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| Action Delivery Plan Report 2020-2023 | Abstract  This action plan delivery report is a result of agreed actions contained within the Age Friendly strategy and action plan by Age Friendly Alliance partners. This report details the progress against these actions. The Age Friendly action plan is a live document which means the action plan had been continually updated and edited during the life span of the action plan. This is the first Age Friendly cycle for Lisburn & Castlereagh which currently covers a three year period (2020-2023) The Age Friendly action plan is now due for renewal. The World Health Organisation requires that Age Friendly City members refresh their action plan every three years. The information contained within this action delivery report has been collected alongside the Age Friendly partners through reporting mechanisms agreed at the beginning of the Age Friendly process though an Outcomes Based Accountability method. |

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# **Lisburn & Castlereagh Age Friendly – Delivery Plan Report**

Introduction

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| On the 1st October 2017 which is commonly known as the International Day of Older People, Lisburn & Castlereagh agreed to take the necessary steps to join the Age Friendly Global Network of Age Friendly Cities & Communities. The first step was to produce an Age Friendly Baseline of qualitative and quantitative data determining the Age Friendliness of the Lisburn Caslteragh area. The second step was to put in place a structure to support the Age Friendly process including establishing an Age Friendly Alliance, which is made up of key stakeholders which included representation from older people. The third step was to develop a 3 year Age Friendly Action Plan and Strategy.  The Age Friendly Alliance was established and formed with key stakeholders within the community, voluntary and statutory organisations with a remit for working alongside an ageing demographic. The Age Friendly Alliance agreed to three key priorities out of the eight Age Friendly domains which they felt they could influence over the next 3 years. The 3 Age Friendly domains chosen were Social Participation, Communication & Information and Community & Health Services.  Lisburn & Castlereagh City Council produced the first Age Friendly Strategy in 2019 in consultation with older people and was due to have a public launch of the Age Friendly action plan in January 2020. Unfortunately the Covid pandemic impaired delivery plans. Attention quickly turned to the threat of Covid and how to protect the most vulnerable in society, which impacted many of the actions detailed in this Action Delivery Plan Report. The pandemic highlighted vulnerability within Lisburn & Castlereagh older residents. Older residents were more at risk of series illness or death from contracting the virus, but they were also at risk due to digital connectivity issues and the impact this had on securing food and maintaining social contacts.  Actions reported in the Action Delivery Report Plan are based on the Red, Amber and Green system (RAG) which symbolises the status of each action. RAG status reporting is used by action leads to indicate how well their action has progressed over the lifespan of the Age Friendly action plan. A red traffic light indicates problems, amber everything is okay, green means things going well and action was met. For purposes of this Action Delivery Plan Report one traffic light is used to indicate the overall status of each action. The action outcomes are measured by an Outcomes Based Accountability approach, which essentially asks what was done regarding the action? How well was it done? and if anyone is better off as a result of the action? |

**Overview**

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| **Age Friendly Regionally and locally** | The Executive Office has outlined that Northern Ireland will be an Age Friendly region by 2021 as outlined in the Active Ageing Strategy 2015-2022. Age Friendly was also an outcome within the Programme for Government (PfG) Delivery Plan for 2018/19 under Outcome 4: To Make each council area “Age Friendly” – a place where organisations work together to enhance quality of life for people as they age  Age Friendly sits locally under the Community Plan for Lisburn & Castlereagh City Council, under theme 3: Health & Wellbeing. The Outcome for Theme 3 under the Community Plan is: We live healthy, fulfilling and long lives. |
| **Justification of Age Friendly** | Lisburn & Castlereagh City Council has an ageing population and according to the most recent census the over 65+ age band has grown by 2% and now people who are aged 65+ equate to 18% of Lisburn Castlereagh population. The 65+ age band is the only age band to increase in the latest census statistics for the Lisburn & Castleragh area. There is a need to future proof services by considering the demographic profile of the Lisburn & Castlereagh Council area. When you ensure that the needs of older people are considered when designing services and developing infrastructure you are also considering the needs of all age groups. By making Lisburn & Castlereagh a great place to grow older the Age Friendly Alliance is working to improve services and facilities to support all residents as they age. |
| **Management Arrangements** | Community Planning Manager – Catharine McWhirter  Contract holders-Public Health Agency  Age Friendly Development Officer – Gareth McCausland  Age Friendly Chairperson and Champion – Alderman Amanda Grehan |
| **Members of the Age Friendly Alliance** | Lisburn & Castlereagh City Council Queen’s University of Belfast  Alzheimer’s Society Lisburn & Castlereagh PCSP  TADA SEHSCT  BHSCT Lagan Valley Rural Transport  NIFRS RESURGAM  Health & Social Care Board ASCERT NI  NIHE ATLAS  Linking Generations |
| **Reporting Arrangements** | Quarterly PMR Report to the Public Health Agency who are the contract holders for Age Friendly project are returned on a quarterly basis.  Performance Scorecards reported to Age Friendly Development Officer, through Age Friendly Action leads. |

**Stakeholder Engagement**

***Giving older people a voice and empowering them to use it is an integral element of Age Friendly.***

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| **Your Voice, Your Age , Your Community Age Friendly Survey** | Over 400 response to Age Friendly Survey (Your Age, Your Voice, Your Community) |
| **Older people engagement** | Age Friendly Alliance representation with older people attending.  Talks with community older groups in the community.  Attending events and gathering views of older people. |

## This is a live document

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| **Action** | **Milestone** | ***RAG*** | ***What have we done?*** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  **(resource, cost, Covid-19 implications on actions)** |
| Develop programmes of value that support people to adopt more active, healthy and social lifestyles resulting in better health outcomes | Arrange meeting of services delivering for our ageing population and analyse any gaps that exist to make services better. |  | Lisburn & Castlereagh Active Ageing initiative is held at Lagan Valley Leisure Plex in Lisburn and provides physical activity classes for over 50s, including Zumba, seated yoga, Pilates, circuits, walking groups. Active Ageing is an initiative supported by the South Eastern Health and Social Care Trust and delivered by Lisburn & Castlereagh City Council. The program celebrates ‘active ageing’ through encouraging older people to participate in regular physical activity. Active Ageing has helped over 480 people per week aged between 50 and 80 years of age to engage in physical activities in Lisburn and Castlereagh City Council leisure venues by offering subsidised rates and developing classes, specifically for the older age group.  The Castlereagh Safe & Well project (C-SAW) delivers gardening initiatives in Bell lane Allotments for people living with disabilities and older people, ten pin bowling project for older people at Dundonald International Ice Bowl and other initiatives to increase the health and wellbeing including walking rugby, golf at Castlereagh Hills Golf Club. Other activities such as walking cricket, walking rugby arm chair aerobics and Cook It sessions are held at Lough Moss leisure Centre. | A social Return on Investment of the Active Ageing project was carried out by Gauge NI and commissioned by South Eastern Health and Social Care Trust. This resulted in the findings that for every £1 invested into the Active Ageing project £11 in social value was returned. The link to the SROI card can be found by clicking on the icon below :    A social Return on Investment of the Active Ageing project was carried out by Gauge NI and commissioned the C-SAW Project. This resulted in the findings that for every £1 invested into the Active Ageing project £10 in social value was returned. The link to the SROI Card for the C-SAW project can by clicking the icon below : | Of those attending the Active Ageing initiative: **96%** Rated the accessibility, value for money, cleanliness, friendliness and quality of  services they attended as good or very good. **95%** Feel that their physical health has improved. **92%**  Feel their overall quality of life has  improved. **100%** Would recommend the Active Ageing programme to friends and family. Those involved have boasted improved physical and mental health and wellbeing as well as reduced social isolation, increased engagement in local networks and reduced reliance on primary health and social care  **Mental Health & Wellbeing Benefits** People attending the C-SAW Project reported enhanced feelings of self-worth, feeling more positive towards services within their community and meeting new people in their local area. **People living with disabilities:** People living with a disability reported there was activities tailored towards people with disabilities and developed confidence through C-SAW. **How Older People Benefit:** Older people reported that C-SAW has helped with social isolation & confidence. | Classes to improve physical activity were moved online along with online positive ageing sessions and resumed later in 2022  C-SAW sessions were on hold during lockdown during Covid but have now fully resumed towards the end of 2022 |
| **Action** | **Milestone** | **RAG** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  (resource, cost, Covid-19 implications on actions) |
| Establish an intergenerational network to support and develop intergenerational approaches in the Lisburn & Castlereagh area. | The creation of a network of within Lisburn & Castlereagh and empower them to develop their own intergenerational projects. |  | Linking Generations have taken the lead on development and Coordination of a Lisburn & Castlereagh Intergenerational Network Group that has been established to promote intergenerational practices throughout Lisburn and Castlereagh.  The Network members are linked with their local Linking generations network co-ordinator. Members of the Lisburn and Castlereagh network receive a regular e-bulletin containing all the latest intergenerational news, information, resources and opportunities happening | Members from the network come from the public, private and third sector. Members of the LG Network for Lisburn & Castlereagh receive information and guidance regarding funding for local and national project activity and development. LGNI have held network meetings for the area twice in 2022, in March and September. Network members create new partnerships locally and regionally, strengthen community links. Members are able to access support and training | Local Linking Generation Coordinators have been able to advise and offer toolkits to help network members to deliver intergenerational activities to local community. No data available on the impact of the network in the local community currently available due to covid projects on hold. | Due to staffing issues Linking Generations now hold Network meetings that incorporates 3 council areas and have moved to a regional approach across neighbouring council areas incorporating Lisburn & Castlereagh, Belfast and Ards and North Down. |
| **Action** | **Milestone** | **RAG** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  (resource, cost, Covid-19 implications on actions) |
| Improve access to our outdoor environment through maintaining of Green Flag status and ensure outdoor parks are accessible | Hold regular park and open spaces walking audits to ensure outdoor spaces are adequate for an ageing population. |  | Lisburn & Castlereagh City Council Parks and Amenities team take the lead in applying for Green Flag Awards at all of the Lisburn Castlereagh parks. The Green Flag Award is an internationally recognised certification for environmental quality management for parks and open spaces. It is a sign to the public that the space boasts the highest possible standards, is beautifully maintained and has excellent facilities. | Parks that have been awarded Green Flag status are: Castle Gardens Wallace park, Moira Demesne Moat Park. New applications for Bells lane allotment and Billy Neill have also been successful. Parks and Amenities also monitor and audit Pathways and general maintenance is monitored on an ongoing basis and repairs actioned accordingly though Park and Amenities team. | Plans for new pathways are going ahead for Hydebank and Hillsborough Forest Park, current pathways have been refurbished.  All car parking facilities have disabled spaces marked out.  Green flag Awards demonstrate the dedication to high standards resulting in heavier footfalls in all of parks and open spaces. Please see article for more information in Green Flag awards for Lisburn & Castlereagh City Council: <http://bit.ly/3UgoSTk> | Walking audits of open spaces to ensure they meet the Age Friendly Checklist were not held over the covid period and will be addressed in the new Age Friendly action plan. |
| **Action** | **Milestone** | **RAG** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  (resource, cost, Covid-19 implications on actions) |
| Provide opportunities for arts participation that are accessible and recognise the contribution arts makes to wellbeing | Accessible programmes that include theatre, dementia friendly screenings of films, arts and crafts, dance and photography |  | Lisburn & Castlereagh City council believes that the arts are essential for everybody regardless of experience and ability as they provide both mental and physical stimulation, and a useful opportunity to socialise, particularly for people living with a disability or in social isolation. When engaging with patrons who are visually impaired at ISLAND Arts Centre exhibitions, a member of the Arts team always aims to make themselves available to act as guides and interpreters around its galleries - all visitors need do on arrival, is ask! Also, ISLAND Arts Centre‘s exhibitions can feature video, light and sound installations and are therefore not confined to visuals alone. Arts Service staff are **World Host** trained and the venue holds this award for customer service excellence for its work with visitors at all levels. | ISLAND Arts Centre can provide specialised outdoor guided art tours for visually impaired people of all ages and can organise specialised arts education programmes in creative writing, theatre, photography and pottery in its own Pottery Studio. Many blind and partially sighted people particularly enjoy photography as a pastime, often using specially adapted photographic equipment. The arts centre can also devise simple, yet ingenious ways of working with people to change their style and adapt their approach to making art after losing their sight. This for example, might involve developing new techniques or using different equipment or lighting. Most mainstream classes can however also be made accessible, if requested. | The council has ‘Recite Me’ on its dedicated islandartscentre.com website, which is a Cloud-based web accessibility solution that allows patrons to customise islandartscentre.com in a way that works best for them. Using Word by Word on ‘Recite Me’ also improves the connection between voice support and word identification in over 35 languages!  In all aspects of its regular Disability Compliance Audits the council’s Arts Service has worked with ‘Lisburn in Focus’ to ensure that it is meeting the needs, where possible of visually impaired patrons. We can also signpost visually impaired patrons to other support services such as the ‘Sightline Directory’ | During Covid Lisburn & Castlereagh City Council partnered with the South Eastern Health & Social Care Trust, the Public Health Agency and the Arts Council of Northern Ireland, to bring socially-distanced live theatre to local care facilities. ‘The Broads’ show was performed for residents of Pond Park Care Home as the first in a series of 15 shows across Lisburn & Castlereagh facilities. |
| **Action** | **Milestone** | **RAG** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  (resource, cost, Covid-19 implications on actions) |
| Participate in national days celebrating older people i.e. International Positive Ageing Month. | Form a steering group around national campaigns to ensure national campaigns are highlighted and celebrated. |  | Age Friendly Lisburn Castlereagh are have worked locally and in partnership with Age Friendly NI Network to develop Positive Ageing Month over the last 3 years. 2 In person local Positive Ageing Months have taken place during this action plan period 2019 and 2022. A calendar of events locally and regionally in Lisburn & Castlereagh have been organised including walking tours of the Irish Linen Centre & Lisburn Museum, physical activity events in Lough Moss Leisure Centre and Lisburn leisureplex and craft classes. | Approximately 350 people have attended Positive Ageing Month at local events in 2019 & 2022. In 2020 and 2021 events were a regional online only and no in person evaluations were attained. Activities were well attended. A steering group has been established through the Age Friendly NI network and an internal steering group has been established for a more joined up approach to Positive Ageing month. Links to evaluation reports can be found below. | **In 2022 people attending the most recent Positive Ageing Month:**  65% stated their confidence to engage in physical activity before the Positive Ageing Month was good/very good. Following Positive Ageing Month 87% good/very good.  **100%** of people attending the Falls Prevention Morning who improved their knowledge of falls prevention following Positive Ageing Month.  **100%** of participants felt their knowledge of Healthy Eating improved following the Healthy eating talks in Positive Ageing Month.  **100%** of participants who attended the local walking tours enjoyed the tour and felt it help with being more socially active during Positive Ageing Month. | Positive Ageing Month took place via Zoom during Covid-19 pandemic. Activities took place over zoom and no in person took place for 2 years All activities were online via zoom over the 2020/21 years due to the ongoing effects of Covid-19. Hence no in person events were held. |

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| Use Portal For Older People. com (POP NI.com) which is a website that signposts older people to services | Revamp the Portal For Older People known as POPNI. com as a Main interface for older people |  | POP NI was designed to be an easy-to-use web resource which linked older people in Northern Ireland and their families to organisations who support them. As well as signposting older people to a wealth of online information regarding their rights, and how they can manage their money more effectively, POP NI also links visitors to organisations which offer them free and independent support. POP NI allows individuals, groups and or organisations to connect and share their information. | POP NI was funded by Atlantic Philanthropies and managed by Advice NI, POP NI draws its support from the leading charitable organisations such as Age NI, Engage With Age and Age Sector Platform. | POP NI is currently is no longer in operation and access to data on usage is unavailable. His is due to a cur in funding support for the online platform. | Funding to support the website has finished and is currently not supported financially. Age Sector Platform has folded and no longer supports the POP site. A number of meetings were held with the PHA, Department of Communities and Councils to discuss funding but no funding could be secured. POPNI has ceased trading |
| **Action** | **Milestone** | **R**  **A**  **G** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  (resource, cost, Covid-19 implications on actions) |
| Improve how information is accessed for our ageing population and how accessible facilities meet Age Friendly checklist standard. | Ensure there is direct information for older people regarding services, for example online information is quick and easy to find. |  | Lisburn & Castlereagh City Council provide City Wide magazine to all residents. The council take all reasonable steps to provide this document in alternative formats and in minority languages to meet the needs of those who are not fluent in English.  Information through What’s On Guide is produced seasonally to inform local residents of what’s on.  Age Friendly information has a section within the Community E-Zine which is distributed to the community database of over 400 people directly. A review of how the Lisburn Castlereagh council website is constructed was under taken with consultation with older people and is currently under review. | All residents receive a copy of the City Wide magazine.  Residents on the global data base receive the Community Services E-Zine where Age Friendly is represented with information on Age Friendly Services.  Both the Belfast Trust and South Eastern Trust areas in the council area have produced a directory of services for older people that cover the whole council area. | Residents are kept informed of information on services from Lisburn & Castlereagh Council. Residents are kept informed of events through a What’s on guide seasonally produced by Lisburn & Caslteragh City Council.  An over 50’s survey has been carried out in the Lisburn & Castlereagh area. One area addressing Communication & Information section  Though the Age Friendly survey in the Lisburn Castleragh area over 70% of respondents claimed they are happy with how they receive information. | An over 50’s survey has been carried out in the Lisburn & Castlereagh area. One area addressing Communication & Information section in the survey, which sought to find out and to understand how best to produce information for older people. A key finding under Communication and Information section stated that printed information in the form of a magazine for older people with general information by organisations would be beneficial with an overview of services, contact details and from service users would be ideal. This will be explored further in the next Age Friendly Action plan. |
| **Action** | **Milestone** | **R**  **A**  **G** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  (resource, cost, Covid-19 implications on actions) |
| Establish/ support an older persons’ Network for Lisburn and Castlereagh | Hold workshops with community groups to undertake a co-production approach to the establishment of an Older Persons Network |  | Seniors Information Network Group (SING) is delivered through the South Eastern Health & Social Care Trust, Belfast Trust and Age NI. The SING group is represented by 20 older peoples groups across the Lisburn Castlereagh area | The Seniors Information Network Group have had 10 Network meetings and received funding support for their groups. A Club Development Toolkit has been produced to help associated community groups with a toolkit in how to develop and run their community groups. | Local groups are able to avail of funding advice and are able to run their community groups more effectively through the club development toolkit. An impact cad can be found below. | SING group have not been able to meet during the lockdown period, however have met via zoom.  An additional Older person’s consultative forum will be formed as part of the next Age Friendly Action Plan. |
| **Action** | **Milestone** | **R**  **A**  **G** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional Evaluation Notes**  (resource, cost, Covid-19 implications on actions) |
| Ensure older people have a voice through support of the Pensioners Parliament | Local Pensioners Parliament to be held in Lisburn & Castlereagh to |  | Age NI is now taking the Pensioners Parliament forward in Northern Ireland. The Northern Ireland Assembly hosted the Pensioners’ Parliament on Friday 17th September 2021 at 2.00pm in the Assembly Chamber, Parliament Buildings. | Age NI run the Pensioners Parliament which is attended by Ministers in the Northern Ireland Executive. The event saw older people from across Northern Ireland ask the Ministers of Health, Communities and the Executive Office questions on a range of important issues. To see the video of the last Pensioners Parliament in 2021 can be found here <http://bit.ly/3VIPjSC> | Older people are having their voices heard through a Pensioners Parliament platform and older people’s views and opinions are being put to ministers at Stormont and are being held to account through the Pensioner Parliament. Responses to questions are delivered through the All Party reference Group on Ageing. | With Age Sector platform ceasing along with Covid-19 there has been a 2 year gap in a Pensioners Parliament between 2020-2021. However Age NI has now taken the lead on delivering Pensioners parliament |

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| **Action** | **Milestones** | R  A  G | Performance measure(s)  What have we done? | How well have we done it? | Is anyone better off as a result? | **Additional narrative**  (resource, cost, Covid-19 implications on actions**)** |
| Work with service providers to ensure that older people are prepared for the winter months and ensure people are safe in their homes. | Hold Winter Warmer Roadshows across the council area to ensure people are prepared for the winter months. |  | With energy prices rising and cost of living crisis increasing at a dramatic rate, it is vital that residents get the information they need to stay warm and well during the winter months. By holding 3 Winter Warmer Road Shows the outcome was for people to attend the sessions, find out information around staying warm and well during winter and be able to learn and implement knowledge they have learned to apply to their daily lives. | 100 people attended the Winter Warmer Roadshow across 3 District Electoral Areas (DEA) including Maghaberry Community Centre, Ballymacash Community Centre and Enler Community Centre in Dundonald. Lisburn & Castlereagh City council formed an internal working group to work collaboratively to put together the Winter Warmer Roadshow. This included organising winter warmer packs for all attendees including thermal clothing, hand warmers, energy saving light bulbs and thermal flasks. | Before the Winter Warmer Roadshow **64%** felt that their knowledge around available services and information was poor/very poor.  Following the Winter Warmer Roadshow **98%** of attendees felt their knowledge around available services and information was good/very good. | Winter Warmers are planned for 2023 cover 4 District Electoral areas  Castlereagh South  Downshire East  Downshire West  Lisburn South |
| **Action** | **Milestones** | **R**  **A**  **G** | **Performance measure(s)**  **What have we done?** | **How well have we done it?** | **Is anyone better off as a result?** | **Additional narrative**  **(resource, cost, Covid-19 implications on actions)** |
| Protect vulnerable people by implementing initiatives to reduce crime against older people | PCSP to Deliver home security assessments and installation measures taken if necessary  Develop Neighbourhood Watch Schemes and host quarterly meetings with Neighbourhood Watch Coordinators  Deliver crime prevention initiatives including information and awareness raising sessions |  | PCSPs (Policing and Community Safety Partnerships) are local bodies made up of Councillors and independent people from each council area who work to make communities safer. They do this by focussing on the policing and community safety issues that matter most in communities.  The PCSP Consult & Engage with their local communities on issues of concern in relation to policing and community safety. Each PCSP has a Policing Committee responsible for providing community views to the relevant district commander and the Policing Board on policing matters; Identify & Prioritise issues and prepare plans for how these can be tackled at a community level; | The aim of Neighbourhood Watch is to help you protect yourself and your property and to reduce the fear of crime in your community through: improved home security; greater vigilance; fostering community spirit.  In Lisburn & Castlereagh 5 Grand Choice events have been held since 2020. Grand Choice events are participatory budgeting events where local residents or groups in the Lisburn North area of Lisburn & Castlereagh City Council can apply for up to £1,000 via the ‘Grand Choice’  17 True Call monitors have been issued and fitted since 2020. True Call Blocker lets calls from friends and family straight through, blocks unwelcome callers, and asks unrecognised callers to identify themselves before it puts them through. | Neighbour Hood watch areas are located across LCCC area. Neighbourhood Watch is a method of developing close liaison between households in a neighbourhood, the local police and other relevant agencies and helps prevent crime in communities.  The key difference between Grand Choice and other managed funding opportunities is that the successful projects are chosen by the community. The votes of those living in each district areas where the Grand Choice events are held decide which projects will be funded and add to sense of community spirit and pride among local communities where grand Choice events are held.  True Call monitors can help prevent scams to venerable and isolated people making them feel less venerable to scams. | During Covid 1 Grand Choice for Castlereagh South was held online due to Covid. |
| **Action** | **Milestones** | R  A  G | Performance measure(s)  What have we done? | How well have we done it? | Is anyone better off as a result? | **Additional narrative**  (resource, cost, Covid-19 implications on actions**)** |
| Set up, coordinate and develop an approach to Dementia Friendly | Build community capacity by holding Dementia Friends training in each of the 7 electoral council areas in LCCC Form and develop a |  | Dementia Friends is about learning more about dementia and the small ways you can help. From telling friends about Dementia Friends to visiting someone you know living with dementia, every action counts. People can become a Dementia Friend by attending Dementia Friends Information Sessions. Information sessions are run by Dementia Friends Ambassadors to help you understand what it's like to live with dementia and the actions you can take. Ambassadors are trained and supported to run Information Sessions in their community and help inspire others to help those living with dementia live well. | In Lisburn Castlereagh area 2 Dementia Friends training sessions were held in Lisburn South & Lisburn North DEA areas. The first Dementia Friends training was held for business owners in the local Lisburn Castleragh area. | **48** people received accredited Dementia Friends training. **98%** felt they had the confidence to help someone with dementia.  Local business who attended the Dementia Friends training are now more confident to assist customers living with dementia to avail of better customer service. | 5 Dementia Friends sessions were not delivered across the council area because of the covid pandemic. |
| Dementia Locality group within Lisburn & Castlereagh to roll out a joined up approach to dementia |  | The Alzheimer’s Society developed a Dementia Locality Group for Lisburn & Castlereagh in 2019 with the aim of bringing organisations together to promote and develop a joined up approach to dementia awareness across the Lisburn & Caslteragh area. | The Locality Group is still looking for a way to rebuild through funding and structural support to carry on. This is currently being reviewed by the Alzheimer’s Society. | N/A | Due to Covid-19 and redeployment of staff within the Alzheimer’s Society the Locality Group was no longer supported and is seeking support to carry the dementia locality group. The Dementia Friendly Locality group has been reinstated from 2023 |
| **Action** | **Milestones** | R  A  G | Performance measure(s)  What have we done? | How well have we done it? | Is anyone better off as a result? | **Additional narrative**  (resource, cost, Covid-19 implications on actions**)** |
| Promote use of the Just a Minute Card (JAM) within the Lisburn & Castlereagh area. | Deliver JAM Card Training to staff within organisation |  | The Just A Minute (JAM) initiative It was developed by NOW Group in response to a need for a way of communicating to others that they needed more time/assistance in certain situations. A signal for a reasonable accommodation to be made.  The benefit to JAM card users are a discreet method of communicating needs, easy and simple to use, improves communication for people who often need more time to deal with everyday events and situations, resource and comfort for users leading to a reduced stress and anxieties and experience an improved level of customer service.  . | 10 members of Lisburn Castlereagh City Council staff were trained to deliver the JAM card awareness training. Staff undertook delivering training to staff within Lisburn & Castlereagh City Council | Staff undertook delivering training to staff within Lisburn & Castlereagh City Council. Now over **350** staff have the knowledge and understanding of JAM Card and are trained on how to accept JAM Cards.  Distribution of JAM Card Posters and Flyers to Council properties throughout Lisburn and Castlereagh has been completed along with pin badges to trained staff who have been on the JAM card training.  The Benefits for the organisation are that it creates an understanding of the needs of residents with communication difficulties, initiatives like JAM can improve service delivery, be more inclusive and responsive to the needs of people with communication barriers |  |
| Hold events to raise awareness and break down the stigma of living with dementia | Host a Real Lives Matters event in the LCCC area Develop empowerment groups across the council area |  | Dementia NI delivers the "Real Lives Matters" events across Northern Ireland. During Real Lives Matters events the public can hear from local members of Dementia NI who share their real life experiences of living with dementia. Dementia NI members explain in detail the help and support they need in their local community as well as raising awareness about dementia, challenging the misconceptions about dementia. | N/A | N/A | A real Lives matters event was arranged for Lisburn & Castlereagh on the 6th April 2020. Due to Covid-19 lockdown the event was cancelled. A new date is to be arranged. |
| **Action** | **Milestones** | R  A  G | Performance measure(s)  What have we done? | How well have we done it? | Is anyone better off as a result? | **Additional narrative**  (resource, cost, Covid-19 implications on actions**)** |
| Implement the Community Toilet Scheme within Lisburn & Castlereagh | Pilot 6 businesses within Lisburn & Castlereagh to trail the Community Toilet scheme to ensure people have the facilities they need to get around |  | Community Toilet Scheme: In February 2020 A Community Toilet Scheme Pilot was launched in Lisburn Castlereagh. Following discussions with the Lisburn and Castlereagh Pensioners’ Parliament, the council decided to pilot a Community Toilet Scheme across the area. This increased the availability of free toilet facilities to the public in partnership with local retailers.  Local businesses signed up to the scheme and in doing so agreed to let members of the public use their toilet facilities, with no obligation to purchase anything, in order to access them.  **RADAR keys**  Lisburn & Castlereagh City Council has signed up to the national disability network RADAR (The Royal Association for Disability and Rehabilitation). | Lisburn & Castleragh Council located a community toilet in 6 local business units. Businesses were identified through a window sticker for community use.  Participating businesses in the scheme were advertising on social media/council website.  Local shops taking part in the community toilet scheme closed due to covid restrictions, the Environmental Health & Wellbeing officer is undertaking a review of the pilot scheme and intends to present a report to council.  This means that, if you are a Blue Badge Holder and you live within the Lisburn & Castlereagh City Council area, you can purchase a RADAR key from council that can be used in any of our disabled public toilet facilities. These keys also provide access to any disabled public toilet in the UK. The cost of the key is £3.75 and it will be posted to the address provided. | Local residents were able to use participating businesses toilets. As a result of the scheme Lisburn and Castlereagh Council are putting together a map of community toilets for public use. This will help the public identify where the community toilet scheme operates in the Lisburn Castleragh area. All 6 of the business would support the continuation of the scheme.  RADAR Keys are available to disabled or registered blind people to enable them to access facilities safely, comfortably and without the need to queue for public W.C's. This aims to give protection against vandalism or misuse, so that a clean functional toilet is available when required by people who are registered as disabled or registered blind in the Lisburn & Castlereagh Council area. | Toilets were closed over covid lockdown period.  Additional pressures were added to the community toilet scheme due to public toilets being closed during covid. Local businesses said they would continue with the scheme if public toilets were open to ease pressures on business toilet facilities. |
| **Action** | **Milestones** | R  A  G | Performance measure(s)  What have we done? | How well have we done it? | Is anyone better off as a result? | **Additional narrative**  (resource, cost, Covid-19 implications on actions**)** |
| Relaunch the Message in a Bottle campaign to ensure important medical and contact information is readily available | Produce and distribute 1000 message in a bottle units to the community within Lisburn & Castlereagh area |  | Message in a bottle was launched by Age Friendly Lisburn & Castlereagh. The scheme is free and open to anyone, although it is particularly suitable for vulnerable people and people that experience difficulty recalling information or communicating with our staff. For example, people living with dementia, learning difficulties and people whose first language is not English. The bottles are supplied through contacting Age Friendly Coordinator directly or through local community events where they are given out free of charge. Northern Ireland Fire & rescue are notified that the message in a bottle are in circulation in the community. | Message in a bottle scheme delivered to vulnerable people as part of wellbeing packs during the Covid-19 response. Over 500 units were delivered throughout Lisburn & Castlereagh response. All remaining Message in A bottle units were given out at events such as Winter Warmer Road Shows throughout the Lisburn & Castlereagh Council area. | 1000 bottles handed out through information events and to homes during pandemic. People will have the information in their homes on their medical condition that will aid local first responders to the needs of people that they are attending to | During lockdown Message in a Bottle was delivered in packs delivered to homes and community groups during the pandemic. |
| Implement measures to minimise injuries and deaths caused by home accidents, including fires, particularly for those most at risk. | Optometry talks targeting 100 older people in the Lisburn and Castlereagh Council area.  Facilitate 3 Stay Keeping Active talks due to lockdown (this is an added action due to covid) |  | Optometry talks were delivered to older people’s group’s pre covid. The optometrist discussed eye health and linked it with the prevention of fall. Each participant received a low energy (day light) bulb.  Home Accident Prevention team within Lisburn Castlereagh Council delivered  ‘Keeping Active’ talks. Which was facilitated by a qualified Physiotherapist who highlighted the importance of ‘Keeping Active’ and linking it to falls prevention. These talks were particularly relevant during lockdown. | 8 Talks were completed to community groups consisting of around 90 people.  3 talks took place on zoom and 80 people attended these talks. Participants received packs with headlights, hand torches, pedometers and various information to advise of services and all participants received Move With Mary DVDs and Move With Mary booklets. | 80 people now have the information they need around Optometry 98% stated they found the talks beneficial.  100% were satisfied with the talks and felt they had the information they needed to stay active at home | 2 Optometry talks did not go ahead as a consequence of covid.  The talks took place via zoom over covid and were not in person as originally planned, as sessions were over zoom. |