

Age-
friendly
Belfast



Making life better,
together

Belfast Strategic Partnership



Age-friendly Belfast Plan

2018 – 2021

A city where older people live life to the full





Age-friendly Belfast Plan 2018 – 2021

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Foreword

Belfast was the first city in Northern Ireland to join into the World Health Organisation's Global Network of Age-friendly Cities and I am delighted on behalf of the Healthy Ageing Strategic Partnership to introduce this, our second Age-friendly Belfast Plan.

Our community plan, the Belfast Agenda, recognises that people over 60 already make up one fifth of our population and this is forecast to increase dramatically to over one third by 2050 and commits us to ensuring an Age-friendly Belfast.

Older people have told us that Belfast is city where they can live life to the full and through

this plan we will continue to improve our services and structures to meet the diverse needs of an ageing population and continue to make Belfast an open and welcoming city for residents and visitors.

We are grateful to the many people across the city, and in particular the older people themselves, for sharing with us their thoughts, concerns and aspirations for older people in Belfast and helping shape this plan and to all the organisations who have committed to delivering this ambitious three year action plan.

Councillor Deirdre Hargey
Lord Mayor of Belfast

An age-friendly city is one in which people of all ages can actively participate in community activities and where everyone is treated with respect, regardless of their age. It is a place that makes it easy for older people to stay connected to people that are important to them and it helps people stay healthy and active even at the oldest ages and provides appropriate support to those who can no longer look after themselves.

Belfast has a strong community and voluntary sector, which provides a vital contribution to improving the health and wellbeing of older people but is often vulnerable due to time-limited funding. There is also a healthy and vibrant older people's sector that builds on the skills, knowledge and dedication of older people to help people of all ages living in local neighbourhoods. It is very important that we work together to develop a long term strategic investment in these sectors.

We asked older people what would make Belfast more age friendly and they told us that we needed to reach out to those who

feel lonely and isolated to break down the barriers which exclude them from full participation in the life of the city; they told us that we needed to improve the environment to make it easier for older people to get around, stay active and meet their friends; they told us we needed to assist those older people on low incomes and help prevent scams; and they also told us we needed to make the city more friendly towards people with dementia and other disabilities.

We have listened to what we have been told and have brought together a great many organisations to work together with older people to solve these problems: using the vast skills and experience of older people to help make Belfast a city where older people can live life to the full.

Iain Deboys
Chairperson
Belfast Strategic Partnership
Healthy Ageing Strategic Partnership
Thematic Group

Background

In May 2012 Belfast was the first city in Northern Ireland to join the World Health Organisation (WHO) Global Network of Age-friendly Cities and Communities.

Becoming an age-friendly city is not a defined state or end point but rather a continuing journey towards adapting structures and processes to support the health and wellbeing of older people ¹.

An age-friendly city must:

- 1 establish mechanisms to involve older people throughout the age-friendly process,
- 2 develop a baseline assessment of the age-friendliness of the city under eight domains,
- 3 develop a 3-year city-wide action plan, and
- 4 identify measurements to monitor progress against this plan.

Eight domains for the age-friendliness baseline of the city.



¹ Creating age-friendly environments in Europe, a tool for local policy-makers and planners, WHO Europe, 2016

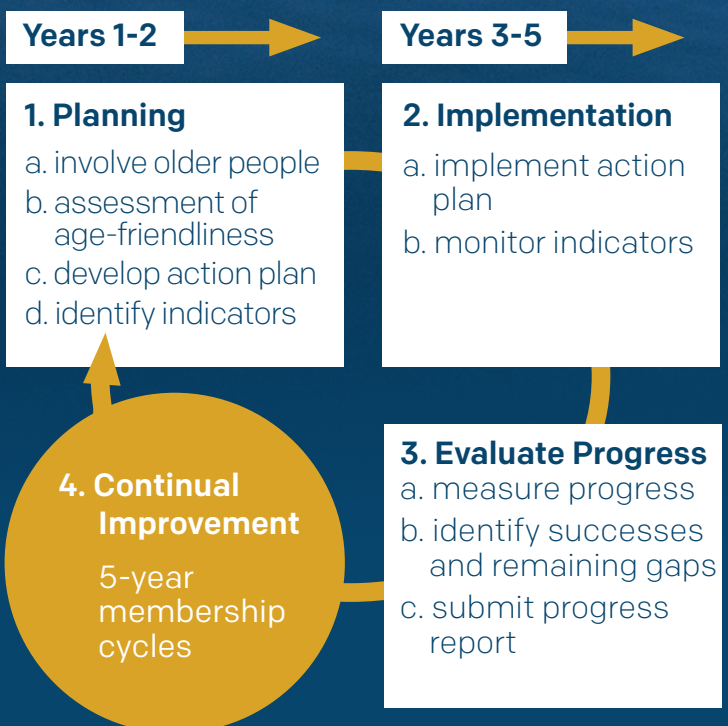


Planning for an Age-friendly Belfast

In 2014 we produced our first action plan with the vision that Belfast will be a city where older people live life to the full.

In 2017 we came to the end of our first Age-friendly Belfast Plan and began the process of assessing our achievements, identifying challenges and developing a new Age-friendly Belfast Plan for 2018 – 2021.

Cycle of WHO Global Network of Age-friendly Cities



Life is getting better for older people in Belfast



In 2017, **84%** of older people agreed that Belfast is a city where they can live life to the full – an increase of 5% since 2014.

70% 

of older people were happy with the public transport service they received in 2017 compared with 63% in 2015.

Fuel poverty levels in Belfast City Council area fell from 39% in 2006 to 15% in 2016, a 24 percentage point drop.



76% of older people who responded to our Age-friendly Belfast questionnaire in 2017 visit parks in Belfast regularly.

In 2017 17% of people aged over 60 volunteered in the past 12 months, compared to 13% in 2014.

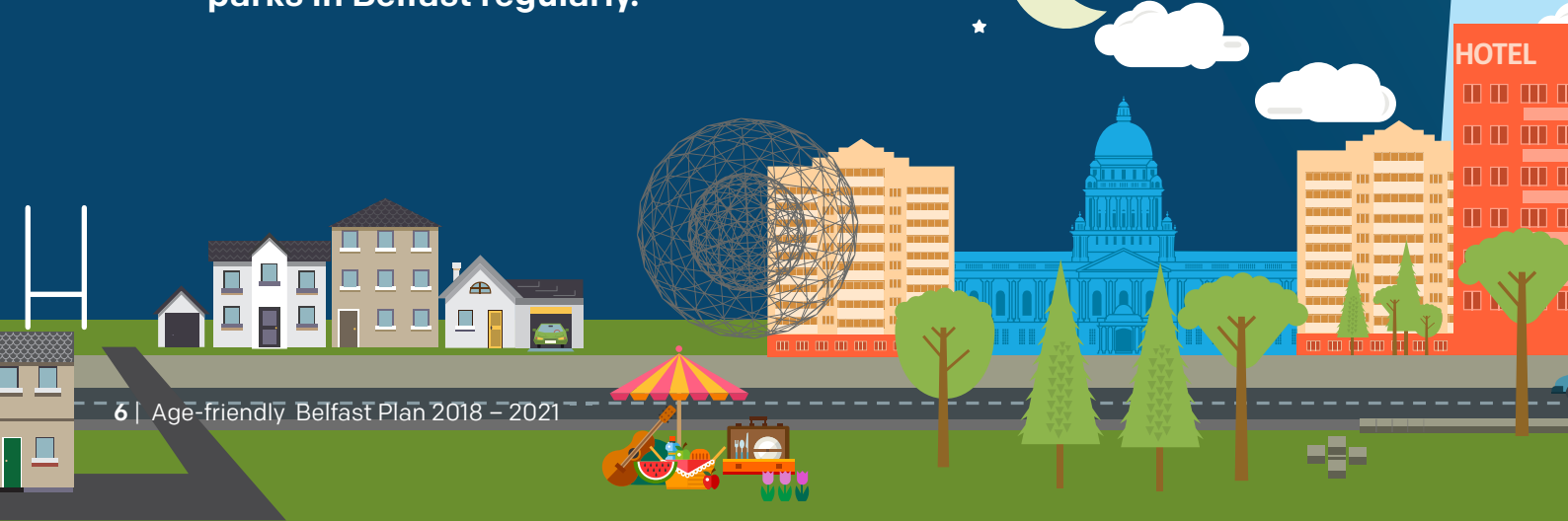
More older people in Belfast completed 30 minutes or more of physical activity in a typical week – 38.3% in 2017 compared to 28% in 2014.



There has also been an increase in the number of older people using our leisure centres and parks (12%).

There has been a **4% increase**

in older people feeling safe in their neighbourhoods after dark.



How has Age-friendly Belfast contributed to life getting better for older people in Belfast?

Dementia friendly

The Alzheimer's Society has worked with a range of organisations to train 27 dementia friendly champions and create 3,635 dementia friends.

Dementia NI has established a Belfast empowerment group for those living with dementia and dementia friendly neighbourhoods have been established in East and West Belfast led by a local partnership delivering dementia awareness sessions, regular information events and providing dementia information hubs in local venues and businesses.

Handy-person scheme

A city-wide Handy-person Home Safety Check and Repair Service was established 2015, and in 2016-2017, 485 home safety checks and 140 repair jobs were carried out in older people's homes.

Age-friendly Belfast Charter

40 organisations and businesses have signed up to the Age-friendly Belfast Charter and most of these businesses and organisations have taken steps to train staff and volunteers as dementia friends.

Age-friendly Belfast Volunteer Awards

A total of 242 volunteers have been nominated in Belfast City Council's annual Age-friendly Belfast Older Volunteer Awards, with 140 nominated in 2017.

The Greater Belfast Seniors Forum (G6)

The Greater Belfast Seniors Forum (G6) is a voluntary group of representatives of the 6 older people's forums in Belfast; Age-friendly Belfast supports this group to raise awareness of older people's issues including poverty, calling for changes to health and social care provision, transport and welfare. The Forum continues to work with Belfast City Council Youth Forum to become a voice in policy-making decisions.

Age-friendly Belfast events

We have organised a range of Age-friendly Belfast information events including the annual Age-friendly Belfast Convention hosted in Belfast City Hall with over 100 older people attending. We also hosted regular Tea Dances across the city attracting hundreds of people and organised large 'be prepared' information events in 2015 and 2016, with 6 smaller local events taking place in 2017.

Positive Ageing Month

Positive Ageing Month has developed greatly since it began in October 2014. In 2014 it ran for one week, then 2015 saw one month of 20 events. In 2016 and 2017 we had over 200 varied events all over the city with over 10,000 older people each year.

Age-friendly Belfast grants

In 2014 and 2015 we piloted a grant programme to reduce isolation and loneliness in older people. We worked with 1,300 isolated older people and successfully targeted people from socially deprived areas, people with limited longstanding illnesses and people living with dementia. As a result of these grants 340 older people showed a measurable reduction in feelings of isolation and loneliness.





Older people in Belfast still face many challenges

- People are living longer in Belfast but there is a difference between the most deprived areas and the least deprived areas in the city; the life expectancy is 5.6 years lower for women living in the most deprived areas of Belfast and 9.2 years lower for men living in these areas.
- 20,400 people are living with dementia in NI and it is expected that these numbers will more than treble in the next 20-30 years. 3,005 people of all ages have been diagnosed with dementia in Belfast.
- One in five older people do not have any close friends; this is higher for men (22% compared to 16% for women) and for those in the oldest age group.
- More than one quarter of older people in Belfast feel that they are not treated with respect and dignity.
- Older people in Belfast are consistently asking for more seating and toilets, and improvements to pavements.
- 46% of older people in Belfast are not aware of future housing options.
- 21% of older people are affected by financial abuse in Belfast (actual or attempted theft, fraud or burglary).
- Although fuel poverty has decreased significantly, we know that 38% of households living in fuel poverty are headed by people aged 75 years +.
- Northern Ireland has the second lowest employment rate of older adults in the UK with just over one third of those over the age of 50 in work.
- 51% of people aged 65+ years living in Belfast have never accessed the internet.

Consultation on the Age-friendly Belfast Plan 2018 - 2021

Currently, 65,496 people in Belfast (19.3%) are aged 60+ and the Belfast Agenda states that by the middle of this century it is estimated that more than a third of Belfast's population will be over 60 years old. The number of people aged 85 and over will increase from over 7,000 to more than 11,000 by 2041.



Longer life expectancy is to be celebrated and will change the character of the city, but we must also make sure that older people are as healthy as possible and are able to live life to the full.

In developing the plan we have taken account of the outcomes and priorities set out in the Belfast Agenda, Belfast's first community plan; which sets out a new vision for Belfast for 2035 and commits to delivering an Age-friendly Belfast. We have also taken account of other key plans and relevant strategies to this area of work as listed in Appendix A.

Baseline survey

We have updated and extended the information in the baseline survey, including new sources of data such as the Northern Ireland Cohort for the Longitudinal Study of Ageing Wave 1 Key findings report (the NICOLA Study), Queen's University Belfast, November 2017.

We have summarized these findings in the Age-friendly Belfast Progress Report, April 2018.

www.makinglifebettertogether.com/age-friendly

Views of older people

The Greater Belfast Seniors Forum, representing six local forums across the city, has been closely involved in developing the plan as full partners, engaging with a wide range of voluntary organisations, area partnerships and statutory bodies.

We also sought the views of older people through a number of surveys which had good responses giving us confidence that we heard a representative range of the concerns of older people in the city.

These included:

- Belfast City Council Residents Surveys 2014 and 2017,
- Age-friendly Belfast Surveys 2015 and 2017,
- Belfast Strategic Partnership 'Have Your Say Belfast' Survey,
- 'Engagement with Hard to Reach Groups' a focus group report compiled by Age NI peer facilitators in 2016,
- A stakeholder workshop with 120 older people and stakeholders June 2017, and
- An outcomes workshop with 80 stakeholders March 2018.

Stakeholder workshops

We held a series of briefings and workshops with a wide range of organisations, service providers and older people involving 200 participants to consider the findings from our surveys and analysis.





Key strategic themes

Achievement of the outcomes in the Belfast Agenda will need coordination of effort by many individuals and organisations beyond the scope of the Age-friendly Plan. However, a set of key strategic themes for Age-friendly Belfast were identified through our consultations as important areas where action can be taken over the next three years.

Partnership

- Effective partnership working in delivering the Plan.

Physical Infrastructure

- Improved physical environment which encourages walking and active ageing,
- more accessible public transport network, and
- increased provision of suitable housing.

Social inclusion

- Older people are better informed and supported to engage in social, cultural and civic life,
- older people are more connected and less isolated,
- older people feel more respected, and
- improved community safety.

Health and wellbeing

- Older people know how to access services,
- older people make better lifestyle choices, and
- older people experience improved access to Health and Social Care services and support.

Financial security

- Improved employment opportunities,
- improved access to benefits and entitlements, and
- better protection from financial scams and fraud.

Partnership

Our aim is to have an effective working partnership which delivers the Age-friendly Belfast Plan and enables older people to influence the planning and design of services which meet their needs.



The following agencies and central government departments have committed to participating in the Healthy Ageing Strategic Partnership (HASP):

- Age NI,
- The Alzheimer's Society,
- Belfast City Council,
- Belfast Health and Social Care Trust,
- Belfast Healthy Cities,
- Dementia NI,
- The Department for Infrastructure,
- Engage with Age,
- Greater Belfast Seniors Forum,
- The Health and Social Care Board/Belfast Local Commissioning Group,
- Linking Generations Northern Ireland,
- North Belfast Senior Citizens Forum,
- Northern Ireland Housing Executive,
- The Public Health Agency, and
- Volunteer Now.

Agencies have also committed to:

- 1 Review the Healthy Ageing Strategic Partnership (HASP) to make sure that it will be effective in taking forward the agreed actions and commitments in this plan.
- 2 Review the effective voice of older people and hard to reach groups of older people in HASP, their influence in the design of services and the development of Age-friendly Belfast.
- 3 Providing leadership and governance for Age-friendly Belfast through the Belfast Strategic Partnership. The Healthy Ageing Strategic Partnership (HASP) will co-ordinate delivery of the 3-Year Age-friendly Belfast Plan. HASP will regularly report against a detailed plan with short and medium term actions to Greater Belfast Senior Forum, Belfast Strategic Partnership, Belfast City Council All Party Reference Group on Older People and the Community Planning Partnership.
- 4 The HASP Age-friendly team will provide specific support for development of the Age-friendly Belfast Charter, intergenerational practice, Age-friendly Belfast ambassadors, collaboration on isolation and loneliness and Dementia Friendly Neighbourhood development.
- 5 Lead organisations identified will oversee the delivery and performance management of relevant aspects of the Age-friendly Belfast Plan and report progress to HASP.

Physical Infrastructure

Our aim is that older people live in a safer environment that encourages walkability and active ageing, as well as supporting access to services and transport, and providing for their housing needs.

We have secured commitment for:

- 1 Belfast Healthy Cities and HASP to review and update the walkability assessment tool to include dementia friendly communities and develop guidance on usage.
- 2 Department for Infrastructure, Department for Communities, and HASP partners to work together to seek to ensure that key schemes, projects and interventions in the City are developed so as to support older people to walk, cycle and access public transport services in Belfast. Consultation with older people and people living with dementia will take place on the development of key schemes and, where appropriate, use of the Belfast Healthy Cities walkability assessment. Key schemes will include:
 - a. Streets Ahead phase 3 and 5
 - b. improvements to the Belfast Bicycle Network
 - c. development of the Comber Greenway
 - d. Urban Villages work in the Collin area of west Belfast.
- 3 Department for Infrastructure, Department for Communities and Belfast City Council to collectively consider and address issues raised by older people in the development of public realm schemes in relation to the provision of dropped kerbs, resurfacing of footways, seating and lighting.
- 4 Department for Infrastructure, Translink, The Inclusive Mobility and Transport Advisory Committee (IMTAC) and HASP partners to collaborate to ensure the Belfast Transport Hub is inclusive and accessible for all.
- 5 Department for Infrastructure and Translink will work together to improve the experience of disabled and older passengers through improvements to fleet standards, infrastructure and staff training.
- 6 Department for Infrastructure and Belfast City Council (BCC) to ensure footways are accessible and as far as possible free from unnecessary clutter and obstruction. This will include:
 - Belfast City Council are responsible for licensing pavement cafes. The Department for Infrastructure shall produce guidance to Councils for the Licensing of Pavement Cafes. BCC will regulate them in accordance with Department for Infrastructure's guidance to ensure they are sensitive to the needs of street users and the surrounding area.
 - Department for Infrastructure shall take action, including if appropriate enforcement action, to remove parked vehicles from footways where the vehicle is parked in contravention of a parking restriction.
 - Department for Infrastructure will require that construction site operators provide suitable temporary arrangements to facilitate pedestrians and cyclists, where construction work encroaches onto roads.
- 7 Department for Infrastructure, Translink and IMTAC will collaborate to ensure that all aspects of the operation of the new Belfast Rapid Transit Glider service are accessible for older people.
- 8 Department for Infrastructure and Translink will collaborate to ensure that new Park & Ride facilities being delivered across Northern Ireland are accessible for older people.
- 9 Belfast City Council to carry out research to identify barriers to accessing city centre shops, entertainment venues, bars, restaurants, accommodation and services with a view to identifying potential improvements, actions or priority areas.



- 10** Belfast City Council to review and implement its Toilet Provision Strategy with a view to improving the accessibility of toilets.
- 11** Belfast City Council to implement a programme of improving the quality standards of strategically located parks and open spaces covering all parts of the city to accredited Green Flag status. The Green Flag criteria includes access to toilets, seating, and many aspects that will make them more accessible to older people. Over the next three years the council will increase the number of accredited parks from 17 to 23. Belfast City Council will carry out age-friendly and dementia-friendly walkability assessments of all Green Flag parks and use the findings to prioritise improvements.
- 12** Belfast City Council to increase use of parks by older people through developing age-friendly and dementia-friendly walking routes in parks, holding events attractive to older people and using community outreach to target older peoples groups and networks.
- 13** Belfast City Council to assess and plan improvements to Roselawn Cemetery in consultation with older people to maintain its Green Flag status and achieve Green Flag status for at least one additional cemetery in the next three years.
- 14** Northern Ireland Housing Executive to put in place measures to heighten older people's awareness of housing options, and potential housing solutions available through:
 - promoting the availability of Disabled Facilities Grants for private home owners to make sure households can stay at home for as long as possible.



- developing a feasibility study to bring forward an appropriate housing scheme to promote city centre living for older persons.
- developing its programme to promote digital inclusion to support older persons to sustain tenancies and reduce social isolation.
- raising awareness of housing options available to older persons, through its various community partnerships including the Belfast Regional Forum, and various area based Community foras and community news sheets.
- partnerships with supported housing providers such as Home Care to reduce and prevent homelessness among older people.

We will build on extensive work already underway through partnership working and progress reports on:

- The Local Development Plan which will be the planning framework for the city and aim to improve health and wellbeing by design that will promote opportunities for walking, cycling, social interaction and access to services. The Plan will also aim to address current and future residential needs of the growing older population through the provision of sufficient, affordable, life time homes.
- The Belfast Agenda and the council's emerging approach to area working, to deliver our services in a more integrated way that is focused on the needs of people in local areas to make sure better outcomes for older people and their wider communities.
- The Belfast Active Travel Plan - Department for Infrastructure working with Belfast Strategic Partnership.
- Work through Belfast Healthy Cities Healthy places group.
- Northern Ireland Housing Executive's investment in its housing stock to reduce fuel poverty and increase energy efficiency, and promotion of the Department for Communities led Affordable Warmth Scheme.
- Northern Ireland Housing Executive's provision of housing advisors, appropriate housing solutions for all vulnerable client groups and welfare case officers that liaise directly with the Health and Social Care Trusts.
- Development of an accessible housing register to help to provide and identify adapted/accessible homes by Northern Ireland Housing Executive.

Social inclusion

Our aim is that older people are more socially, culturally and technologically connected.

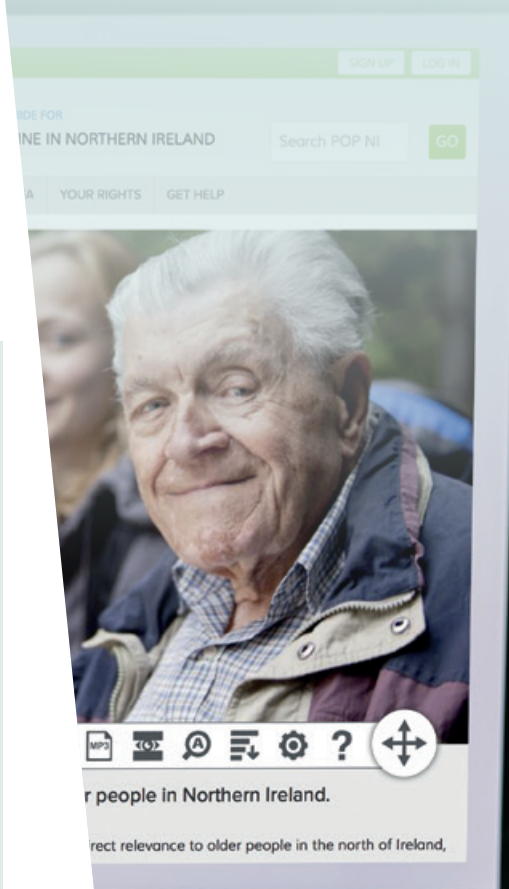
We have secured commitment for:

- 1** The use of Advice NI website Portal for Older People Northern Ireland (POPNI) as the central information platform for information for older people in Belfast. HASP partners will sign up to use this portal and update their information regularly.
- 2** The citywide group on reducing isolation and loneliness in older people to develop a plan to:
 - increase the availability of befriending and other services to reduce loneliness in older people,
 - carry out a needs analysis and pilot training for key staff and volunteers on reducing isolation and loneliness in older people, and
 - develop and test systematic referral pathways to connect older people to the services that they need.
- 3** Belfast City Council and the Department for Communities and Libraries NI to collaborate through the citywide technology and isolation group to deliver a comprehensive programme to deliver more digital inclusion sessions and courses with older people to include:
 - intergenerational programmes,
 - one-to-one approaches,
 - use of social media,
 - financial security, and
 - using the POPNI website.
- 4** Belfast City Council and Volunteer Now to increase nominations of volunteers from hard to reach groups in Belfast for the Age-friendly Volunteer Awards and volunteering programmes.
- 5** Belfast Health Development Unit, Greater Belfast Seniors Forum and Volunteer Now to identify older champions to promote the Take 5 steps to wellbeing messages across the city.
- 6** Campaign to End Loneliness to undertake public engagement campaigns to reduce the stigma of loneliness and encourage meaningful connections.
- 7** Age-friendly Belfast Team, Greater Belfast Seniors Forum, Alzheimer's Society and Dementia NI to review and update the Age-friendly Charter to:
 - make sure improvements are being made by organisations signed up to the charter,
 - increase the number of organisations signing up to the charter, and
 - develops and support customer care assessments.
- 8** Alzheimer's Society, Dementia NI, Belfast City Council and HASP age-friendly team to establish a dementia-friendly city task and finish working group to:
 - host an awareness event in Belfast City Hall with city centre businesses and
 - work with Belfast City Centre businesses to improve dementia training and awareness (including awareness of the Just a Minute (JAM) card).

- 9 Alzheimer's Society, Dementia NI and HASP group to work with partners to extend the Dementia Friendly Neighbourhood Initiative to at least two additional neighbourhoods, and work with BME and LGB&T older people.

We will build on extensive work already underway through partnership working and progress reports on:

- Belfast Strategic Partnership Wellbeing Resilience Strategy.
- Age-friendly Belfast events, updates and calendar and a seniors page in the council's City Matters magazine delivered to all households in Belfast.
- Positive Ageing Month, including specific programmes for 'hard to reach' groups of older people and linking to the development of Belfast as a Learning City.
- Public Health Agency arts and older people programmes through Arts Council NI and Arts Care.
- Linking Generations NI Intergenerational Programmes.
- Belfast Safer City Plan.
- A range of projects to tackle loneliness and isolation working with older people in Belfast.
- Co-ordinated planning for extreme weather and emergency preparedness with older people.



Health and wellbeing

Our aim is that older people have better access to a range of recreational, health and social care services required to sustain their physical and mental health.

We have secured commitment for:

- 1** Belfast Health and Social Care Trust to work with other partners to address the communication and other barriers which affect access to health and social care services as identified in the report Black and Minority Ethnic Groups: Health and Wellbeing of Older People in Belfast. Barriers include language, lack of information, staff attitudes, lack of self-confidence and lack of confidence in the service. Progress will be demonstrated on each of these dimensions.
- 2** Belfast Health and Social Care Trust to produce an easy read Patient, Client and Carers' Guide on Community Care.
- 3** Belfast Health and Care Trust to make sure that frontline staff are trained to identify when older people have additional needs and to offer them support for these through the initiative Every Contact Counts.
- 4** Public Health Agency to monitor participation rates and quit rates among older people within smoking cessation programmes and action taken to increase the rates.
- 5** The Greater Belfast Seniors Forum to raise awareness about suicide among older people and work with a range of partners to provide suicide awareness training to its forums and older people's groups.
- 6** Connected Community Care Hubs in Belfast to help 4,000 older people by connecting them with the services they need to enable them to continue to live at home and manage or reduce their long term health conditions.
- 7** Alzheimer's Society and the Public Health Agency (PHA) to include dementia risk reduction messages in PHA contracts with community organisations who provide healthy lifestyles programmes.
- 8** Active Belfast to ensure the Get Active Belfast action plans for each of the seven pledges will support active ageing and encourage healthy lifestyles among older people.
- 9** Health and Social Care Board, Dementia NI, Alzheimer's Society and Belfast Healthy Cities to work with Integrated Care Partnerships and GP Federations to adapt the Age-friendly Charter and adopt health literacy standards for use by GP practices, Community Pharmacies, Dental practices and Ophthalmic practices and make sure that the number of practices adopting the charter is increased year on year.

We will build on extensive work already underway through partnership working and progress reports on:

- Belfast Health and Social Care Trust's Health Sector Framework.
- Public Health Agency and Belfast Health and Social Care Trust's work with local partners to provide a range of physical activity programmes and strength and balance training for older people.
- AgeNI peer facilitators', Age-friendly Belfast ambassadors' and Volunteer Now's volunteering programmes.



Financial security

Our aim is that older people have more financial security.

We have secured commitment for:

- 1** Business in the Community and Age NI to work in partnership to support employers and older employees through the Age at Work campaign. Age at Work will support older workers to remain in work or return to work in order to have enough income, stay connected and have a fuller working life. It urges employers to commit to an MOT at 50, to help people with future plans and pension savings.
- 2** Belfast City Council's Economic Development Unit to work alongside the Department for Communities, Job Centres Online and employer stakeholder's to reduce inactivity rates among the working age population. They will make sure employability and skills interventions appropriately target older people, in particular:
 - employment academies; these are employer-led programmes focused on supporting those furthest from the labour market. In addition to the hotel, construction and hospitality employment academies which will continue to grow, new sectors being explored and developed include tourism, transport, public sector, retail, childminding, care, advanced manufacturing, creative and digital industries in line with employer demand.
 - business start-up and business growth programmes.
- 3** Belfast Strategic Partnership to promote and support an Age-friendly Business Award in the Belfast Business Awards focusing on improved employment opportunities and staying longer in workplace.
- 4** Carers NI and Business in the Community to relaunch the Carers Passport and encourage business to use it. This is a record which identifies a carer in some way and leads to provision of support, services or other.
- 5** The Greater Belfast Seniors Forum, Age Partnership Forum Belfast and Age-friendly Belfast to identify the advice services in relation to benefits uptake and advice and develop a campaign to raise awareness of these services.
- 6** Age-friendly Belfast and Belfast City Council to work with Department for Communities, Scamwise NI, Advice NI and other advice services to re-focus the Be Prepared information sessions across the city on financial security, benefits uptake and scam awareness.

We will build on extensive work already underway through partnership working and progress reports on:

- Department for Communities' work to promote awareness of the Make the Call Campaign.
- Age NI Advice and Advocacy Service helping older people to secure their rights and entitlements.
- The Greater Belfast Seniors Forum and the Belfast City Council Youth Forum's continued work lobbying for a plan to end poverty, maximize benefits uptake, and promote better wages for workers looking at the living wage.
- Supporting Advice NI's POP NI information and training on Older People's Benefits and Building Resilience in Retirement programme.
- The Commissioner for Older People in NI's (COPNI) work on tackling financial abuse in older people.
- Action on Elder Abuse (AEA) Northern Ireland's campaigns to protect old people against financial abuse.

Measuring success

We will know we are making a difference by using an Outcomes Based Approach (OBA). This means measuring how much we did, how well we did it and is anyone better off?

We will measure progress against the following outcomes outlined below.

OBA scorecards will be developed to identify performance and population indicators of our progress and a draft outcomes framework is shown in Appendix B.

Partnership

- HASP has effective partnership working

Physical Infrastructure

- Improved physical environment which encourages walking and active ageing
- More accessible public transport network
- Increased provision of suitable housing

Social Inclusion

- Older people are better informed and supported to engage in social, cultural life and civic life
- Older people are more connected and less isolated
- Older people feel more respected
- Improved community safety

Health and Wellbeing

- Older people know how to access services
- Older people make better lifestyle choices
- Older people experience improved access to H&SC services & support

Financial Security

- Improved employment opportunities
- Improved access to benefits and entitlements
- Better protection from financial scams and fraud

Finally we would wish to thank all the many contributors to the plan, especially the older people of Belfast who volunteered their time, spoke to their peers and offered their views and experiences.

We would encourage everyone, of whatever age, in Belfast to work with us on this plan.

Appendix A - Key plans and relevant strategies

The Belfast Agenda is the city's first community plan, built by a partnership of organisations and led by Belfast City Council. It represents our joint commitment to work together for the good of everyone in Belfast. The Belfast Agenda recognises the demands of our increasingly older population with their diverse range of abilities and needs. It also recognises that the city relies heavily on the contribution older people make to their families, their communities and the economy.

While the vision and outcomes of the Belfast Agenda (2035) are long term, it sets out immediate priorities for the next four years including:

- Growing the economy,
- City development,
- Living here, and
- Working and learning.

All of these priorities are important and must deliver for older people.

The Local Development Plan for Belfast will deliver on the spatial aspects of The Belfast Agenda. Belfast City Council is responsible for developing and working with local people, to create a clear vision of how the council area should develop and what it will look like in the years to come. The Local Development Plan will provide a 15-year plan framework to support economic and social needs in the city, while providing the delivery of sustainable development and facilitate growth by coordinating public and private investment to encourage development where it can be of most benefit to the wellbeing of the community.

The Draft Programme for Government (2016-2020) contains strategic outcomes which set a clear direction of travel and enable continuous improvement on the essential components of societal wellbeing. They touch on every aspect of government, including the attainment of good health and education, economic success and confident

and peaceful communities. The outcomes are supported by indicators which are clear statements for change.

A key feature of the new programme is its dependence on collaborative working between organisations and groups, whether in the public, voluntary, or private sectors.

Making Life Better 2013-2023 is Northern Ireland's 10-year public health framework, with key themes of:

- Equipped Throughout Life,
- Empowering Healthy Living,
- Creating the Conditions, and
- Empowering Communities and Developing Collaboration.

The Public Health Agency's corporate plan also includes objectives of all individuals and communities being equipped and enabled to live long healthy lives and all older adults being enabled to live healthy and fulfilling lives.

These public health priorities emphasise support for a life course healthy living approach.

Health and Wellbeing 2026: Delivering Together is a 10 year approach to transforming health and social care which recognises that our ageing population presents challenges to services and puts people at the forefront. The focus is on enabling people to stay well for longer.

The Active Ageing Strategy for NI outlines the government's commitment to support older people to live actively to their fullest potential; stressing their rights and valuable contribution to society and challenges all forms of ageism. It focuses on five key themes of independence, participation, care, self-fulfilment, and dignity.

The strategy's vision is of "Northern Ireland being an age friendly region in which people, as they get older, are valued and supported to live actively to their fullest potential; with their rights respected and their dignity protected.

Appendix B - Draft Outcomes Framework

Rationale: Belfast will be an age-friendly city where older people live life to the full Cross cutting themes - 1. Addressing Inequalities 2. Supporting Dementia Friendly Communities

Theme	Proposed Outcomes	Suggested Impacts	Belfast Agenda outcomes	PfG Outcomes
Partnership	HASP has effective partnership working	More effective partnership working between public, private and voluntary sectors to plan for and develop an age friendly city		
Physical Infrastructure	<ul style="list-style-type: none"> Improved physical environment which encourages walking and active ageing More accessible public transport network Increased provision of suitable housing 	Older people live in a safer environment that encourages walkability and active ageing, support access to services and transport, and provides for their housing needs	Belfast is a vibrant, attractive, connected and environmentally sustainable city for older people	We live and work sustainably-protecting the environment We have a more equal society We enjoy long, healthy, active lives
Social Inclusion	<ul style="list-style-type: none"> Older people are better informed and supported to engage in social, cultural life and civic life Older people are more connected and less isolated Older people feel more respected Improved community safety 	Older people are more socially, culturally and technologically connected	Belfast is a welcoming, safe, fair and inclusive city for older people Everyone in Belfast fulfils their potential	We have a safe community where we respect the law and each other We care for others and we help those in need We are a shared, welcoming society that respects diversity We connect people and opportunities through our infrastructure
Health and wellbeing	<ul style="list-style-type: none"> Older people know how to access services Older people make better lifestyle choices Improved access to health and social care services and support 	Older people have better access to a range of recreational, health and social care services required to sustain their physical and mental health	Older people in Belfast experience good health and well being	
Financial Security	<ul style="list-style-type: none"> Improved employment opportunities for older people Improved access to benefits and entitlements Better protection from financial scams and fraud 	Older people have more financial security	Older people in Belfast benefit from a thriving and prosperous economy	

Performance Attribution – Measureable

Population – Contribution

Appendix C - Programme for Government Outcomes Framework

Outcomes	Indicators
1 We prosper through a strong, competitive, regionally balanced economy	<ul style="list-style-type: none">• Private sector NI Composite Economic Index• External sales• Rate of innovation activity• Employment rate by council area• % change in energy security of supply margin
2 We live and work sustainably – protecting the environment	<ul style="list-style-type: none">• % all journeys which are made by walking, cycling and public transport• Greenhouse gas emissions• % household waste that is reused, recycled or composted• Annual mean nitrogen dioxide concentration at monitored urban roadside locations• Levels of soluble reactive phosphorus in our rivers and levels of dissolved inorganic nitrogen in our marine waters• Biodiversity (% of protected area under favourable management)
3 We have a more equal society	<ul style="list-style-type: none">• Gap between highest and lowest deprivation quintile in healthy life expectancy at birth• Gap between % non-FSME school leavers and % FSME school leavers achieving at Level 2 or above including English & Maths• % population living in absolute and relative poverty• Employment rate of 16-64 year olds by deprivation quintile• Economic inactivity rate excluding students• Employment rate by council area
4 We enjoy long, healthy, active lives	<ul style="list-style-type: none">• Healthy life expectancy at birth• Preventable mortality• % population with GHQ12 scores ≥ 4 (signifying possible mental health problem)• % people who are satisfied with health and social care• Gap between highest and lowest deprivation quintile in healthy life expectancy at birth• Confidence of the population aged 60 years or older (as measured by self-efficacy)

Outcomes

Indicators

5 We are an innovative, creative society, where people can fulfil their potential

- Rate of innovation activity
- Proportion of premises with access to broadband services at speeds at or above 30Mbps
- % engaging in arts and cultural activities
- Confidence (as measured by self-efficacy)
- % school leavers achieving at least level 2 or above including English and maths

6 We have more people working in better jobs

- Economic inactivity rate excluding students
- Proportion of the workforce in employment qualified to level 1 and above, level 2 and above, level 3 and above, and level 4 and above
- Seasonally adjusted employment rate (16-64)
- A Better Jobs Index
- % people working part time who would like to work more hours
- Employment rate by council area
- Proportion of local graduates from local institutions in professional or management occupations or in further study six months after graduation

7 We have a safe community where we respect the law, and each other

- Prevalence rate (% of the population who were victims of any NI Crime Survey crime)
- A Respect Index
- % the population who believe their cultural identity is respected by society
- Average time taken to complete criminal cases
- Reoffending rate

8 We care for others and we help those in need

- % population with GHQ12 scores ≥ 4 (signifying possible mental health problem)
- Number of adults receiving social care services at home or self-directed support for social care as a % of the total number of adults needing care
- % population living in absolute and relative poverty
- Average life satisfaction score of people with disabilities
- Number of households in housing stress
- Confidence of the population aged 60 years or older (as measured by self-efficacy)

Outcomes

Indicators

9 We are a shared, welcoming and confident society that respects diversity

- A Respect Index
- % who think all leisure centres, parks, libraries and shopping centres in their areas are “shared and open” to both Protestants and Catholics
- % of the population who believe their cultural identity is respected by society
- Average life satisfaction score of people with disabilities
- Confidence (as measured by self-efficacy)

10 We have created a place where people want to live and work, to visit and invest

- Prevalence rate (% of the population who were victims of any NI Crime Survey crime)
- Total spend by external visitors
- % of the population who believe their cultural identity is respected by society
- Nation Brands Index
- A Better Jobs Index

11 We connect people and opportunities through our infrastructure

- Average journey time on key economic corridors
- Proportion of premises with access to broadband services at speeds at or above 30Mbps
- Usage of online channels to access public services
- % of all journeys which are made by walking, cycling and public transport
- Overall Performance Assessment (NI Water)
- Gap between the number of houses we need, and the number of houses we have

12 We give our children and young people the best start in life

- % babies born at low birth weight
- % children at appropriate stage of development in their immediate pre-school year
- % schools found to be good or better
- Gap between % non-FSME school leavers and % FSME school leavers achieving at Level 2 or above including English and Maths
- % school leavers achieving at Level 2 or above including English and Maths
- % care leavers who, aged 19, were in education, training or employment



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together**

Belfast Strategic Partnership