

Age Friendly Leeds

WHO - Checklist of Essential Features of Age-friendly Cities

| Activity | What are you doing | What could we do that we are not doing |
|---|--|---|
| Outdoor spaces and buildings | | |
| Public areas are clean and pleasant | All Arts venues are regularly cleaned and staffed | |
| Green spaces and outdoor seating are sufficient in number, well- | | |
| Pavements are well-maintained, free of obstructions and reserved for | | |
| Pavements are non-slip, are wide enough for wheelchairs and have | | |
| Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings. | | |
| Drivers give way to pedestrians at intersections and pedestrian | | |
| Cycle paths are separate from pavements and other pedestrian | | |
| Outdoor safety is promoted by good street lighting, police patrols and | | |
| Services are situated together and are accessible. | | |
| Special customer service arrangements are provided, such as separate queues or service counters | We provide an over 55s/60s discount for certain events | Through arts@leeds funding we fund organisations that target and offer special arrangements for older people |
| Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors. | Most of our sites, given their limitations as listed buildings, have lift access, rest areas/seating, disabled access to most of the building and good signage | |
| Public toilets outdoors and indoors are sufficient in number, clean, well- | All our sites have accessible toilets | |
| Transportation | | |
| Public transportation costs are consistent, clearly displayed and | | |
| Public transportation is reliable and frequent, including at night and on | | |
| All city areas and services are accessible by public transport, with good connections and well-marked | Our venues are accessible by public transport | |
| Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is | | |
| Specialized transportation is available for disabled people. | | |
| Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated | | |
| Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, | | |
| Complete and accessible information is provided to users about routes, schedules and special needs facilities. | | Access Theatre newsletter could be distributed to older people's groups, this includes info about access needs and travel |
| A voluntary transport service is available where public transportation | | |
| Taxis are accessible and affordable, and drivers are courteous and | | |
| Roads are well-maintained, with covered drains and good lighting. | | |
| Traffic flow is well-regulated. | | |
| Roadways are free of obstructions that block drivers' vision. | | |
| Traffic signs and intersections are | | |
| Traffic signs and intersections are visible and well-placed. | | |
| Driver education and refresher courses are promoted for all drivers. | | |
| Parking and drop-off areas are safe, sufficient in number and conveniently located. | There is a drop off area for both Leeds Town Hall, Pudsey Civic & Carriageworks Theatre close to each building | |

| | | |
|---|---|---|
| Priority parking and drop-off spots for people with special needs are available and respected | We offer blue badge parking at Leeds Town Hall and Pudsey Civic. Due to the location of Carriageworks Theatre, none is available | |
| Housing | | |
| Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the | | |
| Sufficient and affordable home maintenance and support services | | |
| Housing is well-constructed and provides safe and comfortable | | |
| Interior spaces and level surfaces allow freedom of movement in all | | |
| Home modification options and supplies are available and affordable, and providers understand the needs | | |
| Public and commercial rental housing is clean, well-maintained and safe. | | |
| Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided | | |
| Social participation | | |
| Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public | All LCC venues are accessible by public transport | |
| Events are held at times convenient for older people. | We offer a mixture of daytime and evening events We also run local Bands in the Parks concerts in the afternoons Through arts@leeds we fund arts organisations who target work at older people | If funding allowed, we could offer more matinees during the week at Carriageworks Theatre |
| Activities and events can be attended alone or with a companion. | All our activities are open to everyone, we offer carer discounts for LCC organised events | We could offer a buddy system |
| Activities and attractions are affordable, with no hidden or additional participation costs. | LCC offers some free events, and discounts for over 60s, if tickets are bought at the box office there is no booking fee Through arts@leeds we fund arts organisations who target work at older people | We could offer more free events if there was more funding available to us |
| Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older | We do What's On guides for all our venues that include information about accessibility and discounts | We could do more targeted marketing to older people's groups e.g. the Leeds Older People's Forum and the Neighbourhood Networks |
| A wide variety of activities is offered to appeal to a diverse population of older people. | We offer activities for all ages, some lunchtime concerts are targeted more at older people and part time workers due to the time of day they take place. Family friendly activity at Carriageworks Theatre is for the whole family including grandparents Through arts@leeds we fund arts organisations who target work at older people | |
| Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. | Bands in the Park season takes place during the Summer in local parks and chairs are available Through arts@leeds we fund arts organisations who target work at older people which are held across the city in locations convenient for all ages | |
| There is consistent outreach to include people at risk of social | Specific arts@leeds funded organisations target people at risk of isolation | If funding was available, we could employ outreach co-ordinators |
| Respect and social inclusion | | |
| Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. | Consultation is for all ages. In all our consultation we ask for people's ages so we can assess who is an older person | If we wanted to target older people we would through the citizens panel, Older People's forum and neighbourhood networks |
| Services and products to suit varying needs and preferences are provided by public and commercial services. | We programme a diverse range of events for all ages Through arts@leeds we fund arts organisations who programme work with and for older people which are held across the city in locations convenient for all ages | |

| | | |
|--|---|---|
| Service staff are courteous and helpful. | All staff receive in house training related to customer service. We have systems in place to deal with compliments and complaints. | Currently only part and full time staff receive Welcome Host training - this could be made available to casual staff as well |
| Older people are visible in the media, and are depicted positively and <u>without stereotyping</u> | | |
| Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences. | We programme a diverse range of events for all ages. We offer accessible toilets, chairs for outdoor band concerts and catering | |
| Older people are specifically included in community activities for "families". | A lot of events are attended by families including grandparents. Other events are open to all ages and attract a diverse audience Through arts@leeds we fund arts organisations who host family activity including grandparents | |
| Schools provide opportunities to learn about ageing and older people, and involve older people in school | | |
| Older people are recognized by the community for their past as well as their present contributions. | We actively encourage people of all ages (over 18) to be volunteers and stewards at our venues We've set up an arts and older people network and will be looking at planning activities for older people, including older people in the planning | |
| Older people who are less well-off have good access to public, voluntary and private services. | We programme free activities and offer discounts for over 55s Through arts@leeds we fund arts organisations who target work at older people and offer free activities or discounted offers. | |
| Civic participation and employment | | |
| A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. | Where we have volunteers for activities, we encourage applications from all ages over 18 Through our arts@leeds fundign we actively encourage our funded organisations to work with older volunteers | We could ensure we target older people through the Older People's forum and neighbourhood networks |
| The qualities of older employees are well promoted. | The Council has an Awards for Excellence scheme aimed at all staff, and there is a long service award | |
| A range of flexible and appropriately paid opportunities for older people to work is promoted. | We have casual steward roles available that are flexible in terms of hours worked. For all our funded arts@leeds organisations we require a copy of their equality and diversity policy to ensure they treat people fairly. | |
| Discrimination on the basis of age alone is forbidden in the hiring, <u>retention, promotion and training of</u> | This is an LCC policy and a legal requirement | |
| Workplaces are adapted to meet the needs of disabled people. | This is a Council policy in line with the DDA | |
| Self-employment options for older people are promoted and supported. | | |
| Training in post-retirement options is provided for older workers. | | |
| Decision-making bodies in public, private and voluntary sectors <u>encourage and facilitate membership</u> | | |
| Communication and information | | |
| A basic, effective communication system reaches community residents of all ages. | We provide What's On guide that get distributed to communities through the libraries, we have a website, email list, social media, press coverage. All our funded arts@leeds organisations provide publicity and distribute it across the city | We could target older people's groups in our distribution & if we had the funding we could place adverts in magazines aimed at older people |
| Regular and widespread distribution of information is assured and a coordinated, centralized access is | We distribute widely and co-ordinate our regular brochure and key events | |
| Regular information and broadcasts of interest to older people are offered. | When requested by the press, we provide information and interviews for broadcast purposes | We would welcome more support from LCC's Comms team to do this |

| | | |
|--|---|---|
| Oral communication accessible to older people is promoted. | Front line staff have good knowledge of our range of services and are available to discuss this with people of all ages | |
| People at risk of social isolation get one-to-one information from trusted individuals. | | We would happily send any information to an organisation who would be willing to offer this |
| Public and commercial services provide friendly, person-to-person | If requested we can provide this | |
| Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are | All our printed information is in suitable print size and we offer large print if needed | |
| Print and spoken communication uses simple, familiar words in short, | We follow the Council's guidelines of plain English | |
| Telephone answering services give instructions slowly and clearly and tell callers how to repeat the | Our automated box office system offers this service | <input type="checkbox"/> |
| Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering. | | |
| There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community | In our current venues we don't offer wi-fi | We could offer wi-fi in our venues |
| Community and heaLeeds Town Hall | | <input type="checkbox"/> |
| An adequate range of heaLeeds Town Hall and community support services is offered for promoting, maintaining | | |
| Home care services include heaLeeds Town Hall and personal care and | | |
| HeaLeeds Town Hall and social services are conveniently located and accessible by all means of transport. | | |
| Residential care facilities and designated older people's housing are located close to services and the | | |
| HeaLeeds Town Hall and community service facilities are safely | | |
| Clear and accessible information is provided about heaLeeds Town Hall and social services for older people. | | |
| Delivery of services is coordinated and administratively simple. | | |
| All staff are respectful, helpful and trained to serve older people. | All staff receive in house training related to customer service and communicating with people of all ages | |
| Economic barriers impeding access to heaLeeds Town Hall and community support services are minimized. | | |
| Voluntary services by people of all ages are encouraged and supported. | | |
| There are sufficient and accessible | | |
| Community emergency planning takes into account the vulnerabilities and capacities | | |

| Activity | What are you doing | What could we do that we are not doing |
|--|--|---|
| Outdoor spaces and buildings | | |
| Public areas are clean and pleasant | | |
| Green spaces and outdoor seating are sufficient in number, well-maintained and safe. | | |
| Pavements are well-maintained, free of obstructions and reserved for pedestrians. | | |
| Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level. | All museum sites have access information details on our website including local parking and wheelchair access information | |
| Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings, visual and audio cues and adequate crossing times. | | |
| Drivers give way to pedestrians at intersections and pedestrian crossings. | | |
| Cycle paths are separate from pavements and other pedestrian walkways. | | |
| Outdoor safety is promoted by good street lighting, police patrols and community education. | | |
| Services are situated together and are accessible. | | |
| Special customer service arrangements are provided, such as separate queues or service counters for older people. | | |
| Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors. | Most of our sites, given their limitations as listed buildings, have lift access, rest areas/seating, disabled access to most of the building and good signage | A lift will be installed at Lotherton Hall later this year allowing full access to display areas (it is partial at present). |
| Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible. | All our sites have accessible toilets. Leeds Art Gallery has a Changing Places Toilet. | Priority refurbishment of toilets has taken place in recent years ie Leeds Art Gallery/ |
| Transportation | | |
| Public transportation costs are consistent, clearly displayed and affordable. | | |
| Public transportation is reliable and frequent, including at night and on weekends and holidays. | | |
| All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles. | | |
| Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected. | | |
| Specialized transportation is available for disabled people. | | |

| | | |
|---|--|--|
| Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off . | | |
| Transport stops and stations are conveniently located, accessible, safe, clean, welllit and well-marked, with adequate seating and shelter. | | |
| Complete and accessible information is provided to users about routes, schedules and special needs facilities. | | |
| A voluntary transport service is available where public transportation is too limited. | | |
| Taxis are accessible and affordable, and drivers are courteous and helpful. | | |
| Roads are well-maintained, with covered drains and good lighting. | | |
| Traffic flow is well-regulated. | | |
| Roadways are free of obstructions that block drivers' vision. | | |
| Traffic signs and intersections are visible | | |
| Traffic signs and intersections are visible and well-placed. | | |
| Driver education and refresher courses are promoted for all drivers. | | |
| Parking and drop-off areas are safe, sufficient in number and conveniently located. | | |
| Priority parking and drop-off spots for people with special needs are available and respected | | |
| Housing | | |
| Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community. | | |
| Sufficient and affordable home maintenance and support services are available. | | |
| Housing is well-constructed and provides safe and comfortable shelter from the weather. | | |
| Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. | | |
| Home modification options and supplies are available and affordable, and providers understand the needs of older people. | | |
| Public and commercial rental housing is clean, well-maintained and safe. | | |

| | | |
|--|--|---|
| Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally | | |
| Social participation | | |
| Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport. | All venues are accessible via public transport during the summer, but our country houses have no buses between Oct-April | Country houses have seasonal public transport - we would make a case for year-round buses but it is a commercial decision |
| Events are held at times convenient for older people. | Our general programmes run between 10am - 4pm and are open to all. We currently open all sites at weekends all year round. | |
| Activities and events can be attended alone or with a companion. | All our publicised activities are open to everyone | |
| Activities and attractions are affordable, with no hidden or additional participation costs. | The Leeds City Museum, the Leeds Art Gallery, Kirkstall Abbey and the Discovery Centre are free. The other sites have discounted entry fees for older people. Lots of events, talks and activities are free. For general entry wheelchair users and their carer goes free. | |
| Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people. | We have a 'What's-on' Guide in hard copy format which gives information about activities and events and publicise special interest events with leaflets, fliers and targeted marketing e.g. through the Leeds Older Peoples Forum. We are increasingly using e-communications to target information to those with a particular interest ie in activities for adults or children | We will be encouraging people to sign up to receive more targeted information about what we offer ie to adults. |
| A wide variety of activities is offered to appeal to a diverse population of older people. | We run some specific activities for example working with Adult Social Care Peer Support for people in the early stages of dementia as part of a wider cultural partnership, as well as workshops, activities and events tailored to meet the needs of a range of groups. We are particularly keen to ensure our family friendly activities are focused not just at kids and parents but at grandparents as well. | |
| Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. | Our museums are venues for organised groups of older people - such as Peer Support, Uof3A and special interest groups | |
| There is consistent outreach to include people at risk of social isolation. | We have a programme of outreach to community centres, memory cafes, luncheon clubs and other older peoples meeting places | |
| Respect and social inclusion | | |
| Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. | Older people are consulted as part of our wider audience research and development | We could do more targeted consultation with older people - how best to do this considering we run 9 sites? |
| Services and products to suit varying needs and preferences are provided by public and commercial services. | N/A | |
| Service staff are courteous and helpful. | Yes - staff receive training ie Welcome Host and we also offer training in issues such as deaf awareness and dementia awareness to our staff. | We always aspire to be better - we have systems in place to deal with comments and complaints. |

| | | |
|--|---|---|
| Older people are visible in the media, and are depicted positively and without stereotyping. | | |
| Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences. | Opportunity at sites to become involved in all sorts of activities -e.g. Knit and Knatter at Armley, 1948 Legacy for the Olympics, Bramley Elderly Action exhibition at Armley, Adult Programme at Lotherton Hall. Many of our sites have a range of 'hands on' activities or special events. | |
| Older people are specifically included in community activities for "families". | Lots of our family events are attended by grandparents with their grandchildren but we also run specific intergenerational projects. Other events are open to people of all ages and attract a very diverse audience. | |
| Schools provide opportunities to learn about ageing and older people, and involve older people in school activities. | N/A | |
| Older people are recognized by the community for their past as well as their present contributions. | There have been lots of projects working with older people on oral histories and reminiscence projects which are then showcased across our different venues, celebrating the histories and contributions of older people to our city. | |
| Older people who are less well-off have good access to public, voluntary and private services. | Many of our activities are free some of our sites are free. | |
| Civic participation and employment | | |
| A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. | We have a varied volunteer programme across all our 9 sites which we advertise and we actively encourage applications from older people. Travel expenses are reimbursed. | |
| The qualities of older employees are well promoted. | LCC has an Awards for Excellence scheme, in the past older workers have been strongly nominated though we have no specific older employees awards. Long service is formally recognised. | |
| A range of flexible and appropriately paid opportunities for older people to work is promoted. | We offer a range of part time opportunities for example as visitor assistants - these might range from a single shift to a lunchtime cover position. These vacancies occur across our nine sites. | |
| Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. | Yes - that is LCC policy and a legal requirement | |
| Workplaces are adapted to meet the needs of disabled people. | Yes as needed and where historic buildings allow | |
| Self-employment options for older people are promoted and supported. | | |
| Training in post-retirement options is provided for older workers. | | We could perhaps do more to promote part time vacancies which might appeal - how could we best do that? |
| Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people. | | |
| Communication and information | | |

| | | |
|--|---|---|
| A basic, effective communication system reaches community residents of all ages. | | |
| Regular and widespread distribution of information is assured and a coordinated, centralized access is provided. | All our Whats On and main print material is available in local venues ie libraries and One Stops | |
| Regular information and broadcasts of interest to older people are offered. | We offer a number of sources of information about what we are doing - for example our Secret Life of Objects blog gives the background to current projects or research we are undertaking which may be of interest to older people. | We would be interested to know how we could improve this - ie are there talking newspaper facilities etc which would welcome features on what we are doing? |
| Oral communication accessible to older people is promoted. | | |
| People at risk of social isolation get one-to-one information from trusted individuals. | | |
| Public and commercial services provide friendly, person-to-person service on request. | | |
| Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type. | We offer large print for example in Leeds Art Gallery for exhibition areas and video presentations are captioned | |
| Print and spoken communication uses simple, familiar words in short, straightforward sentences. | We have guidelines for accessibility in our written product including text panels and publicity material. | |
| Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. | | <input type="checkbox"/> |
| Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering. | | |
| There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries | We have plans for Wifi access at our sites starting with the City Museum and Leeds Art Gallery (though we do not provide hardware to access the internet at those sites). | |
| Community and health services | | <input type="checkbox"/> |
| An adequate range of health and community support services is offered for promoting, maintaining and restoring health. | | |
| Home care services include health and personal care and housekeeping. | | |
| Health and social services are conveniently located and accessible by all means of transport. | | |

| | | |
|--|--|--|
| Residential care facilities and designated older people's housing are located close to services and the rest of the community. | | |
| Health and community service facilities are safely constructed and fully accessible. | | |
| Clear and accessible information is provided about health and social services for older people. | | |
| Delivery of services is coordinated and administratively simple. | | |
| All staff are respectful, helpful and trained to serve older people. | | |
| Economic barriers impeding access to health and community support services are minimized. | | |
| Voluntary services by people of all ages are encouraged and supported. | | |
| There are sufficient and accessible burial sites. | | |
| Community emergency planning takes into account the vulnerabilities and capacities of older people. | | |
| | | |

| Activity | What are you doing | What could we do that we are not doing |
|--|---|---|
| Outdoor spaces and buildings | | |
| Public areas are clean and pleasant | All libraries are regularly cleaned and checked every day for vandalism etc. | |
| Green spaces and outdoor seating are sufficient in number, well-maintained and safe. | | |
| Pavements are well-maintained, free of obstructions and reserved for pedestrians. | | |
| Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level. | | |
| Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings, visual and audio cues and adequate crossing times. | | |
| Drivers give way to pedestrians at intersections and pedestrian crossings. | | |
| Cycle paths are separate from pavements and other pedestrian walkways. | | |
| Outdoor safety is promoted by good street lighting, police patrols and community education. | | |
| Services are situated together and are accessible. | Some libraries are now part of Community Hubs others are co located in buildings with health and customer services | |
| Special customer service arrangements are provided, such as separate queues or service counters for older people. | | |
| Buildings are well-signed outside and inside, with sufficient client seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors. | Signage at libraries is regularly looked at and all buildings are DDA compatible. | |
| Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible. | Where possible toilets are provided. Not always possible in small buildings. | The toilets in the Art Library serving the Art Space require an upgrade to prevent vandalism. |
| Transportation | | |
| Public transportation costs are consistent, clearly displayed and affordable. | | |
| Public transportation is reliable and frequent, including at night and on weekends and holidays. | | |
| All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles. | As well as libraries being on bus routes they are also local and often don't require public transport to get to them. | |
| Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected. | Mobile libraries are clean and well maintained. They have step lifts and seating. | |

| | | |
|--|--|--|
| Specialized transportation is available for disabled people. | | |
| Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off . | | |
| Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter. | | |
| Complete and accessible information is provided to users about routes, schedules and special needs facilities. | Information about mobile libraries is available on the web site. | |
| A voluntary transport service is available where public transportation is too limited. | An At Home Service delivers books to people in their own home if accessing a library is difficult. | |
| Taxis are accessible and off fordable, and drivers are courteous and helpful. | | |
| Roads are well-maintained, with covered drains and good lighting. | | |
| Traffic flow is well-regulated. | | |
| Roadways are free of obstructions that block drivers' vision. | | |
| Traffic signs and intersections are visible | | |
| Traffic signs and intersections are visible and well-placed. | | |
| Driver education and refresher courses are promoted for all drivers. | All mobile library drivers have to have the relevant qualifications and have to attend any relevant refresher courses. | |
| Parking and drop-off areas are safe, sufficient in number and conveniently located. | Mobile routes and parking are regularly reviewed for accessibility and usage. | |
| Priority parking and drop-off spots for people with special needs are available and respected | | |
| Housing | | |
| Sufficient, off fordable housing is available in areas that are safe and close to services and the rest of the community. | | |
| Sufficient and affordable home maintenance and support services are available. | | |
| Housing is well-constructed and provides safe and comfortable shelter from the weather. | | |
| Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. | | |

| | | |
|--|--|---|
| Home modify action options and supplies are available and off fordable, and providers understand the needs of older people. | | |
| Public and commercial rental housing is clean, well-maintained and safe. | | |
| Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally | | |
| Social participation | | |
| Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport. | Venues are actually in local areas so often public transport is not needed. The Central Library serves the whole city and is easily reached by both bus and rail. | |
| Events are held at times convenient for older people. | Yes libraries are open in some cases seven days a week and events take place at all times of the day. Events for older people are often held during the day | |
| Activities and events can be attended alone or with a companion. | Libraries are open to everyone and used for many purposes. People are confident attending alone, with a companion or in a group. | |
| Activities and attractions are affordable, with no hidden or additional participation costs. | Most activities are free. If there is a charge for an event it will be at a low cost. | looking at piloting a pay what you can afford model for some of the charged events in the Central Library |
| Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people. | Activities are promoted in the local library, in other local venues e.g. shops, GP's, local press, social media, web site. | |
| A wide variety of activities is offered to appeal to a diverse population of older people. | A wide variety of activities is provided some are aimed at older people but a lot are aimed at a wider range of participants which definitely includes older people. Sometimes special events will be targeted in a particular library reflective of that local community. | |
| Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. | Libraries are available for meetings either in the main body of the library or specially booked meeting rooms. Librarians often hold events in other venues e.g. community centres, local galas, shopping areas. | |
| There is consistent outreach to include people at risk of social isolation. | Community Engagement Plans are produced for each library, the demographics of each location are discussed and plans put in place to reach people not using the service. These plans are updated regularly. | |
| Respect and social inclusion | | |
| Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. | Older people are include in any general consultation and would be consulted as a special group if relevant. All events are evaluated and suggestions for improvement is encouraged. | |
| Services and products to suit varying needs and preferences are provided by public and commercial services. | A wide range of resources and events are available. Always reviewing what is needed and in the case of older people looking at what the next generation of older people would want from a library. | |
| Service staff are courteous and helpful. | Customer care training is provided for all staff | |

| | | |
|--|--|--|
| Older people are visible in the media, and are depicted positively and without stereotyping. | Older people events are often celebrated in the media. | |
| Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences. | Often hold intergenerational events as well as age specific events. | |
| Older people are specific call included in community activities for "families". | A lot of family events are now attended by grandparents with their grand children | |
| Schools provide opportunities to learn about ageing and older people, and involve older people in school activities. | | |
| Older people are recognized by the community for their past as well as their present contributions. | Intergenerational activities take place where older people share their skills. Older people are also encouraged to volunteer and this celebrated. | We could do more around inter generational activities. |
| Older people who are less well-off have good access to public, voluntary and private services. | Resources are free to anyone who works, lives or studies in Leeds. | Could do more marketing off this fact |
| Civic participation and employment | | |
| A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. | A new programme of volunteering has just been launched. | This needs to be extended. |
| The qualities of older employees are well promoted. | The library service has a fairly mature work force and experience of older staff is recognised | |
| A range of flexible and appropriately paid opportunities for older people to work is promoted. | Job clubs happen in libraries across the city to help people into work. Attendees are often older people. | |
| Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. | Yes | |
| Workplaces are adapted to meet the needs of disabled people. | Yes | |
| Self-employment options for older people are promoted and supported. | Job clubs happen in libraries across the city to help people into work this includes information and advice about self employment. Attendees are often older people. | |
| Training in post-retirement options is provided for older workers. | Yes | |
| Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people. | | |
| Communication and information | | |

| | | |
|--|--|--|
| A basic, eff active communication system reaches community residents of all ages. | Lots of work is done to reach people and different methods are always considered. | Could do more . Just done a marketing campaign to reach children the next one is adults of all ages. |
| Regular and widespread distribution of information is assured and a coordinated, centralized access is provided. | Information is distributed from Library HQ across the city. | |
| Regular information and broadcasts of interest to older people are offered. | If relevant | |
| Oral communication accessible to older people is promoted. | This is done through local library staff. | |
| People at risk of social isolation get one-to-one information from trusted individuals. | This happens from volunteers visiting people in their own homes | Need to do more in partnership with other organisations. |
| Public and commercial services provide friendly, person-to-person service on request. | Staff contactable either face to face, by e-mail, social media or telephone. | |
| Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type. | all text on posters, pull ups etc. is dda compatible. | |
| Print and spoken communication uses simple, familiar words in short, straightforward sentences. | Simple English is used on marketing materials. | |
| Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. | | <input type="checkbox"/> |
| Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering. | Computers in libraries have accessible software and also large keyboards available. | |
| There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries | Free computer use and free internet in all libraries and mobile libraries. Also offer free IT training for people new to digital technology. | |
| Community and health services | | <input type="checkbox"/> |
| An adequate range of health and community support services is offered for promoting, maintaining and restoring health. | A wide range of books is available covering health and wellbeing, cooking, exercised also information about support groups | Should work more closely with partners to promote this resource. |
| Home care services include health and personal care and housekeeping. | | |
| Health and social services are conveniently located and accessible by all means of transport. | | |

| | | |
|--|---|--|
| Residential care facilities and designated older people's housing are located close to services and the rest of the community. | Mobile libraries visit residential care facilities and sheltered housing. | |
| Health and community service facilities are safely constructed and fully accessible. | | |
| Clear and accessible information is provided about health and social services for older people. | | |
| Delivery of services is coordinated and administratively simple. | | |
| All staff are respectful, helpful and trained to serve older people. | | |
| Economic barriers impeding access to health and community support services are minimized. | | |
| Voluntary services by people of all ages are encouraged and supported. | | |
| There are sufficient and accessible burial sites. | | |
| Community emergency planning takes into account the vulnerabilities and capacities of older people. | | |

| Activity | What are you doing | What could we do that we are not doing |
|--|--|--|
| Outdoor spaces and buildings | | |
| Public areas are clean and pleasant | | |
| Green spaces and outdoor seating are sufficient in number, well-maintained and safe. | | |
| Pavements are well-maintained, free of obstructions and reserved for pedestrians. | | |
| Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level. | | |
| Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings, visual and audio cues and adequate | | |
| Drivers give way to pedestrians at intersections and pedestrian | | |
| Cycle paths are separate from pavements and other pedestrian walkways. | | |
| Outdoor safety is promoted by good street lighting, police patrols and community education. | | |
| Services are situated together and are accessible. | | |
| Special customer service arrangements are provided, such as separate queues or service counters | | |
| Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors. | Film Festival venues are carefully vetted for accessibility and public facilities and additional festival signage is used during our events. | |
| Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible. | | |
| Transportation | | |
| Public transportation costs are consistent, clearly displayed and affordable. | | |
| Public transportation is reliable and frequent, including at night and on weekends and holidays. | | |
| All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles. | Our publicity includes comprehensive venue information with clear public transport instructions. | |
| Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected. | | |
| Specialized transportation is available for disabled people. | | |
| Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off . | | |
| Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter. | | |
| Complete and accessible information is provided to users about routes, schedules and special needs facilities. | | |
| A voluntary transport service is available where public transportation is too limited. | | |
| Taxis are accessible and affordable, and drivers are courteous and helpful. | | |
| Roads are well-maintained, with covered drains and good lighting. | | |
| Traffic flow is well-regulated. | | |

| | | |
|--|---|---|
| Roadways are free of obstructions that block drivers' vision. | | |
| Traffic signs and intersections are visible | | |
| Traffic signs and intersections are visible and well-placed. | | |
| Driver education and refresher courses are promoted for all drivers. | | |
| Parking and drop-off areas are safe, sufficient in number and conveniently located. | | |
| Priority parking and drop-off spots for people with special needs are available and respected | | |
| Housing | | |
| Sufficient, off fordable housing is available in areas that are safe and close to services and the rest of the community. | | |
| Sufficient and affordable home maintenance and support services are available. | | |
| Housing is well-constructed and provides safe and comfortable shelter from the weather. | | |
| Interior spaces and level surfaces allow freedom of movement in all rooms and passageways. | | |
| Home modify action options and supplies are available and off fordable, and providers understand the needs of older people. | | |
| Public and commercial rental housing is clean, well-maintained and safe. | | |
| Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally | | |
| Social participation | | |
| Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport. | The Film Festival uses a diverse range of different venues across the city for its events, all vetted for accessibility and the relevant information provided in publicity. | |
| Events are held at times convenient for older people. | Film Festival screenings begin at noon or earlier during weekdays and weekends with repeat screenings at different times to encourage different people to attend. | We are engaging in a new year round initiative with different partners called Leeds Film City to create and promote more diverse year round film screenings and could include content aimed specifically at older people. |
| Activities and events can be attended alone or with a companion. | We offer 2 for 1 concessionary tickets for disabled audience members who require care assistants. | |
| Activities and attractions are affordable, with no hidden or additional participation costs. | Our ticket costs are lower than average cinema ticket costs, in some cases lower than the regular costs for the venue we are using, eg the Everyman and there are lots of very good value deals for multiple tickets. | |
| Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people. | Our free guide includes comprehensive information about times, venues, public transport and accessibility. | The Leeds Film City project will publicise and collate information about all sorts of different film events into a single resource for easier reference. |
| A wide variety of activities is offered to appeal to a diverse population of older people. | Our programme includes films from all around the world and throughout film history, a highly culturally diverse selection that caters for all ages of film enthusiast. | |
| Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks. | We are limited to use of venues with cinema projection facilities but we use a range of different venues in different areas around the city. | |
| There is consistent outreach to include people at risk of social isolation. | Targeted marketing is carried out with provision of free festival guides to community centres and we have worked with NHS Ambassadors for facilitating elderly access to the arts. | This could be developed more effectively and regularly perhaps in conjunction with new partners. |

| Respect and social inclusion | | |
|--|---|--|
| Older people are regularly consulted by public, voluntary and commercial services on how to serve them better. | Audience consultation and evaluation is carried out regularly for self assessment and improvement with the same kind of outreach described in targeted marketing above. | |
| Services and products to suit varying needs and preferences are provided by public and commercial services. | The Film Festival is exclusively related to the cinema but the range of events and screenings within that remit is extremely diverse. | |
| Service staff are courteous and helpful. | All senior staff are trained in dealing with vulnerable adults and temporary staff are selected and trained for their ability to deal a diverse range of customers. | |
| Older people are visible in the media, and are depicted positively and without stereotyping. | We include selections of films which depict older people in non-stereotypical light and challenge conventional representations. | |
| Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences. | | |
| Older people are specific call included in community activities for "families". | | |
| Schools provide opportunities to learn about ageing and older people, and involve older people in school activities. | | |
| Older people are recognized by the community for their past as well as their present contributions. | | |
| Older people who are less well-off have good access to public, voluntary and private services. | | |
| Civic participation and employment | | |
| A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs. | We have an extensive volunteer programme which is inclusive for older people and has had older people regularly taking part. | |
| The qualities of older employees are well promoted. | | |
| A range of flexible and appropriately paid opportunities for older people to work is promoted. | | |
| Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees. | | |
| Workplaces are adapted to meet the needs of disabled people. | | |
| Self-employment options for older people are promoted and supported. | | |
| Training in post-retirement options is provided for older workers. | | |
| Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people. | | |
| Communication and information | | |
| A basic, eff active communication system reaches community residents of all ages. | Our targeted marketing through community centres aims to share our publicity across the city and residents of all ages. | |
| Regular and widespread distribution of information is assured and a coordinated, centralized access is provided. | | |
| Regular information and broadcasts of interest to older people are offered. | | |
| Oral communication accessible to older people is promoted. | | |
| People at risk of social isolation get one-to-one information from trusted individuals. | | |

| | | |
|--|---|--------------------------|
| Public and commercial services provide friendly, person-to-person service on request. | | |
| Printed information – including official forms, television captions and text on visual displays – has large lettering and the main ideas are shown by clear headings and bold-face type. | Publicity is available in large print format on request. | |
| Print and spoken communication uses simple, familiar words in short, straightforward sentences. | All key information in our publicity is presented in straightforward, accessible style. | |
| Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time. | | <input type="checkbox"/> |
| Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering. | | |
| There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries | | |
| Community and health services | | <input type="checkbox"/> |
| An adequate range of health and community support services is offered for promoting, maintaining and restoring health. | | |
| Home care services include health and personal care and housekeeping. | | |
| Health and social services are conveniently located and accessible by all means of transport. | | |
| Residential care facilities and designated older people's housing are located close to services and the rest of the community. | | |
| Health and community service facilities are safely constructed and fully accessible. | | |
| Clear and accessible information is provided about health and social services for older people. | | |
| Delivery of services is coordinated and administratively simple. | | |
| All staff are respectful, helpful and trained to serve older people. | | |
| Economic barriers impeding access to health and community support services are minimized. | | |
| Voluntary services by people of all ages are encouraged and supported. | | |
| There are sufficient and accessible burial sites. | | |
| Community emergency planning takes into account the vulnerabilities and capacities of older people. | | |