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Project Partner:



THE HONG KONG
POLYTECHNIC UNIVERSITY
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Institute of
Active Ageing
活齡學院 

JOCKEY CLUB AGE-FRIENDLY CITY PROJECT



賽馬會齡活城市
Jockey Club Age-friendly City

Three-year Action Plan for Yau Tsim Mong District

Background

Initiated and funded by The Hong Kong Jockey Club Charities Trust, the Jockey Club Age-friendly City Project (“JCAFC Project”) aims to build Hong Kong into an age-friendly city. The Institute of Active Ageing (“IAA”) of The Hong Kong Polytechnic University (“PolyU”) has conducted the baseline assessment study between May 2017 and August 2017 to gather the views of Yau Tsim Mong residents on the age-friendliness of the District with reference to the eight age-friendly city domains within the World Health Organisation (“WHO”)’s Global Age-friendly Cities framework. A total sample of 520 questionnaires were collected and five focus group interviews were conducted in Yau Tsim Mong District. The baseline assessment findings identified local residents’ concerns in each domain which shed lights on developing a three-year action plan to make Yau Tsim Mong District a more age-friendly community.

Consultation meetings were organised to discuss the baseline assessment findings and three-year action plan with Yau Tsim Mong District Office and District Council since October 2017. The major concerns in eight domains reviewed by the baseline assessment study were highlighted as follows:

Domain 1) Outdoor Spaces and Buildings

The availability of parks and public pleasure grounds was generally appreciated by older people. However, age-friendly public facilities (e.g. insufficient provision of shelters in open spaces and inconvenience locations of some public toilets) and barrier-free access facilities were considered inadequate. Occupation of public spaces by shop owners, environmental hygiene concerns and insufficient seating spaces in shopping malls were other key concerns raised by respondents.

Domain 2) Transportation

Good transport network and the entitlement for Government Public Transport Fare Concession Scheme for older people aged 65 or above were the key age-friendly initiatives appreciated by the respondents. However, the issue of illegal parking and the short duration of some traffic lights raised some older people’s concern about pedestrian mobility and traffic safety. High transport fee for residents aged 64 or below, infrequent services of some bus routes, lack of consideration of some public transport drivers toward the needs of older people (e.g. speeding,

poor attitude of drivers) and inadequate provision of age-friendly facilities in public transport were other key concerns raised by local residents.

Domain 3) Housing

Housing is a major concern as there are many tenement houses in the District. The lack of barrier-free access facilities in tenement houses created barriers for older people to go out and get connected with the community. Aging in place became difficult in view of the expensive maintenance cost and the difficulty to access home maintenance services. Tiny living space and high rent of sub-divided flats were other key concerns highlighted by local residents.

Domain 4) Social Participation

Affordable program fee and the availability of different social activities for active community members to participate in were the major elements appreciated by the respondents. However, inadequate activity quotas and limited opportunities for hidden and singleton elderly to participate in social activities are the major areas which require further improvement.

Domain 5) Respect and Social Inclusion

Active older people who are concerned about the development of the community and are willing to share their views expressed that it was quite difficult for them to review the follow-up actions after their opinions were raised. Age-friendly initiatives, such as priority seats in public transport vehicles and discounts offered by restaurants, were appreciated by older people while the lack of proactive manner to offer seats to older people in public transport vehicles was observed. Insufficient intergenerational activities to foster understanding and appreciation among different generations were also observed.

Domain 6) Civic Participation and Employment

Older people were capable and their strengths and experience could be further utilised through volunteer opportunities. Comparatively, there were a number of challenges for older people to enter the labour market, such as age discrimination, the introduction of Statutory Minimum Wage and the lack of job opportunities which matched the expectation of older people.

Domain 7) Communication and Information

The availability of different channels (e.g. elderly centres, radio and television) for active older people to receive information was appreciated by the local residents. However, the difficulty to make medical appointments through the General Out-patient Clinics Telephone Appointment System and the challenge for old-old to use digital platforms to receive information were identified as the major challenges to age-friendliness.

Domain 8) Community Support and Health Services

In general, the local residents considered that the public medical services were affordable. However, the long waiting time for out-patient specialist services in public hospitals and the limited quotas for general out-patient clinic affected older people to receive timely treatment. Although community support services were available, there was a concern about its accessibility to hidden and singleton elderly. Obstacles for older people with mobility difficulties to access to health services and insufficient support to promote a healthy lifestyle among older people were other major challenges to age-friendliness.

Proposed Three-year Action Plan of Yau Tsim Mong District

Based on the baseline assessment findings and comments from Yau Tsim Mong District Office and District Council, the following three-year action plan has been developed for improving age-friendliness of the District.

Domain 1) Outdoor Spaces and Buildings

Proposed Action	Feasibility
Improve environmental hygiene services to maintain a hygienic living environment in the District	***
Raise general public and merchants' awareness of environment hygiene through public education	***
Increase the provision of age-friendly public facilities and barrier-free access facilities (e.g. increase seating spaces with shelters in parks and public pleasure grounds and install lifts at footbridges)	**
Step up the enforcement action against shopfront extension	***
Increase the provision of age-friendly facilities (e.g. seating spaces) in shopping malls	*

Domain 2) Transportation

Proposed Action	Feasibility
Promote the importance of road safety to drivers and older people through public education and award programmes	***
Increase the provision of age-friendly facilities in public transport services (e.g. increase shelters and seating areas at bus stops, install external lifts to connect commuters from street level to MTR station concourse)	**
Step up the enforcement action against illegal parking	**
Study the possibility of extending the duration of the green signal of traffic light	**
Provide other possible measures to relieve fare burden of young-olds aged under 65	*

Domain 3) Housing

Proposed Action	Feasibility
Enhance older people's understanding on the concept of "age-friendly housing"	***
Facilitate older people, caregivers and district organizations to understand the importance and the application of "age-friendly home"	***
Provide repair and maintenance services to needy elderly	***
Provide information on repair and maintenance service providers available in the District to older people	***
Improve the interior living space of older people (especially for those living in old buildings)	**
Provide support to older people to repair and maintain their self-occupied properties (especially for those living in old buildings)	**
Explore channels to provide affordable housing for needy elderly	*

Domain 4) Social Participation

Proposed Action	Feasibility
Provide more opportunities for older people (especially singleton and hidden elderly) to participate in social activities	**

Domain 5) Respect and Social Inclusion

Proposed Action	Feasibility
Facilitate interaction between young and older people	***
Empower older people (e.g. JCAFC ambassadors ¹) to facilitate the general public to understand their needs	***
Create a platform to facilitate older people to voice out and discuss their concerns about age-friendly issues with community stakeholders	***

Domain 6) Civic Participation and Employment

Proposed Action	Feasibility
Empower older people (e.g. JCAFC ambassadors) to train other community members to promote the age-friendly messages in the community	***
Promote the benefits of employing older people through public education campaigns	***
Provide one-stop employment support (e.g. pre-employment training and case management) to older people (including young olds) who have motivation to enter the labour market	***
Organise job fairs for older people	***
Explore unconventional employment opportunities for older people with reference to the district characteristic (e.g. recruit older people as docents to introduce the district characteristics to other community members)	***

¹Under the Jockey Club Age-friendly City Project, professional support team from the Hong Kong Polytechnic University provides training to older people and other stakeholders in Sham Shui Po district on age-friendly city and encourages them to become ambassadors to spread the age-friendly message in the community. A number of activities have been held in the district to enhance ambassadors' understanding of the concept of age-friendly city.

Domain 7) Communication and Information

Proposed Action	Feasibility
Provide support (e.g. invite younger people as tutors) to older people to adapt to the digital era	***
Provide support to older people (e.g. singleton and hidden elderly) to access to community information	***
Study the feasibility of enhancing the General Out-patient Clinics Telephone Appointment System (e.g. provide direct hotline for older people)	*

Domain 8) Community Support and Health Services

Proposed Action	Feasibility
Increase the provision of community support services (e.g. outreach services for hidden and singleton elderly and support services for carers)	***
Organise more community programmes to enhance older people's awareness of maintaining physical health	***
Increase the supply and promotion of specialised transport services (e.g. Rehabus and Diamond Cab) to older people with mobility difficulties	**
Increase the amount of Health Care Voucher	*
Increase the quotas for public hospital services and general outpatient services	*