Friendly County office and the Business of Ageing Forum will work with the Credit Union and other finance and savings providers to design an Information Campaign to promote savings opportunities available to older people and to communicate the importance of putting savings in a safe place.
- The Age Friendly County office will work with Triodos Bank, Ireland (an ethical bank which works with communities) and link it into Age Friendly County community initiatives.

## Medium Term (2012-2014)

### Retirement Planning

- The Age Friendly County office and the Alliance will develop a retiree pack for retiring residents in Kilkenny which prepares them for retirement, links them into volunteering opportunities, sport for life options, education and learning, cultural, social and community activities.

### Mature Workers Initiative

- The Chambers of Commerce and the Business of Ageing Forum will promote the recruitment and retention of mature 60+ year old workers highlighting the flexible working options, reliability, experience, skill and expertise of the older worker.

### Small Business Mentoring Service

- The Age Friendly County Office, the Business of Ageing Forum and The County Enterprise Board will develop a matchmaking service for small businesses and start up companies matching the expertise and skills of retirees with companies needing such expertise. The mentoring service will be promoted on the Chamber of Commerce website and the County Enterprise website.

### Community Time Banks

- The Age Friendly County Office will work with the Older Peoples Forum to develop a county wide community time bank. The time bank will encourage an intergenerational membership database.

## Long Term (2014-2016)

### Career Change and Senior Business Development Programme

- The Age Friendly County office, The County Enterprise Board and The Business of Ageing Forum will develop an information pack and training programme for retirees who wish to start up their own business in Kilkenny.