

social participation

communication & information

civic participation & employment

community support and health services

respect & social inclusion

housing

transportation

outdoor spaces & buildings

# Age Friendly LIMERICK

STRATEGY 2015 - 2020



# Contents

Foreword	2
Introduction	3
<b>1. Outdoor Spaces and Buildings</b>	<b>8</b>
<b>2. Transportation</b>	<b>13</b>
<b>3. Housing</b>	<b>19</b>
<b>4. Respect and Social Inclusion</b>	<b>25</b>
<b>5. Social Participation</b>	<b>30</b>
<b>6. Communication and Information</b>	<b>34</b>
<b>7. Civic participation</b>	<b>39</b>
<b>8. Community Support and Health Services</b>	<b>46</b>

# Foreword

As Chairperson of the Limerick Age Friendly Alliance it gives me great pleasure to present this Limerick Age Friendly Strategy.

This strategy is the result of a process which began when Limerick committed itself to establishing a city and county where older people can live full, active and healthy lives by signing up to Ireland's National Age-Friendly Cities and Counties programme (AFCC).

This was followed by the launch of the Limerick Age Friendly Programme and the naming of the Northside of Limerick City and Cappamore as Age Friendly Towns.

The launch of the Age Friendly strategy represents another significant step in an important process here in Limerick.

It is clear that the percentage of Limerick's population aged 65 years or over will continue to increase over time and therefore, we must be ready to face the challenges that such an eventuality will bring to society.

Figures from the Central Statistics Office show that while the population of Limerick grew by 3.4% (3,187 people) between 2006 and 2011, the number of people aged between 55 and 85 years increased by 13.4%. Furthermore, the average age of a person living in Limerick in 2006 was 35.6 years of age compared to 36.5 years of age just five years later.

It is clear that the delivery and implementation of this strategy is both urgent and timely.

The benefits of establishing an Age Friendly strategy for Limerick are wide ranging and significant.

An age friendly county is a place where more and more older people can stay living in their own homes and communities, lead healthy and active lives, get to where they want to go, when they want to go, and are valued contributors to the lives of their communities.

Limerick City and County Council, together with its partners, is committed to ensuring that no section of the local community is left behind when it comes to the delivery of services.

This strategy is the culmination of a detailed consultation process that has brought together the older residents of Limerick and the key service providers from the statutory, voluntary, community and private sectors to identify how we can make Limerick an excellent place in which to live, work, enjoy life and grow older.

I want to commend all members of the Age Friendly Alliance for embracing the collaborative approach to establishing this strategy which enables Limerick to declare itself as a truly Age Friendly Community.

**Conn Murray**  
Chairperson

# Introduction

This is the first Age Friendly strategy for Limerick. It is a strategy that gives commitments to improving key areas of infrastructure, services, information and our overall social response to older people's issues in Limerick.

The strategy has been developed by the Limerick Age Friendly Alliance in consultation and co-operation with older people in Limerick. The Alliance which is a voluntary partnership was formally established in July 2013. It is made up of senior personnel in public sector agencies, and other organisations that promote a positive approach to ageing, and will include representatives of the Limerick Older People's Council, when constituted. Member Organisations are:

- Limerick City and County Council
- Health Service Executive
- An Garda Síochana
- TUSLA Children & Family Service
- Limerick Clare Education and Training Board
- Irish Farmer's Association (Limerick Branch)
- Irish Country Woman's Association (Limerick Branch)
- Limerick Chamber of Commerce
- University Of Limerick.
- GAA
- Dromin Athlacca Voluntary Housing Scheme.
- St.Munchins Community Enterprise Centre.

Each of the Alliance members has given commitments in this strategy that will significantly help to improve the quality of life of older people in Limerick in the coming years.

An Age Friendly county has been described by Age Friendly Ireland as a county that recognises the great diversity among older people and promotes their inclusion in all areas of community life. It is a county that respects their decisions and lifestyle choices and anticipates and responds to related needs and preferences.

Our ambition to be Age Friendly means that Limerick 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 Limerick.
- Promote a positive attitude to ageing and address stereotypes about older people.
- Create opportunities for older people to be engaged with their city and county socially, as employees and as volunteers.

This is a far-reaching strategy with a number of actions that will be delivered by various organisations over the five year period. Many of the actions will have a very tangible impact on Limerick, while others, such as those relating to awareness-raising, will be more subtly felt.

## Background

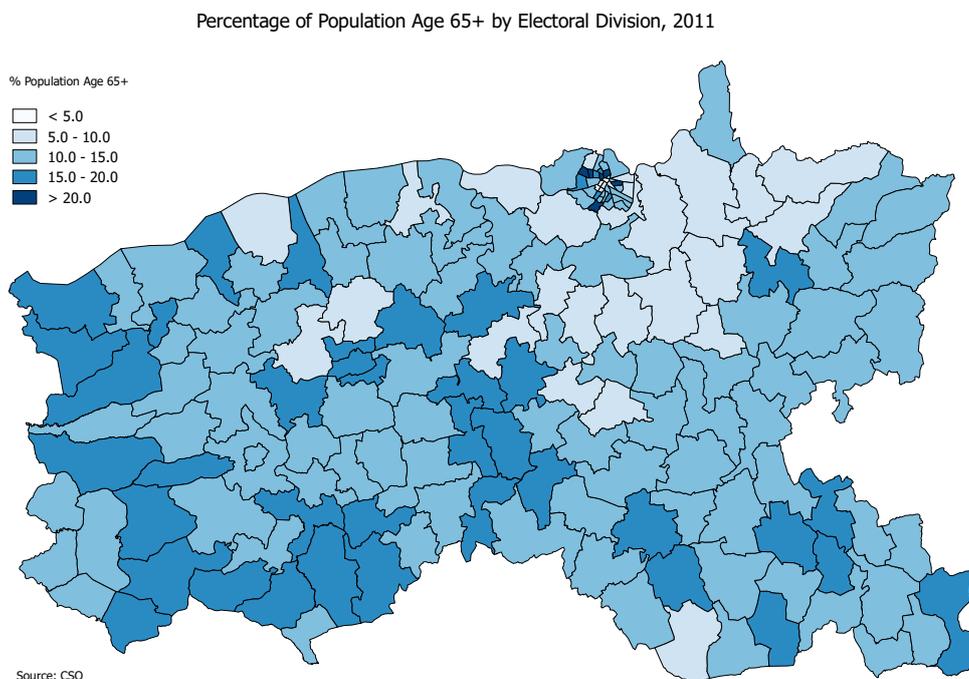
In terms of the demographic in the Mid-West region, the 2011 Census shows that 12.4% of the region's population of 379,327 was within 55-85+ age bracket (88,546).

The population of Limerick City and County stood at 191,809 in 2011. The percentage of the population within the 55-85+ was 25.9% (43,691 people).

The population of Limerick City at the time of the 2011 Census stood at 57,106 of which 23.5% (13,449) of the population fell within the 55-85+ age group.

As per the 2011 Census, the population of Limerick County was 134,703, of which 22.4% (30,242) of the population is between the age of 55-85+. The population of the county grew by 3.4% (3,187) between censuses however the 55-85+ age cohort grew by 13.4%. This represents a sizeable increase in this cohort of the population of County Limerick and is indicative of the national population trend of rising numbers within this age category.

## Figure 1: Limerick Ageing Overview



Spatial Scale	Total Pop	Pop aged 55-85+	Pop Aged 55-85+ (%)	% vs2006
National Population	4,588,252	998,701	21.70%	14.1%
Mid-West Region	379,327	88,546	23.30%	13.50%
Limerick City & County	191,809	43,691	25.90%	13.40%

This strategy has been developed following extensive consultation with older people and service providers. The voice of older people has been central to the development of the strategy and older people will remain at the heart of its implementation.

## Why we are adopting an Age Friendly Strategy?

Statistics both nationally and globally tell us that populations are ageing as people are living longer, healthier lives. The Department of Health notes that by the year 2036, the number of older people aged 65 and over, living in the State, is expected to increase by 250%. In Limerick, our population of older people could increase from 23,313 (in 2011) to 58,283 in 2036.

The **World Health Organisation** has been carrying out important work in this area through its 'Age Friendly Cities' programme. This programme is part of an international effort to address environmental and social factors that contribute to active and healthy ageing. The programme helps cities and communities to become more supportive of older people by addressing their needs across eight themes:

- Outdoor Spaces and Buildings
- Transport
- Housing
- Respect and Social Inclusion
- Social Participation
- Communication and Information
- Civic Participation and Employment
- Community support and health services.

In Limerick, we want to be prepared for the future. We recognise that our population of older people is increasing year on year, and that there will be increasing demand on services into the future. We also recognise that older people today have higher expectations to be involved, to be heard and included. While it is necessary to plan for services, we are also focusing on the opportunities that an ageing society brings. Older people are a resource for their communities and their inclusion will enrich the whole community.

Age Friendly work is taking place in many parts of Ireland. Nationally, the Age Friendly Programme is being supported by Age Friendly Ireland.

## National Policy on Ageing

There are various policy documents of relevance to this area of work. Key among them is the National Positive Ageing Strategy 2013. The strategy provides the blueprint for planning for an ageing population in Ireland into the future.

Another key policy document is the National Action Plan for Social Inclusion (2007-2016) 'Building an Inclusive Society', which is structured around a lifecycle framework with older people as a core category. High level goals for older people focus on community care and income support.

Other pertinent policy documents include the National Carer's Strategy (2012) and the National Dementia Strategy (2014). Numerous health-related policies are also relevant, among them the national policy on elder abuse arising from the Report of the Working Group on Elder Abuse, Protecting Our Future (2002) and the 2009 Review of the Report, the Nursing Home Support Scheme, Fair Deal introduced into the Nursing Home Support Scheme Act 2009, and the standards, regulation and inspection of nursing homes introduced in the Health Act 2007.

## Outcomes-based planning

The Limerick Age Friendly Alliance will seek to ensure that this strategy achieves measurable outcomes for older people that demonstrate improvements in their quality of life. To guide us in this ambition, we will use an outcomes-based planning approach based on the framework developed by Age Friendly Ireland.

This approach begins with the end in mind and then determines the actions and activities, the means, which will best achieve that end. By beginning the planning process with broad outcomes, it quickly makes it clear that no one agency on its own can improve these outcomes, but that progress requires various agencies to contribute and work collaboratively in a creative way to improve the lives of older people. It therefore challenges the 'silo' approach to planning which encourages agencies to focus solely on what they see as their core roles and responsibilities rather than appreciating how they can contribute in a broader sense to the achievement of a range of outcomes.

This approach will also allow the Alliance to demonstrate progress in implementing its action plan – to show that it is 'making a difference' – by identifying relevant ways of measuring progress and tracking these indicators over the lifetime of the action plan. This is an increasingly important consideration as resources have become scarcer and there is a more pressing need to account for their effective use.

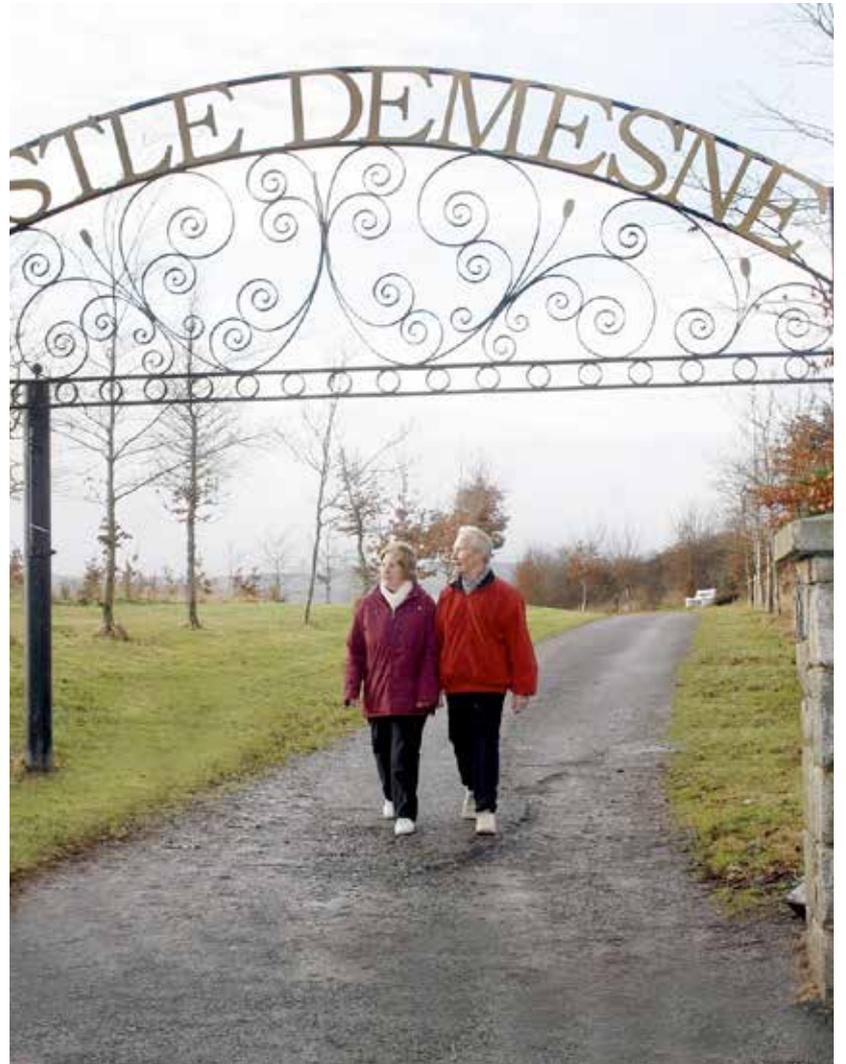
Finally, the approach brings the needs of older adults right to the core of the planning process and ensures their views, opinions and experiences are given serious consideration in the planning process used by the Alliance.

'Outcomes' for older people in this context will mean that they:

1. Are valued as individuals for their unique life experiences and have meaningful opportunities to shape and enhance the communities in which they live;
2. Have opportunities for civic, social and economic participation and life-long learning;
3. Are supported to stay living in their own homes and connected to their communities;
4. Lead healthier and active lives for longer;
5. Are able to get to where they want to go, when they want to go;
6. Live in places where the social and physical environments are conducive to being out and about;
7. Feel and are safe in their own homes and their communities;
8. Have the required information and communications to support them in achieving these outcomes.

In order for this approach to work it is important that policies, strategies and services are based on a positive ageing approach that is informed by the needs of older adults and evidences from research.

Each action will contribute to the achievement of one or more of the above-named outcomes.



# 1 Outdoor Spaces and Buildings

## 1.1 – ISSUES RAISED BY OLDER PEOPLE

- Need for greater accessibility on streets, public spaces and public buildings highlighting in particular difficulties around
  - narrow streets
  - illegal parking on footpaths
  - insufficient lighting
  - gradient of slopes
  - quality of surfaces
  - traffic congestion
  - limited pedestrian crossing times
  - need additional pedestrian crossings at specific points
- Need for age friendly design of the physical environment (footpaths, pedestrian crossings, seating, parking specifically for older people)

### Actions

Building on the learning's from Cappamore and the Northside Age Friendly Town Programme and working at municipal & metropolitan district level, Age Friendly Limerick will replicate the Age Friendly town process enabling specific consultation with older people in a solution focused way to submit recommendations for implementation. This will include

- Conducting a walkability audit across towns and villages to identify areas requiring works to achieve universal access.
- Identifying need for provision of additional/location specific seating using universal design guidelines.
- Identifying the need for and potential of providing Age Friendly car parking spaces
- Examination of specific barriers to accessible streetscapes and finding solutions to issues that prevent accessibility including placement of sandwich boards, signage, hoardings and others.

### Outputs & Outcomes

- Greater accessibility of streets, public spaces and buildings for people of all ages and capacities.
- Generating footfall and encouraging greater participation of older people in the city, towns and villages across Limerick.
- Reduction in number of older people not engaging with public services due to fears around access.
- Creation of safer and sustainable environments.

### Lead Partner

- Limerick City and County Council

## Support Partners

- Limerick Age Friendly Alliance
- Limerick Older People's Council
- Private Sector
- Community & Voluntary Sector organisations
- Age Friendly Ireland

## 1.2 – ISSUES RAISED BY OLDER PEOPLE

- Need for greater input from older people regarding the design and planning of the outdoor and physical environment

### Actions

- Improve awareness of the concepts of universal design amongst relevant Limerick City and County Council staff. This should include age friendly training for staff and elected members to raise awareness and address accessibility issues.
- Ensure an Age Friendly approach is embedded in all future Limerick City and County Council development works.
- Continue to require the inclusion with planning applications as set out in the Development Plan of a sustainability statement and social infrastructure assessment so that future developments incorporate age friendly transportation, design and social quality elements.
- Ensure that all future development plans and local area plans include appropriate policies and guidance requiring universal design guidelines to be incorporated into future planning applications.

### Outputs & Outcomes

- Increased awareness surrounding the accessibility needs of older people.
- Future proof all developmental works to ensure sustainability.
- Prevent the need for retrospective re-fits to meet the needs of an ageing demographic.
- Promote Age Friendly design principles across a multi agency spectrum to ensure that all developments including housing, infrastructure, roads and the built environment are planned to meet the needs of a more diverse range of people.
- Ensures that the municipal and metropolitan district areas are involved in the design process.
- Acute services such as hospitals will be designed with greater accessibility in mind particularly in relation to transport and parking.

### Lead Partner

- Limerick City and County Council

### Support Partners

- Age Friendly Ireland
- Health Service Executive
- An Garda Síochána
- Bus Éireann & other public transport providers
- Centre of Excellence on Universal Design
- University of Limerick
- Private Sector
- Financial Institutions
- Limerick Older People's Council

### 1.3 – ISSUES RAISED BY OLDER PEOPLE

- Need for better access to green spaces and exercise equipment and opportunities.
- Promote the use of parks and open spaces by older people by considering recreation initiatives at appropriate locations.
- Lack of awareness of activity programmes for those who are disconnected.

#### Actions

In partnership with key stakeholders the Limerick Older People's Council will work with Limerick Age Friendly Alliance to promote the use of existing recreation and green spaces and identify areas that have potential for age friendly adult exercise equipment and tone zones to increase the activity levels among older people particularly those that are disconnected. Simultaneously the older people's council will encourage participation in existing activity programmes and sporting organisations to identify areas and locations for scale up and sustainability. This can include promotion of gentle activity programmes in long term care facilities and day care centres

#### Outputs & Outcomes

- Improves positive health impacts on older adults by facilitating greater use of parks and recreation facilities.
- Promotes safer communities and spaces for younger and older people.
- Promotes social inclusion and participation of older people thus enhancing the sustainability of community development.
- Bridges the generational gap particularly if facilities are in shared spaces.
- Encourages networking opportunities for older people.
- Reduces the risk of isolation.
- Makes use of existing buildings and sports centres.

#### Lead Partner

- Limerick Sports Partnership

#### Support Partners

- Limerick City and County Council
- Health Service Executive
- Community & Voluntary Sector
- Limerick Older People's Council
- Sporting Organisations including GAA Social Initiative & FAI
- University of Limerick

### 1.4 – ISSUES RAISED BY OLDER PEOPLE

- Lack of access to toilets (public and private buildings) can be a barrier to going out and about.

#### Actions

- Promote greater awareness of the need for toilet facilities to be made available to the public across villages, towns and the city to enable older people to engage by identifying existing businesses and public services that will facilitate the use of their facilities to people of all ages.

## Outputs & Outcomes

- Improved access for older people in urban areas including villages, towns and the city.
- Will encourage engagement and participation.
- Highlights model of good practice thus enhancing competitiveness in the business community and excellence in customer services
- Increase accessibility to public services

## Lead Partner

- Limerick Age Friendly Alliance

## Support Partners

- Limerick Older People's Council
- Private Sector
- Business Community including Chamber of Commerce and Local Enterprise Offices
- Financial Institutions

## 1.5 – ISSUES RAISED BY OLDER PEOPLE

- Closure of essential services (Garda stations, post offices, banks, shops) and the sustainability of services, particularly those in rural areas can be a worry to older people.
- Fears around accessing services including lack of transport to larger towns.
- Fears around further isolation and opportunities to engage.

## Actions

Limerick Age Friendly Alliance will work with older people to identify solutions to risk of service loss at local level and identify ways in which to channel concerns and demand for services. This can include devising local solutions such as route planning, awareness raising around service timetables and enabling older people to speak with key stakeholders around service retentions. The Alliance will seek to look at models of good practice such as the Plunkett Foundation to identify locally led responses to meeting services needs.

## Outputs & Outcomes

- Retention of essential services particularly in rural areas
- Ensure continued access to services by providing catalyst supports such as transport connectivity
- Promotes the inclusion of older people and reduces isolation
- Ensures that service provision is demand led and allows the opportunity for greater alignment of services

## Lead Partner

- Limerick City and County Council

## Support Partners

- Limerick Older People's Council
- An Post
- An Garda Siochana
- Financial Institutions
- Business Community
- Transport Providers
- Community & Voluntary Groups
- Local Enterprise Office



# 2 Transportation

## 2.1 ISSUES RAISED BY OLDER PEOPLE:

- The quality and availability of all transport services can be inconsistent and infrequent.
- Older people can have difficulty in connecting with bus routes
- Older people need better transport links with critical services and can miss appointments due to a lack of transport.

### Actions

Conduct an audit of all available transport services in Limerick city and county (including private and public buses, rural transport, taxis, community car, community based services and school buses) supported by Geographic Information Systems and make available through website and print methods. Data from GIS can be used to capture existing bus routes in specific areas and involving local service providers, realign existing services according to older people's needs. The audit and mapping will produce an analysis which will identify

- Visual population of older people including clusters and geographical spread
- Transport needs
- Gaps in service provision
- Potential for greater cohesion among services providers
- Potential to inform timetable scheduling

### Outputs & Outcomes

- Readily available resource that outlines the full range of transport services available
- Cost effectiveness and maximising passenger capacity.
- Greater awareness of transport services.
- Person centric services promoting greater attendances at hospital/health appointments and access to services.
- A better understanding of the transport options that are available to older people using various methods to disseminate information including frontline services.
- Increase in number of older people being able to attend local services and activities on a social and cultural basis.

### Lead Partner

- Limerick City and County Council

### Support Partner

- Limerick Transport Co-Ordination Unit
- Bus Éireann
- National Transport Authority
- Health Service Executive
- Limerick Older People's Council
- Community & Voluntary Sector
- Dept of Education
- Private transport operators
- Limerick Smarter Travel
- Chamber of Commerce

## 2.2 ISSUES RAISED BY OLDER PEOPLE

- Services could be co-ordinated better particularly in relation to health appointments.
- Connectivity is generally focused on larger towns and emphasis needs to be placed on connecting people in rural areas.

### Actions

Establish a multi agency transport group to examine and action the following:

- Integrate transport services to make better use of school and HSE buses
- Develop an urban transport loop route in towns across County Limerick
- Increase availability of information about the Transport Co-Ordination Unit (rural transport) services
- Piloting of additional rural transport services to cover the entire county
- A hospital link service
- Review and seek to expand volunteer car scheme
- Encourage existing community groups to ensure transport is available to/from community events.

### Outputs & Outcomes

- Increase in frequency and volume of transport options available to older people.
- Increased passenger numbers
- Greater availability of transport in rural parts of County Limerick
- Promote economic growth by giving older people access to retailers
- Increase in number of older people being able to attend local events
- Maximise efficiency and make use of vehicle downtime

### Lead Partner

- Limerick Age Friendly Alliance

### Support Partners

- Limerick City and County Council
- Limerick Transport Co-Ordination Unit
- Bus Éireann
- National Transport Authority
- Health Service Executive
- Limerick Older People's Council
- Community & Voluntary Sector
- Dept of Education
- Private transport operators
- Limerick Smarter Travel
- Chamber of Commerce

## 2.3 ISSUES RAISED BY OLDER PEOPLE

- Further developing existing voluntary community car services to link with hospitals and pension day would be a great benefit
- Taxis are the only option in some areas and they can be expensive
- Some older people are unable to get to events and activities taking place locally

## Actions

Building on the Mapping and Audit actions and working with Limerick Smarter Travel Programme, seek the potential to establish a county and city wide Community Car & Lift Sharing Scheme that can respond to the needs of older people particularly those with interconnectivity issues and poor access to public transport services.

## Outputs & Outcomes

- Increased access for older people especially to locally based services such as Citizens Information Centres, Garda Stations, Local Authority Services, Libraries, Post Offices, Banking and retailers among others.
- Seek to increase the number of attendances at and access to health appointments including Outpatients, GP appointments, Day Centres and Primary Care Teams.
- Support families and carers in visiting older relatives in hospitals and residential facilities.
- Reduce costs for older people and decrease the burden on families and carers.

## Lead Partner

- Limerick Transport Co-Ordination Unit

## Support Partners

- Limerick Older People's Council
- Limerick Smarter Travel
- Community & Voluntary Sector
- Limerick Volunteer Centre
- An Garda Síochána
- Health Service Executive
- Private transport operators
- Limerick Smarter Travel

## 2.4 ISSUES RAISED BY OLDER PEOPLE

- Lack of bus shelters and seating particularly in rural areas
- People with poor mobility feel there is need for greater access to buses including level access floors and wheelchair accessibility.
- Parking Difficulties in more urban areas can be challenging for older people

## Actions

Work with key stakeholders to influence the three municipal districts and Limerick Metropolitan District area plans to create;

- Age Friendly Parking Bays.
- Appropriately located bus stops.
- Adequate shelters and seating.
- Real time Information at bus stops.
- Access to real time information.
- Interconnectivity with services.
- Scheduling of timetables and routes.
- A Shop Route to connect people to local businesses and services.
- Cognisance of transport to and from all future developments & builds.
- An ongoing consultative process between older people and key stakeholders.

## Outputs & Outcomes

Grow the footfall of people using local services and encourage people to access towns and Limerick City

- Promote the usage of public transport.
- Reduce the level of isolation felt by older people due to lack of transport.
- Empower older people to continue living independently and promote continuity of tenancies and community sustainability.
- Promote economic development in rural areas.
- Give older people an opportunity to interact and socialise.

## Lead Partner

- Limerick City and County Council

## Support Partners

- Strategic Policy Committee on Transportation & Travel
- Limerick Older People's Council
- Community & Voluntary Sector
- Limerick Transport Co-Ordination Unit
- Bus Éireann
- Health Service Executive
- Private transport operators
- Limerick Smarter Travel
- Chamber of Commerce
- Local Enterprise Office

## 2.5 ISSUES RAISED BY OLDER PEOPLE

- The rural bus service is a lifeline and links between Rural Bus and Bus Éireann Services could be co-ordinated better particularly in relation to health appointments.

## Actions

Work with the HSE Patient Transport Service to examine models such as the Fingal Health route to provide personalised door to door services for older people and ensure PTS are accessible for all older persons attending health and health related appointments. This will include examining

- Collaborating with existing providers to identify how transport routes can be used to bring people to health appointments
- Scheduling consultants appointments in collaboration with transport providers so that co-ordination will maximise attendance

## Outputs & Outcomes

- Reduce the number of missed hospital appointments including consultant appointments and routine appointments
- Reduce the barrier of self drive and parking which can deter older people from attending appointments
- Ease the transport cost and burden on an older person
- Improved Health & Wellbeing of older people impacting positively on timely intervention and hospital admissions

## Lead Partner

- Limerick Transport Co-ordination Unit

## Support Partners

- Limerick Older People's Council
- Community & Voluntary Sector
- Health Service Executive
- General Practitioners
- Limerick City and County Council

## 2.6 ISSUES RAISED BY OLDER PEOPLE

- Improved access to their local airport at Shannon and enhancement of its facilities and services for older people

## Action

In collaboration with Clare County Council, Shannon Airport, and other Agencies, position Shannon International Airport globally as an Age Friendly Airport making it a model of excellence in universal accessibility for people of all ages and lead the way in creating a network of Age Friendly Airports across Ireland.

## Outputs & Outcomes

- Promote civic participation of older people in the design and implementation through consultation and walkability audits.
- Promote the Airport retail environment by adopting an Age Friendly recognition scheme.
- Grow opportunities for older people to use Shannon Airport for international travel.
- Make Shannon Airport accessible to all.
- Create opportunities for airlines to adopt age friendly principles particularly in relation to booking and accessing travel information.
- Position Limerick strongly as an age friendly tourist attraction.
- Recognise the potential of older adults as a key market segment.

## Lead Partner

- Shannon Group PLC

## Support Partners

- Age Friendly Alliance
- Limerick Older People's Council
- Clare County Council
- Community & Voluntary Sector
- Limerick Smarter Travel
- Chamber of Commerce
- National Transport Authority



# 3 Housing

## 3.1 – ISSUES RAISED BY OLDER PEOPLE

Older people said that they would like to live as independently as possible in their own homes for as long as possible.

### Actions

- To future proof housing developments in both the social and private sectors to ensure sustainable homes and environments across the lifecycle, Limerick City and County Council will examine the newly published Social Housing Strategy and identify where local customizations can be adopted to ensure that future builds and developments are mindful of Age Friendly principles particularly in relation to location, proximity to amenities and health care facilities, transport services and community services.
- Limerick City and County Council will work with the Minister for Housing in the Department of the Environment to examine gaps in the current Housing Strategy and brief the Department on how the new Housing Strategy can incorporate ageing in place and sustainable environments.
- Based on the learning from housing initiatives such as the Great Northern Haven, Limerick City and County Council will undertake to incorporate universal design guidelines into future planning applications. We will undertake to collaborate with organisations such as Homebond who will communicate best practice with the private sector.

### Outputs & Outcomes

- Planning, design and delivery of future developments will reflect an understanding of the Age Friendly principles outlined.
- Person centric design and homes that adapt to the ageing process thus reducing the number of older people prematurely entering long term care facilities.
- Longevity of tenancies with older people remaining as part of their communities
- Reduction in future costs for retrospective adaptations.

### Lead Partner

- Limerick City and County Council

### Support Partners

- Age Friendly Ireland
- Department of Environment, Heritage and Local Government
- Centre of Excellence on Universal Design
- Royal Institute of Architects Ireland (RIAI)
- Private Developers

### 3.2 - ISSUES RAISED BY OLDER PEOPLE

- Whilst wishing to remain living in their own homes a key concern for older people is their health and access to health services.

#### Actions

- The HSE will identify the potential role of an Advanced Nurse Practitioner (ANP) based at University Hospital Limerick who will work with discharge planners in the acute settings across Limerick and the primary and community services to ensure that older people have the best in clinical care pathways, in accordance with the National Clinical Programme for Older People (NCPOP) and with an ambition to maximize the quality of health care older people receive.
- Parallel to this and based on learning's from the Netwell Centre and the pilot Limerick OPRAH Programme, the Age Friendly Alliance will seek to develop two brokerage roles (Cul Taca) with one being based in the city and one being based in the county. The broker will work closely with the ANP and with all key agencies to ensure that a cohesive services package is being delivered to the most vulnerable older people who are empowered to continue living in their own homes with access to services.

#### Outputs & Outcomes

- Reduction in unnecessary admissions to hospital
- Timely intervention including hospital admissions, primary and community care and long term care
- Timely discharges from acute settings back to home by ensuring that relevant supports are in place thus freeing up much needed acute beds
- Increased appropriate self-management of chronic diseases

#### Lead Partner

- Health Service Executive

#### Support Partners

- Limerick Age Friendly Alliance
- National Clinical Programme for Older People
- Age Friendly Ireland
- Community & Voluntary Sector
- University of Limerick

### 3.3 – ISSUES RAISED BY OLDER PEOPLE

- Older people raised issues around personal safety and safety in the community. Perceptions and anxieties can lead to undue stresses whilst living at home as part of the community.

#### Actions

- An Garda Síochána will adopt a county version of the National An Garda Síochána Older Person's Strategy and customize the action plan based on the needs of older people and the solutions proposed.
- Limerick Age Friendly Alliance will ensure Limerick is a front runner city and county to adopt the recently piloted Crime Prevention Ambassador Programme. With Age Friendly Ireland and Muintir Na Tíre we will work with local partners to ensure that vulnerable and isolated older people are receiving crime prevention information on a peer to peer basis by the roll out of this voluntary programme.

- Alliance partners will work together to ensure the operational links are in place to support an Gardaí in identifying that older people, on a cyclical basis, are on the Garda Older Person's Register.
- In partnership with the Older People's Council, An Garda Síochána will host a series of community clinics for older people providing face to face human contact between the Gardaí and older people.
- Based on existing and developing models we will conduct an audit of the city and county and identify gaps where there is/is not any current Garda Programme existing such as
  - Text Alert Scheme
  - Garda Station/Garda Closure
  - Community Alert
  - Neighbourhood Watch
  - Community Clinics

We will map the gaps and implement a plan to see how we can reach out to the vulnerable areas and create a presence

- Based on the national Facebook page, An Garda Síochána Limerick will create a Limerick specific Facebook page and promote and disseminate as widely as possible through our Older Peoples Council. We will work with our alliance partners and the community and voluntary sector ensuring that we maximize the opportunity for older people to use the Facebook page. Through schools, libraries, front line services, day care centres, post offices, media and the business community we will aim to communicate real time information to older people.

## Outputs & Outcomes

- Effective communication links between Gardaí and older people living across Limerick city and county.
- Timely and effective proactive responses by an Garda Síochána for older people living across Limerick city and county.
- Increased trust and confidence and decrease in the fear of crime amongst older people living across Limerick city and county.
- The needs and expectations of older people living across Limerick city and county on an ongoing basis identified and addressed.

## Lead Partner

- An Garda Síochána

## Support Partners

- Limerick City and County Council
- Joint Policing Committee
- Muintir Na Tire
- Limerick Age Friendly Alliance
- Limerick Older People's Council
- Community & Voluntary Sector
- Limerick Volunteer Centre

### 3.4 – ISSUES RAISED BY OLDER PEOPLE

- Lack of information regarding home adaptations and modifications.
- Difficulty in completing forms and process can be lengthy.
- More accessible information needed.
- Feeling that the local authority should interact more with communities
- Need for a better system to provide feedback on queries.

#### Actions

- Limerick City and County Council will document the needs, expectations and key issues related to housing. This information will be made available to the Alliance and the Older People's Council annually to inform policy development and programme planning.
- Limerick City and County Council will continue to develop its customer services initiative to ensure enquiries are logged and followed up.
- The Alliance will work with the Older People's Council to explore innovative and appropriate consultation, information dissemination and communication systems which meet the information needs of older people.
- Limerick City and County Council will collaborate locally with, and seek collaboration nationally, between local authorities the National Adult Literacy Agency and Age Friendly Ireland to make publications, including grant application forms, more accessible and to implement the recommendations of the best practice document compiled by Age Friendly Ireland as to how to best write publications for older adults.
- Limerick City and County Council will meet with the Older People's Council on a consultative basis to review the experiences of older people in accessing information related to housing.

#### Outputs & Outcomes

- Increased access for older people to housing grants and information to allow them to continue living in their own homes
- Policy and programme development is relevant to the expressed needs of older people
- Appropriate and effective consultation, communication and information dissemination processes and systems are in place.
- Older people's enquiries are logged and responded to appropriately and promptly.
- Publications, including grant application forms, are clear, accessible and easy to read.

#### Lead Partner

- Limerick City and County Council

#### Support Partners

- Limerick Age Friendly Alliance
- National Adult Literacy Agency
- Limerick Older People's Council
- Age Friendly Ireland
- Community & Voluntary sector

### 3.5 – ISSUES RAISED BY OLDER PEOPLE

- Having trust in workmen entering our home is very important.
- A register / list of capable and reliable contractors would be very helpful when deciding to get works carried out.
- Pricing guidelines would be very useful to older people for minor & major works.
- Fear of bogus callers.

#### Actions

- Building on models of good practice already in existence the Alliance will seek to support, further promote, scale up and roll out Care and Repair Programmes across the city and county ensuring that older people have an opportunity to avail of affordable supports to enable them to continue living in their own homes
- Utilising labour activation schemes such as Gateway to enhance the scale up of programmes and up skilling those seeking employment
- A “Trusted Tradesman” register will be developed by Limerick City and County Council for use by older people and the development of a pricing matrix for a range of typical works that older people opt for will be circulated as a guideline to older people across Limerick

#### Outputs & Outcomes

- Greater availability of the care and repair service to older people
- A register of Trusted Tradesmen in place to older people in Limerick resulting in better maintained and safer homes
- Reduction in the number of older people being targeted by bogus callers
- Positive impact on older people remaining safe in their own homes
- Positive impact on social enterprise models and job creation

#### Lead Partner

- Limerick City and County Council

#### Support Partners

- Limerick Older People’s Council
- Limerick Age Friendly Alliance Members
- Saint Munchin’s Community Centre
- Social Partners
- Local Traders & Private Sector
- Chamber of Commerce
- Department of Social Protection
- Community & Voluntary Sector
- Established Care & Repair Programmes



# 4 Respect and Social Inclusion

## 4.1 – ISSUES RAISED BY OLDER PEOPLE

- Older people said they would like to have their voices heard
- Older people feel that when you age, you are not asked about your needs and wants

### Actions

The Limerick Older People's Council will be established, to include representation from individuals, older people's groups and associations, day care centres, nursing homes and residential centres, and remote geographical areas to ensure a diverse population of older people is heard collectively and their inputs are conveyed to decision makers

### Outputs & Outcomes

A participative and representative structure of, and for, older people in Limerick city and county.

### Lead Partner

- Limerick City and County Council

### Support Partners

- Limerick Age Friendly Alliance
- Public Participation Network (PPN)
- Residential care homes in public and private sector
- Department of Social Protection
- Citizens Information Centres
- Northside Older People's Action Group
- Minority Groups.

## 4.2 - ISSUES RAISED BY OLDER PEOPLE

- Adoption of Age Friendly Principles

### Actions

Limerick City and County Council will ensure that Age Friendly principles will be embedded within its existing structures. This will be implemented on a phased basis by committing to the following

- Each Director of Services will appoint one member of staff as an Age Friendly Ambassador in each directorate across the local authority.
- This key staff member will receive Age Friendly training using a module devised by Age Friendly Ireland and partners and share this training with other staff across the department/ directorate.

- The staff member will examine in house practices such as communication methods, forms, booklets and make recommendations for age proofing particularly those used mainly by older people such as application forms for housing adaptations in the housing department.
- All front line staff will receive the Age Friendly module training particularly library staff, motor taxation, customer service and other relevant front line services.

The Age Friendly Alliance will encourage all Alliance members to adopt the above process

### Outputs & Outcomes

- Limerick City and County Council will operate in accordance with Age Friendly principles in all its dealings with older people.
- Alliance members will operate in accordance with Age Friendly principles in all their engagements with older people.
- Older people will have more positive experiences and outcomes in their use of services provided by Limerick City and County Council, and those services provided by the Alliance member organisations.
- Communications methods will be age proofed.
- Reduction in the stereotype image of older people and ageing
- Growing a culture of multi generational respect

### Lead Partner

- Limerick City and County Council

### Support Partners

- Limerick Age Friendly Alliance
- Age Friendly Ireland
- Limerick Older People's Council
- Community & Voluntary Sector

## 4.3 ISSUES RAISED BY OLDER PEOPLE

- Awareness programmes around respect for older adults
- Older people need to be made to feel welcome and respected
- Older people need to be acknowledged for their wisdom and life skills

### Actions

- Link the Age Friendly Module with existing work by PAUL Partnership to develop an awareness programme around respect and care for older adults for community based organisations.
- Promote information and awareness on elder abuse and support services.

### Outputs & Outcomes

Community-based organisations will operate in accordance with Age Friendly principles in all their engagements with older people.

Older people will have more positive experiences and outcomes in their use of community-based organisations' services.

### Lead Partner

- PAUL Partnership

### Support Partners

- HSE – Day, Primary and long term care centres
- Limerick Older People's Council
- Community based organisations
- Public Participation Network

## 4.4 ISSUES RAISED BY OLDER PEOPLE

- Recognition of what older people have to offer their Communities.
- More interaction is required between young and old.
- Younger people need to be more aware of what older people have to offer in terms of their wisdom, knowledge and experience.

### Actions

Develop intergenerational programmes that build on existing initiatives, including

- inviting older people to participate in existing summer camps for young people.
- Intergenerational quizzes and activities that promote knowledge transfer.
- Enabling older people to participate in after schools clubs, youth clubs and activities in a mentoring capacity.

### Outputs and Outcomes

- Increased interaction and engagement between younger people and older people.
- Increased mutual understanding between younger people and older people.
- Increase in volunteer pool for community-based initiatives for younger people leading to sustainability of programmes.

### Lead Partner

- Limerick and Clare Education and Training Board

### Support Partners

- Limerick Older People's Council
- Limerick Age Friendly Alliance
- Limerick City Community Development Project
- Community & Voluntary based organisations
- Schools – Primary & Secondary including TY Programmes & Gaisce
- Limerick Youth Service
- Foroige
- Macra Na Feirme
- Comhairle na nOg
- Public Participation Network
- Limerick Volunteer Centre
- St. Munchin's Community Centre

## 4.5 – ISSUES RAISED BY OLDER PEOPLE

- Research on loneliness and isolation
- Loneliness and isolation can be detrimental to both the physical and mental health of older people.

### Actions

Building on the recent Age Friendly Ireland study “Only the Lonely”, design and implement a research project, specific to Limerick, to document issues related to loneliness and isolation among older people in Limerick, and make recommendations for solutions that can be adopted by key service providers across public, private and community/voluntary sector. This can include measuring the impact of existing local programmes and the scaling up of those that are effective.

### Outputs & Outcomes

- Limerick specific issues identified which impact on older people’s ability to feel and be safe in their own homes and communities, to stay living in their homes, remain connected to and included in their communities, and lead healthier and active lives.
- Cost neutral and low cost solutions that can respond to issues of isolation with a wide impact.
- More inclusivity of older people.
- Sustainability of strong communities in both rural and urban areas.

### Lead Partner

- University of Limerick

### Support Partners

- Irish Farmers Association
- Health Service Executive
- Gardaí
- Limerick Older People’s Council
- Limerick City and County Council
- Community & Voluntary Sector



# 5 Social Participation

## 5.1 - ISSUES RAISED BY OLDER PEOPLE

- Information is key to allowing older people to avail of social opportunities in their communities.

### Actions

- Identify the current methods of information sharing available to older people across Limerick by working with our Older People's Council and identify the diverse range of methods older people use, and devise a communication strategy for maximising the means of sharing information through a variety of media to promote activities and engagement.
- In partnership with key organisations we will seek to broaden the provision of and access to classes in the use of technology for social and leisure purposes to include:
  - Mobile Phones and other technology devices
  - Internet usage including the online service provision
  - E-mail
  - Skype and Facetime
- Explore the opportunities for intergenerational learning such as skills transfers with Transition Year students/Youth Clubs and possible alignment to existing recognition programmes such as the President's Award

### Outputs & Outcomes

- Increase the number of older people who are comfortable using digital technology for social and leisure interactions.
- Increase provision of information on social activities for older people in mediums that they are comfortable receiving.
- Identify older people particularly those who are socially disconnected and provide them with an opportunity to engage giving due cognisance to choice and capabilities.

### Lead Partner

- Older People's Council

### Support Partners.

- Limerick and Clare Education and Training Board
- Local Development Companies
- Secondary Schools/Youth Clubs
- Third Level colleges
- Library Service
- Community Centres/Day Care Centres
- Local media outlets

## 5.2 - ISSUES RAISED BY OLDER PEOPLE

Create and increase opportunities for older people to contribute to their communities.  
Need for increased recognition of what older people have to offer their communities.

### Actions

- Identify opportunities for older people to actively participate in their communities which will include:
- Collating the range of skills sets among older people and create a skills exchanges programme
- Map existing Intergenerational activities, measure impact and scale up across Limerick city and county
- Mechanisms to enhance the participation of older people on community structures such as representation on consultative fora, alignment to the emerging structures through the reform of local government and the Limerick Older People's Council.

### Outputs & Outcomes

- Increased participation of older people in community activities
- Opportunities for older people to use life experience/skills for the positive benefit of their communities impacting positively on economic growth and the retention of indigenous skills
- Enhanced intergenerational interaction which reduces stereotypes and will promote a culture of multi generational respect.

### Lead Partner

- Older People's Council

### Support Partners.

- Limerick Age Friendly Alliance
- Public Participation Network
- Community & Voluntary Sector
- Limerick Volunteer Centre

## 5.3 - ISSUES RAISED BY OLDER PEOPLE

- Challenge loneliness and isolation and promote inclusion and better health outcomes for older people across Limerick city and county
- Loneliness and isolation are detrimental to the physical and mental wellbeing of older people.

### Actions

Building on the research, outcomes and recommendations from the recent "Only the Lonely" Study conducted by Trinity College Dublin and Age Friendly Ireland we will explore the possibility of mapping existing interventions and develop a county and city wide response to reducing loneliness and isolation among older people in both rural and urban areas. These can include reviewing existing models of good practice such as social prescription, Brokerage (Cul Taca), befriending, good morning call services, crime prevention ambassadors and others.

### Outputs & Outcomes

Facilitate access for older people to participate in social activities which they have identified as being of interest to them.

Reduce incidences of loneliness and isolation among older adults.

### **Lead Partner**

- Health Service Executive

### **Support Partners.**

- Limerick Local Sports Partnership
- Older Adult Groups/Active Retirement Groups
- Community Centres/Day Care Centres
- Limerick & Clare Education and Training Board
- Local Development Companies
- Library Service

## **5.4 - ISSUES RAISED BY OLDER PEOPLE**

- Increase opportunities to participate in physical and social activities.
- Social & physical opportunities need to be affordable and accessible for older people.
- Community settings are very important to older people as places to congregate and socialise.
- Better access to green spaces/exercise opportunities.

### **Actions**

- Explore the co-ordination of public and rural transport services to facilitate access by older people to social activities and physical activities.
- Examine scheduling of community buses/rural transport fleet to identify spare capacity which could be utilised to service the needs of older people at times of requirement.
- Identify where public monies are allocated for the development of community facilities, such funding would be subject to access being granted to older people (and other age cohorts as applicable) for use in social/physical activities.
- Explore how to build on the range of health and wellbeing programmes being offered to older people by Alliance partners, and how additional participants can be encouraged to participate.

### **Outputs & Outcomes**

- Older adults will lead longer, healthier and more fulfilling lives
- Increase the physical participation of older people with chronic diseases such as Chronic obstructive pulmonary disease (COPD), diabetes and congestive heart failure
- Encourage younger older people to introduce physical activity into their daily lives thus producing better health outcomes

### **Lead Partner**

- Health Service Executive

### **Support Partners**

- Limerick Older People's Council
- HSE Community Centres/Day Care Centres
- Limerick City and County Council
- Community Buses
- Limerick Sports Partnership
- Schools/Community Centres
- Active Retirement Groups/Leisure Facilities
- Bus Eireann/Rural Bus
- Limerick Smarter Travel
- Limerick Transport Co-Ordination Unit
- University of Limerick



# 6 Communication and Information

## 6.1 - ISSUES RAISED BY OLDER PEOPLE

- Needs to be a range of communication media.
- Would be great if forms and written communication were printed in large print.
- Bullet points are easier to read.

### Actions

- Provide user-friendly, reliable and coordinated information in a way which meets the needs of older people
- Ensure that Age Friendly principles are embedded within existing structures of organisations providing services to older people
- Use plain English when producing information and ensure it is available in an appropriate range of formats
- Explore how information on services may be circulated to meet the diverse requirements of older people
- Ensure automated telephone call routing systems are easy to use and navigate
- Based on existing research and recommendations create a better understanding of how public sector workers and front line staff can engage effectively with older people which will include age proofing processes to ensure a universal audience is catered for in service delivery

### Outputs & Outcomes

- Agencies create more Age Friendly formats for information giving
- Older people have an enhanced sense of well being through being able to make use of information in understandable formats
- Older people, particularly those in rural communities, will have less difficulty in accessing information and supports

### Lead Partner

- Limerick City and County Council

### Support Partners

- Limerick Age Friendly Alliance
- National Adult Literacy Agency
- Age Friendly Ireland
- Irish Farmers Association

## 6.2 - ISSUES RAISED BY OLDER PEOPLE

Raise awareness of the need to become more Age Friendly throughout Limerick

### Actions

- Lead the design and implementation of creative and flexible responses to meet emerging demands for information, advice, advocacy and budgeting support.
- Based on the age proofing process produce age friendly guidelines to inform service providers about the potential barriers facing older people when accessing services
- Hold public meetings, consultations and ongoing dialogue to update programme and to get feedback on future priorities

### Outputs:

- Greater awareness of the Age Friendly agenda
- Improved service delivery to older people.

### Lead Partner

- Limerick City and County Council

### Support Partners

- Citizens Information Service
- Community and Voluntary groups
- An Garda Síochána
- Health Service Executive
- University of Limerick
- Mary Immaculate College
- Limerick Institute of Technology

## 6.3 - ISSUES RAISED BY OLDER PEOPLE

- Need for a co-ordinated approach to the provision of information regarding services.

### Actions

- Establish a multi agency information and communications working group to carry out the following
- Plan, draft and develop an Age Friendly communications strategy, in consultation with Limerick Older People's Council involving collaboration with UL/LIT students, on the specific needs of older people with recommendations for implementation.
- Collate all the existing services across the public and the community & voluntary sector and map visually so that people can obtain information on how to access.
- Publish a comprehensive Limerick Directory of Services for older people.
- Based on the national Age Friendly portal establish a Limerick specific age friendly website giving information on every service responsive to older people.
- Based on the "Parlour" initiative we will identify potential sites for older people to access information through existing service providers.
- Led by the Limerick Older People's Council produce a quarterly information newsletter for dissemination to all older people across Limerick.
- A network for dissemination through service providers to assist in contacting harder to reach older people.

- Host an annual information session as part of the Limerick Older People's Council AGM to share information and encourage participation and networking specifically to influence the priorities of the Limerick Age Friendly programme.
- Develop an information calendar of events to be issued to all older residents in Limerick and incorporate into the Age Friendly website
- Work with media partners to secure a regular Age Friendly slot on Limerick's Live 95FM and a regular section in the local press dedicated to Age Friendly matters.

### Outputs & Outcomes

Greater awareness of the Age Friendly concept and in particular the diverse range of needs of older people

- Improved service delivery to older people
- Greater promotion of National Adult Literacy Agency (NALA) guidelines and the use of plain language
- Better use of existing resources and services
- Older people will be supported to stay living in their own homes and connected to their own communities

### Lead Partner

- Limerick City and County Council

### Support Partners

- Citizens Information Services
- Limerick Older People's Council
- Health Service Executive
- University of Limerick
- An Garda Síochána
- Community & Voluntary Sector
- Social Partners
- Media Partners

## 6.4 – ISSUES RAISED BY OLDER PEOPLE

- Training needed on the use of phone text services and other social media.

### Actions

- In line with the actions of the information and communication group and on the basis of the communications strategy, the Limerick and Clare Education and Training Board will lead on rolling out a wide range of training methods for older people ensuring that cognisance is given to the range of varying skills sets of older people and ensuring that training programmes are used to up skill and give older people greater access to information. This will include:
- Designing community based bespoke IT classes based on the specific needs of the community group
- Roll out one to one literacy classes particularly to those who have low literacy levels
- Work with existing schools based programmes to provide training on the various ranges of IT including
- Internet and Email

- Online booking and billing
- Social media platforms
- Devices including tablets, PCs, laptops and smart phones
- Texting
- Use existing IT classes to promote the Limerick Age Friendly website
- Promote IT Classes and training supports for older people through engagement with primary schools

### **Outputs & Outcomes**

- Have opportunities for civic, social and economic participation and life-long learning
- Older people have greater access to IT equipment and training methods
- Increased IT literacy among older people

### **Lead Partner**

- Limerick and Clare Education and Training Board

### **Support Partners**

- Primary Schools
- Secondary Schools
- Mary Immaculate College
- University of Limerick
- Library Service
- Citizens Information Services



# 7 Civic Participation and Employment

## 7.1 - ISSUES RAISED BY OLDER PEOPLE

- There is a willingness on the part of older people to volunteer. However finding information on volunteering opportunities can be a challenge.

### Action

The Alliance will engage with Volunteer Ireland, Age Friendly Ireland and other appropriate organisations to ensure that information regarding local volunteering events is widely publicised and older people are provided with the opportunity to participate.

### Outputs & Outcomes

- Create opportunities for older people to engage more easily in volunteering activities.
- Promote non traditional ways for older people to volunteer.
- Support people who have a range of skills and knowledge to transfer to younger people.

### Lead Partner

- Limerick Age Friendly Alliance.

### Support Partners

- Volunteer Ireland
- Community & Voluntary Sector
- Department of Social Protection

## 7.2 - ISSUES RAISED BY OLDER PEOPLE

There is a lack of fora or representative organisations to connect older people and involve them in the decision making process

### Action

Establish the Limerick Older People's Council (as referenced in Theme No. 4-Respect and Social Participation) to enable older people to have a voice at the decision making table with strategic players giving them new ways to be solution focussed in ways that will respond to improve service delivery for older people and future generations.

### Outputs & Outcomes

- Create opportunities for older people to become involved in issues that affect them.
- Provide older people with decision making powers.
- Demonstrate to older people that they are valued in society

### Lead Partner

- Limerick City and County Council

### Support Partners

- Community & Voluntary Sector Organisations
- Age Friendly Alliance
- Social Partners
- Elected Representatives
- Residential Care Providers
- National Non Governmental Organisations

## 7.3 – ISSUES RAISED BY OLDER PEOPLE

Agencies should encourage greater participation of older people in community projects.

### Action

Building on existing successes in this area such as Tidy Towns, Pride of Place, Team Limerick Clean up, the Alliance will take all necessary steps to ensure that the age friendly ethos is embedded in all aspects of community projects to improve the quality of life of older people in Limerick and enable them to continue to use their skills and expertise in the community.

### Outputs & Outcomes

- Enhances the opportunities for older people to participate in community projects.
- Encourages a positive culture around aging and participation.
- Promotes intergenerational activity.
- Has a positive impact on the environment and sustainability of community based initiatives

### Lead Partner

- Limerick City and County Council

### Support Partners

- Limerick Older People's Council
- An Garda Síochána
- Limerick and Clare Education and Training Board
- Residents Associations
- Tidy Towns Committees
- Pride of Place

## 7.4 - ISSUES RAISED BY OLDER PEOPLE

- There should be ways to recognise the diversity and range of what older people have to offer their communities.

### Action

The Limerick Age Friendly Alliance will support the involvement of older people in mentoring programmes. The Alliance will support and promote projects which will result in the transfer of skills from older people to students and those seeking, or in, employment

## Outputs & Outcomes

- Create opportunities for retired people to engage with the workplace, leading to skills transfer and creation of positive role models.
- Encourage transfer of wisdom and knowledge
- Retention of indigenous industries particularly farming
- Up skilling for existing employees
- Knowledge Transfer for unemployed
- Promotion of rural development and local enterprise opportunities

## Lead Partner

- Limerick and Clare Education and Training Board

## Support Partners

- Limerick Older People's Council
- Limerick Age Friendly Alliance
- Academic sector including city and county based primary schools, secondary schools and third level institutions
- Limerick Age Friendly Business Forum
- Chamber of Commerce
- Local Enterprise Office
- Teagasc
- IDA/Enterprise Ireland
- University Limerick

## 7.5 – ISSUES RAISED BY OLDER PEOPLE

- Learning opportunities for older people following retirement are extremely important.

### Action

The Alliance will work closely with the Local Enterprise Office, the Limerick and Clare Education and Training Board, and third level institutions in Limerick to assist in the development of age friendly training programmes in such areas as the use of mobile phones, computers and social media. A survey will be undertaken to identify the learning, educational and training needs of older people so that their specific requirements can be considered.

## Outputs & Outcomes

- Increased level of awareness of the needs of older people from an education and training perspective.
- Opportunity to customise learning programmes specific to the needs of older people.

## Lead Partner

- Limerick and Clare Education and Training Board

## Support Partners

- Local Enterprise Office
- University of Limerick
- Limerick Institute of Technology
- Schools
- Mary Immaculate College
- Community Based Training Programmes
- Libraries

## 7.6 – ISSUES RAISED BY OLDER PEOPLE

- Retirement planning should commence well in advance of the retirement date. Graduated retirement should be encouraged to help people to adapt to the change

### Action

The Alliance will work with both public and private sector employers in Limerick to support flexible working conditions, phased retirement plans and transition programmes for older people as they move towards retirement to ensure they have choice based access to participation post retirement including the opportunity to continue being contributors

### Outputs & Outcomes

- Creation of an environment in which older people can look forward to retirement with purpose
- Healthier, happier and better prepared older people
- Promotes participation in older years and independent living

### Lead Partner

- Limerick City and County Council

### Partners

- Limerick Age Friendly Business Forum
- Limerick Age Friendly Alliance
- Chamber of Commerce
- Irish Business and Employers Confederation (IBEC)
- Small Firms Association (SFA)

## 7.7 – ISSUES RAISED BY OLDER PEOPLE

- Many older people have good ideas and are interested in starting their own businesses but due to lack of knowledge about how to go about it means they are unable to fulfil their ambitions.

## Action

In partnership with the Local Enterprise Office and the Business Community, age friendly “Start Your Own Business” courses will be rolled out. A panel of voluntary mentors will also be created and senior enterprise programmes will be encouraged, which can help to establish and sustain excellent programmes such as “Men’s Sheds”. A vibrant Age Friendly Business Forum for Limerick will be established which will ensure that we maximise opportunities for older people to contribute, generate revenue and participate. The forum will have ambitious plans including the rolling out of awareness raising programmes using various mechanisms of media and workshops to inform the business/private sector of the market opportunities in this relatively untapped sector. As part of this we will seek to roll out an Age Friendly Business Recognition Scheme based on the National Programme and replicate it across Limerick.

## Outputs & Outcomes

- Job creation for older and younger people.
- Economic growth particularly around senior enterprise and senior entrepreneurship.
- Opportunities for older people to be involved in social enterprise and identify models of good practice.
- Networking opportunities across the business community.
- Positive impacts for the retail and SME sector and increased footfall for business particularly in rural areas.
- Position Limerick as an attractive and Age Friendly environment for Foreign Direct Investment.
- Wealth creation and sustainable incomes for older people.

## Lead Partner

- Limerick City and County Council

## Support Partners

- Local Enterprise Office.
- Industrial Development Authority (IDA)
- Enterprise Ireland
- Chamber of Commerce
- Business Community
- Limerick Older People’s Council
- Community & Voluntary sector including Men’s Sheds
- Department of Social Protection
- University of Limerick

## 7.8 – ISSUES RAISED BY OLDER PEOPLE

- There is a stronger need for inclusion of older people on decision making boards and all ages should be included with greater representation of the diversity of ages in older years.

## Action

In addition to the establishment of an Older People’s Council, the Alliance will support and promote the inclusion of older people playing representative roles in key organisations across the public, private & voluntary sector to ensure fair and equal representation of all age groups and to highlight challenges being presented by the rapid increase in the ageing demographic

## Outputs & Outcomes

- Creation of a more inclusive society and an ethos of participative democracy
- Better informed decision making
- Person centric design & delivery of services
- Greater alignment of services
- Greater sustainability of services

## Lead Partner

- Limerick Older People's Council

## Support Partners

- Limerick Age Friendly Alliance
- Voluntary Bodies
- Community Based Services

## 7.9 – ISSUES RAISED BY OLDER PEOPLE

- Intergenerational Activities should be actively encouraged and supported.

## Action

As part of the Garda schools programme we will adopt a piloted awareness training module on Age Friendliness aimed at students in primary schools which will be delivered by the Gardaí to build a society based on intergenerational respect. The Alliance will work with the local Sports Partnership, youth clubs and other societies to identify areas where the young and not so young can engage in a positive way and learn from each other.

## Outputs & Outcomes

- Challenge stereotypical images and concepts of ageing
- Encourage a positive culture around ageing
- Promote intergenerational activities and knowledge transfer
- Build mutual respect and understanding of life skills
- Promote a safer and more inclusive society

## Lead Partner:

- An Garda Síochána.

## Support Partners

- Limerick Older People's Council
- Limerick and Clare Education and Training Board
- Schools and colleges
- Comhairle Na nÓg
- Limerick Sports Partnership.
- Civil Defence



# 8 Community Support and Health Services

## 8.1 - ISSUES RAISED BY OLDER PEOPLE

- Loneliness and isolation:
- Older people want to live independently in their own homes for longer and require home support that recognises a social aspect i.e. Befriending Service

### Actions

- Limerick City and County Council in association with locally based community and local development organisations will develop a befriending service for isolated people across Limerick.
- Develop links with Community Councils, GAA clubs and the Irish Countrywomen's Association (ICA) to actively engage with and reach out to all those experiencing isolation in their communities especially the hard to reach cohort of isolated men living alone.
- Provide opportunities on radio, and in schools (in particular Transition Year Students) for older people to pass on their wisdom and experiences to the community.
- Organise social gatherings e.g. Tea Room Dances on Sunday afternoon in each parish.
- Based on the national Facebook page (and looking at models such as Meath) Limerick an Garda Síochána will create a Limerick specific Face book page and promote and disseminate as widely as possible through our Older People's Council. We will work with our alliance partners and the community and voluntary sector ensuring that we maximise the opportunity for older people to use the Face book page. Through schools, libraries, front line services, day care centres, post offices, media and the business community we will aim to communicate real time information to older people.

### Outputs & Outcomes

- Improved health and well being for older people.
- Combating rural isolation and supporting older people to remain at home.
- Promotion of independent living and peer support.
- Older people feeling valued and a greater sense of belonging engendered in them by communities.

### Lead Partner

- Limerick City and County Council

## Support Partners

- Ballyhoura Development Company Limited
- West Limerick Resources
- Paul Partnership
- An Garda Síochána
- GAA
- ICA
- Civil Defence
- Family Resource Centres
- Community Development Projects
- Community Centres

## 8.2 - ISSUES RAISED BY OLDER PEOPLE

- Need for a wide range of home support and care services – from helping with shopping and/or providing meals to home visits from doctors and other service providers.

### Actions

- To seek to continue to improve both the quality and availability of homecare services as they relate to assisting people with different dependencies, whether caused by their illness or by their living circumstances.

### Outputs & Outcomes

- Fewer admissions to residential care.
- Greater uptake of relevant service.
- Improved health and well being.

### Lead Partner

- Health Service Executive

### Support Partners

- Community Day Care Centres
- Community Councils
- Local Community and Development Associations

## 8.3 - ISSUES RAISED BY OLDER PEOPLE

- There are high incidences of depression amongst older people.

### Actions

- Greater emphasis to be placed on providing care pathways which are underpinned by a Recovery Philosophy of Care to individuals experiencing acute mental health difficulties in the least restrictive environment, with the minimum disruption to their lives, through integrated social day care centres, home based treatment and assertive outreach models of care.

- Integrated Care to be provided through Community Mental Health Teams.
- Increase involvement of older people in “Go for Life” and other physical activity programmes.

### Outputs & Outcomes

- Community Mental Health Teams located in primary care centre.
- Mental Health rehabilitation and recovery teams in place
- Enhanced health and wellbeing for older people and awareness raised of wider health and wellbeing issues for older people.

### Lead Partner

- Health Service Executive

### Support Partners

- Limerick City and County Council
- Local Development Companies
- Irish Farmers Association
- Older People’s Council
- Active Age Group
- Family Resource Centre
- Community Centres
- Limerick Sports Partnership

## 8.4 - ISSUES RAISED BY OLDER PEOPLE

- Lack of information rather than lack of services

### Actions

- Information on services to be provided in doctor surgeries, local bulletins, libraries, day care centres and through active retirement groups.
- Development of a central communication hub for information with updated information on entitlements and grants.
- Set up a voluntary system for older people to visit and help other older people and provide information.
- Investigate organising a radio programme geared towards the needs of older people, with advice on entitlements, health issues, and information on local events.
- Support active retirement talks.
- Facilitate more visits by the Public Health nurse to older people.

### Outputs

- More information on services and greater access to information.
- Information booklet on services.
- Improved circulation of information on services.
- Links developed between schools and older people.
- Radio programme on Limerick’s Live 95FM on services for older people.

### **Lead Partner**

- Health Service Executive

### **Support Partners**

- Limerick City and County Council
- Limerick and Clare Education and Training Board
- Department of Education
- Public Participation Network
- Citizen Information Service





