



Cork Age Friendly City
Strategy 2016 - 2020



**First Annual Report
2017**





C O R K
AGE FRIENDLY
CITY PROGRAMME

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Foreword from Ann Doherty, Chairperson of the Cork Age Friendly City Alliance



As chairperson of the Cork Age Friendly City Alliance it gives me great pleasure to present the first Annual Report on Cork's Cork Age Friendly Strategy 2016 -2020.

In May of 2016 we set ourselves ambitious targets for what we hoped to achieve in the lifetime of the programme and those which we felt were more immediately achievable. On behalf of Cork's citizens we met quarterly to review and update the targets set, with feedback to each meeting of the Alliance from representatives elected by Cork's Age Friendly City Forum.

This report is a brief overview of the progress towards the stated aims for the first year of the strategy. This was and is not a static document. It is the result of a process which began when Cork City committed itself to becoming a city where older people can live full, active and healthy lives by signing up to Ireland's National Age-Friendly Cities and Counties programme (AFCC).

It has been under constant review and the priorities set out through the consultation have been modified through the work of the forum to reflect more pressing needs of importance to Cork's citizenry.

We will continue to develop and improve how we communicate all relevant information across our networks to ensure we are achieving the optimum level.

There is still much to be done but I am confident as chairperson of the Alliance that we are on the right path and that the energy and commitment of all members of the Age Friendly Alliance, the Older People's forum and the interagency working group whose work is reflected in it.

I would like to congratulate and thank all parties on what has been achieved to date and look forward to progressing the strategy in the months and years ahead.

Ann Doherty
Chair
Cork Age Friendly
City Alliance





Message from representatives of the Cork Age Friendly City Forum on the Cork Age Friendly City Alliance on the 2017 Annual Report.

As forum representatives to the Cork Age Friendly City Alliance, it has been our responsibility to represent the views of Cork's older citizens at the regular meetings of the Alliance.

The Alliance met regularly during the course of the year and its representatives fed back quarterly on progress towards its stated aims. As representatives of the forum it was also our duty to bring to the attention of the Alliance the changing priorities for Cork's older citizens.

We are satisfied that much progress has been made in the first year of the programme and are confident that, given the ongoing commitment of both the Alliance and Forum members to continuing the good work being undertaken, that Cork will continue to strive to be a city that values and respects its older citizens and is committed to making such changes as are necessary to make that a reality.

Phil Uí Mhurchú
Nora O Donovan
Finbarr Coughlan
Noel Dempsey



Cork City Older Person's Forum steering committee with (seated L to R) Noel Dempsey, Phil Uí Mhurchú, Finbarr Coughlan, Nora O' Donovan.



Cork Age Friendly City Alliance Strategy 2016-2020 – an overview.



The strategy was developed by the Cork Age Friendly City Alliance in consultation and cooperation with older people in Cork. Actions are proposed to be delivered by the appropriate agencies and overseen by the Alliance.

These will be reviewed against periodic progress reports by the agencies to the Alliance. The Alliance considers what actions are required to progress the strategy in light of the review.

The ambition for this Age Friendly Strategy is that Cork City will:

- Become a great place to grow old.
- Have easily accessible public buildings, shops and services.
- Incorporate older people's views into significant decisions being made about Cork.
- Promote a positive attitude to ageing and address stereotypes about older people.
- Create opportunities for older people to be engaged with their city socially, as employees and as volunteers.

Cork Age Friendly City Alliance

The Cork Age Friendly City Alliance is an interagency partnership comprising of senior personnel in public sector, not-for-profit and community organisations that promote a positive approach to ageing, and includes four representatives of the Cork Older People's Forum.

List of Alliance member organisations:

Cork City Council, Health Service Executive (HSE), Cork Age Friendly Forum, Age Friendly Ireland, Cork Education and Training Board (CETB), An Garda Síochána, Bus Éireann, Cork Chamber, Cork Business Association (CBA), Cork City Partnership, Cork Healthy City Initiative, COLLAGE (UCC), Alzheimer's Society Of Ireland.

Cork Age Friendly City Forum

Cork Age Friendly City Forum provides an opportunity for older people in the City to come together, share concerns and experiences, and to inform the decision making process of the Cork Age Friendly City Programme.

It meets quarterly to discuss issues of interest and concern to Cork's older citizens and elects representatives to represent its views at the Cork Age Friendly City Alliance. These representatives also attend meetings of the national organisations of Age Friendly City Fora.





1. Community Support and Health Services

In this theme we consider how, together with our stakeholders and partners, we can support older people to stay healthy and independent.

The HSE has been identified as the key driver in the process which offers an opportunity for joined up planning around improved health and wellbeing in a wider context. Other agencies, particularly An Garda Síochána, also have a role to play in regards to this theme.

Commitments under the strategy

- The Alliance will champion improved physical and mental health for older people by actively promoting the actions contained in Healthy Ireland, the priorities in the National Positive Ageing Strategy and any subsequent initiatives, such as the Healthy and Positive Ageing Strategy (HaPAI).
- The Alliance will look to the National Dementia Strategy (2014) to inform its dementia policy. It will link in with the Alzheimer's Society and other Voluntary organisations in relation to the provision of dementia-friendly services to older people with cognitive impairment.

The HSE will continue to work in partnership with Genio and Atlantic Philanthropies in areas including the IDEAS project in the Mercy University Hospital making the hospital services dementia - friendly and trialling specific dementia home support services.

Achievements under the strategy in 2016/2017

The Cork Age Friendly City Alliance received a presentation from the Alzheimer's Society of Ireland in 2016 and has invited its regional manager Catriona Lavelle to join the Alliance to inform its ongoing work.

Cork City Council has engaged actively with the national HaPAI study and seeks to address anomalies identified where Cork varies significantly from the national average in Local Authority areas.

Following on from the success of and recommendation from the Genio-funded K-Cord (Kinsale Community Response to Dementia) Project, Cork Kerry Community Healthcare has commenced the recruitment of a Dementia Support Coordinator on a pilot basis. (Commenced Q2/2017)

In partnership with Genio and the National Dementia Office, a Dementia Working Group in Cork has been established regarding the development and personalisation of Dementia Specific Intensive Home Care Packages. (Commenced Q2/2017)

In conjunction with the HSE National Dementia Office Cork has been selected as one of two pilot sites re the introduction of a Homecare Worker Dementia Education Programme which was developed in DCU as part of the implementation of the National Dementia Strategy. (to commence Q3/2017)

An Garda Síochána is currently delivering targeted operations aimed at reducing the level of property crime and burglaries in Cork City Garda Division.

An Garda Síochána has launched a new IT project which specifically targets vulnerable persons due to their age or the fact that they have previously been subjected to repeated acts of crime.

The specific needs of each victim which are taken into consideration include (and are not limited to) their specific needs in terms of hearing, sight, language, literacy, crime prevention advice etc.



2. Communications and Information

Communications and Information in the context of this strategy is about considering how a reliable flow of accessible information about community news, activities and opportunities can keep older people active and involved in all aspects of community engagement and participation.

This is critical for those who have few formal or informal networks to call on.

Commitments under the strategy

- An Garda Síochána will develop and maintain effective communication with older people.
- City Libraries will adopt and implement the Age Friendly Libraries Programme.
- The Alliance will promote the benefits of clear communications with older people with its members and will, in conjunction with Age Friendly Ireland, roll out the Age Friendly Business Programme
- The Cork business community will support and encourage the development of an Age Friendly ethos among its membership to deal with older persons issues and will support the Cork Age Friendly Initiative.
- Agencies will provide proactive supports and engagement with employees on all aspects of pre retirement planning including post retirement support and advice.
- Bus Éireann in Cork will maintain high standards and offer supports to older people in relation to new technologies.
- Agencies will provide proactive supports and engagement with employees on all aspects of pre retirement planning including post retirement support and advice.

Achievements under the strategy in 2016/2017

The Age Friendly programme was promoted to the Cork Regional Chambers network at one of the annual meetings of the network held at the Cork Chamber offices. The participating Chambers of Commerce were then asked to distribute information to their membership across the County.

Age Friendly Training for businesses was also promoted to the Chambers, and Cork Chamber informed its membership of scheduled training to promote participation and engagement in the programme. An award ceremony was held in the Lord Mayor's office, City Hall, Cork at which the first group of companies to achieve Age Friendly Business recognition were honoured.

Cork Chamber, The Cork Business Association and the Cork City Local Enterprise Office (LEO) actively promoted Age Friendly Business Training to their membership.

Bus Éireann conducted ongoing poster campaigns / notices raising staff awareness on issues of health and safety. Posters/notices are regularly updated & on display in Capwell Depot and Parnell Place Bus Station.

All Bus Éireann city fleet have appropriate signage on display in prominent locations. Also, audible safety announcements underwent testing on Route 208 with view to implementation on all services.

Member organisations of the alliance provide information on all aspects of pre-retirement planning including post retirement support and advice to employees.



3. Transportation

It is our policy to actively support sustainable modes of transport and ensure that land use and zoning are fully integrated with the provision and the development of high public quality transportation systems.

Commitments under the strategy

- Bus Éireann will continue to ensure that fleet used in the provision of Cork City and Suburban bus services is suitable for, and fully accessible to our older customers.
- Bus Éireann will continue to emphasise the need to understand the requirements of our older customers to staff.
- Bus Éireann will regularly review the services which terminate within CUH grounds.
- Provide a sufficient Bus Service to health facilities throughout the city.

Achievements under the strategy in 2016/2017

All new fleet introduced in 2016 and 2017 comprised of low floor, fully accessible buses which are particularly suitable for older and less mobile passengers.

All drivers attended CPC courses provided on site by dedicated training inspectors. All Bus Éireann drivers are 100% compliant with CPC courses.

Frequency on Route 202 increased from July 2016, resulting in an extra 372 trips per week serving St. Mary's Medical Campus (formerly Orthopaedic Hospital) and increased frequency to St. Luke's Home, Mahon.

Extra resources allocated to Route 208 serving CUH and Marymount Hospice to underpin reliability.

Route 215A was introduced, operating to Mahon Point, serving vicinity of VHI Swiftcare Clinic and Mater Private Clinic. Route 220X was also added, increasing services in vicinity of Mercy University Hospital.

Safety Information booklet for passengers issued in 2017.





4. Outdoor Spaces & Buildings

For the purpose of this theme, Outdoor Spaces and Buildings, refers to any part of the built public realm, where people living, working or visiting our city may be expected to visit or enjoy.

Commitments under the strategy

- Alliance Staff engaged in developing the public realm will participate in the Age Friendly Ireland Programme "Age Friendly Training for Housing and the Public Realm"
- All agencies will ensure that accessibility in design and best practice should be followed at planning stage and carried through to implementation, including the provision of street furniture.
- Bus Éireann will liaise with Cork City Council and Cork County Council to ensure to that infrastructure provided at bus stops is in line with best practice and facilitates ease of access for older customers to Bus Éireann services.
- The City Architect's Department will discuss relevant proposals to design or adapt civic or public buildings with Cork City Age Friendly Alliance to demonstrate that best practice standards are being pursued.



Achievements under the strategy in 2016/201

An audit was undertaken of the Garda headquarters at Anglesea Street Garda Station and a specific project has been designed to make the Garda Station more easily accessible to persons with mobility challenges and other disabilities. The project will be completed in Q3 2017.

17 staff attended "Age Friendly Training for Housing and the Public Realm" from the following Sections in Cork City Council: Architects, ICT & Business Services, Corporate & External Affairs, HRM – Building Control

Infrastructure at bus stops/shelters is in line with best practice for our older customers' needs and requirements. Bus Éireann continues to liaise with Cork City/County Councils and An Garda Síochána to enforce no parking policy at bus stops and in bus lanes.





5. Civic Participation and Employment

Civic participation and employment in the context of this strategy is about considering the benefits that may be garnered from general participation and engagement in one's own community.

Achievements under the strategy in 2016/2017

The Cork Age Friendly City Forum met quarterly during the first year of the strategy and was represented at meetings of the Alliance by 4 elected nominees. These meetings also dealt with current issues not originally specified in the strategy.

Cork ETB Further Education and Training programmes provided on-going liaison/review with groups who have a direct connection to older people. This ensured that courses are provided on a relevant and on-going basis through Community Education and Adult Education provision.

In Community Education alone in 2016, 56 courses were funded and operated across 5 separate venues including St. John's Central College, that specifically targeted the older population. Cork ETB Further Education and Training programmes, provide on-going liaison/review with groups who have a direct connection to older people.

In 2017 (Jan - July), 108 centres/ groups- 290 courses were funded through Community Education. 63 of these courses were specifically targeted at the older person and were held in over 40 locations across the city. The Adult Literacy service is offered in 6 locations across the city and all courses are open to all ages.

There are currently 10 computer/technology courses, literacy/ numeracy support courses and family literacy courses are offered continuously and as needed. Liaising with and reviewing course needs with groups is an on-going process to ensure that courses provided are relevant and meeting needs and interests.

Cork City Council and other Alliance members continue to use existing services and facilities like libraries, community centres and day centres to run intergenerational events.

Commitments under the strategy

- The Alliance will support the development of the Older People's Forum into a strong representative voice for older people.
- The Alliance will engage with education providers to ensure the participation of older people in education.
- The Alliance will seek to increase opportunities to work past age of 65 in a way which will not negatively influence one's social welfare payments
- Cork City Partnership will provide education, training and employment supports to individuals up to pension age.





6. Respect and Social Inclusion

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

Commitments under the strategy

- Service providers Cork City Council and other Alliance members will use existing services and facilities like libraries, community centres and day centres to run intergenerational events.
- Cork City Partnership will continue to operate and seek to expand the Friendly Call Service throughout the City.
- Cork City Partnership will seek to develop a system of transportation for older and vulnerable people to enable them to attend appointments, e.g. hospital appointments.

Achievements under the strategy in 2016/2017

The Intergenerational Quiz took place for the sixth time in Concert Hall, City Hall October 2016. The uptake in 2016 had risen from 14 in its first year to 45 teams in 2016.

136 clients were on the Friendly Call Cork Service (31/05/17) 95 women, 41 men. The service calls 5 days a week. (Numbers constantly fluctuating, 268 clients since commencement)

Social Car Scheme - 15 clients brought to hospital appointments since June 2016. The Social Car Scheme is still at the early stages and needs some work on its structure especially from the volunteer/driver regarding insurance cover.

In April 2017 Health Action Zone HSE & Cork City Council Community and Enterprise Section organised a Cork Age Friendly City Life Long Learning Event in the Cork School of Music where 40 people turned out to hear inputs from Ann Doherty CE Cork City Council, HSE Physiotherapist Manger on falls prevention and Health Promotion specialist, Friendly Call and Cork City Libraries.





7. Social Participation

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

Commitments under the strategy

- Cork City Alliance will endeavour to facilitate the sharing of information relating to community groups.
- Cork City Alliance will work with outside organisations to expand and increase levels of activity from middle age in keeping with the aims of Healthy Ireland.
- The Alliance will encourage people through the Older Peoples Forum to participate in the new framework for public engagement and participation through the Public Participation Networks (PPN).

Achievements under the strategy in 2016/2017

Services to older people directory for city and county being compiled and prepared for Q4 2017 delivery by HSE. A print run of 5000 copies is anticipated. The directory will also be available online.

Cork City Partnership (CCP) supported a number of activities aimed at encouraging social participation of older people. These included Friendly Call Cork which holds 6 Afternoon Tea events per year where clients and volunteers meet with an attendance of over 70 at each event.

Already this year, Friendly Call have held events at the invitation of then Lord Mayor Cllr. Des Cahill in City Hall and Apple Headquarters in Hollyhill.

Friendly Call have also recently expanded their services to include a new Befriending/Visits Service for Older or Isolated People providing companionship to those who are socially isolated and alone; this is done through a weekly one hour volunteer visit. There are 5 weekly visits taking place at the moment (31/05/17). Friendly Call Cork are launching this new service in mid October and this should see the growth of a significant number of weekly visits.

CCP also supports the Friday 'Drop in group' in Churchfield, where between 20-30 older people meet each week for a cup of tea, chat and sing song etc. In Knocknaheeny it collaborated with Vincent's Hurling and Football Club to run the over 60's competition in February.

CCP provides monthly Sunday Tea Dance held in The Hut Community Centre in the Gurrabraher / Churchfield area. So far this year 2017, 7 Sunday Tea Dances have been held usually with an attendance of between 55-70 in attendance. CCP will hold 3 further Sunday Tea Dances up to December 2017.

Cork City Library continues to make provision based on two way communication with older library users.

Bealtaine 2016 was a great success. The festival took place in all seven libraries in the city. Highlight was the Frank O'Connor city tour, very well received by older library users.

Libraries host nine book clubs, four creative writing groups, six conversational Irish groups, six Gramophone Circles. Most of the regular participants are retired or older persons.

Older persons also form the majority of participants in the 21 other monthly clubs and groups, from 'Knit n natter' to Probus Ladies Club, (both Bishopstown Library) to Young at Heart in Douglas.



8. Housing

Housing for the purpose of this theme includes the built accommodation but also relates to the associated essential community supports that may assist a person to remain living in their own home for longer than they might otherwise.

Achievements under the strategy in 2016/2017

All Cork City Council housing forms available on line or in Council Offices.

CBL & HAP Forms have received Plain English approval.

The Housing SPC received a presentation from Age Friendly Ireland on the SLIOTHAR programme entitled "Housing for Older People: Future Perspectives" in Q2 2016.

Working with CIT Nimbus, Friendly Call has submitted an application to Cork County Council's Small Business Research and Innovation Call. As part of its Age Friendly work Cork County Council is looking to explore low cost and accessible solutions to help older people maintain a good quality of life and enable them to remain and feel secure in their own homes.

The application involved the development of a piece of software which will act as a conduit of fast information between Friendly Call and others such as the local authority.

Sergeant Tony Davis is the specific point of contact on behalf of An Garda Síochána in terms of Crime Prevention advice. Where appropriate, Sergeant Davis secures the services of specific experts in areas of crime prevention which have specific challenges for segments of the community.

Commitments under the strategy

- Cork City Alliance will work with service providers, community and voluntary organisations to streamline and coordinate community-level supports and services for older people living in the city to enable them to remain in their communities for longer.
- Cork City Council provides and will continue to provide specific accommodation for older people of different ages.
- The Cork City Council Housing Strategic Policy Committee will consider best practice in housing provision for older people.
- Cork City Council will continue to support the work of SHARE to provide accommodation specifically for older people.
- An Garda Síochána will provide one point of contact for information relating to security in the home, security when outside and text alert schemes.







Comhairle Cathrach Chorcaí
Cork City Council



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



CBA
Cork Business
Association



**Cork
CHAMBER**
IN BUSINESS FOR BUSINESS



cetb
Bord Oideachais agus
Oiliúna Chorcaí
Cork Education and
Training Board



ucc

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