



WATERFORD

Age Friendly

Waterford Age Friendly Alliance
City and County Strategy 2017-2022

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Foreword



On behalf of Waterford City and County Council and the Waterford Age Friendly Alliance, I am pleased to launch this Age Friendly City and County Strategy 2017-2022. This document is a new and ambitious plan to improve the lives and well being of older people in Waterford City and County.

In delivering this strategy, the Waterford Age Friendly Alliance will ensure that the City and County continues to have an age-friendly approach to policies, programmes, services and infrastructure relating to the physical and the social environment, enabling older people to live in security, good health and continue to participate in society in a meaningful way.

This strategy was based on consultation with older people and people with an interest in issues that affect older people and this will continue to ensure that change happens in the most inclusive way possible.

The changing demographics in society caused by an increase in life expectancy present an opportunity for us all to work more creatively to improve the delivery of services and support for older people. The National Age Friendly Cities and Counties Programme, spearheaded at Government level, highlights the commitment of organisations across Ireland to work with the community for change.

I wish to commend all members of the Waterford City and County Age Friendly Alliance and all who contributed to the consultation meetings that have taken place across the City and County for embracing the collaborative approach to establishing this strategy and their commitment to ensuring that no sector of the community is left behind when it comes to the delivery of services.

I ask all involved in the development of this strategy to bring the visions and goals outlined to life and make a whole-hearted commitment to the values we have signed up to.

Michael Walsh,
Chief Executive, Waterford City and County Council
Chairperson, Waterford Age Friendly Alliance

Introduction

The thought of living a long, happy and healthy life is appealing, but ironically the idea of aging may not be. Advances in medical technology have had a positive impact on older people. However, uncertainties about continued independence and availability of supports and services can be a cause of concern.

An Age Friendly City and County has been described by Age Friendly Ireland as a place where all older people can have a say in how their area develops. An Age Friendly City and County aims to achieve the following:

- Good local transport that takes you where you want to go, when you want to go;
- Well lit public spaces, level footpaths, plenty of pedestrian crossing points, access to clean toilets and comfortable public seating in your town/village;
- Access to good quality healthcare either in your home or in the local health centre;
- Opportunities to socialise and stay in touch with friends, family and neighbours;
- Opportunities to stay working, set up a business, pursue further education or volunteer;
- A sense of feeling safe in your home and when out and about;
- Knowing what services are available and what social activities are held in your city and county.
- Access to a good wholesome meal on a daily basis

What's more, we believe that an age friendly City and County in Waterford will benefit everyone in the Community, not just the older people. Safe friendly communities with good facilities are good places for children, young people and families of all ages. Ireland's National Age Friendly City and Counties programme (www.agefriendlyireland.ie) is part of this worldwide initiative which aim to make sure that as we age, we all can have a real say in what happens in our own lives, what happens in the areas in which we live, enjoy good health, excellent services, live in a safe environment, and participate fully in everything that is going on in our Communities.

In addition, as part of the Public Participation Network, an older persons' linkage group has been set up and from this group, seven members will be elected to sit on the Waterford Age Friendly Alliance. These seven members shall be comprised of two members from the Dungarvan West Municipal District, two from the Comeragh Municipal District and the remaining three coming from the Metropolitan Municipal District. This will give the Waterford Age Friendly Alliance and the Public Participation Network a direct link and allow for a flow of information between both organisations with the aim of highlighting and addressing the key issues that are of importance to older people in the City and County of Waterford.



What is Age Friendly?

The Age Friendly Cities and Counties Programme is part of an international effort, coordinated by the World Health Organisation (WHO). It is a global movement that is enabling older people to contribute to their localities and communities on every continent. The results are positive ageing, better cities and counties, and more relevant and effective local government, service delivery and business opportunities. Ireland's National Age-Friendly Cities and Counties Programme is part of this worldwide initiative which aims to make sure that as we age, we can all:

- have a real say in what happens in our own lives and what happens in the areas in which we live;
- participate fully in everything that is going on in our communities, cities and counties;
- enjoy good health, good services, and live in a safe environment;

That's the kind of older age that we all want for ourselves. The Age Friendly Cities and Counties Programme provides a structure so that local authorities can take the lead on changing thinking about ageing, and how services are planned and delivered. Through this model, local authorities bring together older people, service providers and businesses in an Alliance that really works, and which:

- enables older people to live active and healthy lives, remaining in their own homes for as long as possible
- brings about valued improvements in the quality of life for everybody in the community.
- enhances service delivery without increasing expenditure

Traditionally, policy has viewed older people and population ageing solely as a challenge particularly in relation to healthcare and pension costs. The Age Friendly Cities and Counties Programme recognises what demographers might refer to as the "demographic dividend" in its response to these challenges. With their life time of accumulated expertise, talents and wisdom, older people are central to the process – their voice is at the heart of the Age Friendly design in every city or county.





Ageing is changing According to the Central Statistics Office:

- **The average life expectancy for men in Ireland is 76.8 years and 81.6 years for women**
- **Life expectancy at 65 is rising faster in Ireland than anywhere else in the EU**
- **By 2041, there will be around 1.3-1.4m people in Ireland over the age of 65 – that's one out of every four people; of these, 440,000 will be ages 80 or more – that's four times as many as in 2006.**

Everyone hopes that as they grow older they will be supported to stay in their own home, be listened to and taken seriously, be able to work or volunteer, enjoy a good social life, and have access to good information and healthcare. Neighbourliness, a sense of belonging, feeling safe, feeling valued...these are things that everybody wants in their lives. The Age Friendly Cities and Counties Programme is a proven, cost-effective way of making those things a reality for our cities, counties and communities.

In the current economic and social climate no one organisation can be really effective on its own. The transformation of service planning, integration and delivery in a responsive and cost-effective way has become a must. Partnership, joint planning, collaboration, inclusion and cross-sector working are now critical for success. The Age Friendly Cities and Counties programme offers a proven way of bringing diverse organisations, groups, services and businesses together to streamline their work, with the

interests and needs of older people at their heart. When policies are reframed in this way, the whole community benefit. That's because what is essential for older people will, very often, be of benefit to everyone: everybody likes to have access to services and leisure opportunities locally, near to where they live, and close to their social networks of family, friends and neighbours.

This approach represents local government at its best and is a prime example of how we give effect to the need for integrated services, 'joined-up' thinking and planning at local level. Through the Age Friendly Programme we can work together to ensure that we meet the challenges that lie ahead in a positive way that will improve the lives of our older citizens in the future I hope you find this Handbook to be of value when implementing your own Age Friendly Programme. The Age Friendly Programme will continue to grow and evolve in terms of sophistication and rigour. It is important therefore that this Handbook is part of an evolving resource of practice which will grow over time. All Programme partners have a responsibility to support the ongoing development of such a resource.

The World Health Organisation (WHO) defines an "age-friendly" community as one in which all organisations, and everyone from all walks of life:

- recognises diversity among older people
- promotes the inclusion of older people
- values their contribution to community life
- respects their decisions
- anticipates and responds flexibly to ageing-related needs and preferences.



The W.H.O. & Waterford – A Healthy City and County

Healthy Waterford is member of the World Health Organisation (WHO) European Network of Healthy Cities and founding member of the National Healthy Cities and Counties of Ireland Network. Under guidance of National Policy and working collaboration with existing agencies the National Healthy Cities and Counties of Ireland Network, through a Healthy Cities approach aims to:

- Work with, and provide supports to, LCDCs to implement Healthy Ireland at a local level
- Provide a forum for exchanging views and encouraging best practice in promoting health and wellbeing

Our vision for Healthy Waterford is to make health all of our business by creating a healthy, equitable, resilient and vibrant Waterford for all who live, work and visit there; and supporting all organisations and sectors to do their part in improving health and well-being.

The Healthy Cities approach to health and wellbeing recognises the need to work in collaboration across public, private, voluntary and community sector organisations. Many factors affect our health – where we live, our environment, our income and level of education, our relationship with friends and family. These factors are outside the direct influence of health and social services.

The Healthy Cities way of working and thinking includes involving local people in decision making, requires political commitment and focuses on organisational and community development.



Waterford City and County Age Friendly Strategy

The age friendly strategy has been developed as a result of consultation with the older people of Waterford and with the agencies and service providers involved in the delivery of services to older adults throughout the County. Consultations took place in the following locations:

- Dungarvan (Dungarvan/West Waterford Municipal District)
- Kilmacthomas (Comeragh Municipal District)
- Waterford City (Metropolitan Area)

Having listened to the views, thoughts and opinions of all and by researching models of good practice in creating age friendly environments we have developed Waterford City and County's first Age Friendly County Strategy.

The Age Friendly Programme is underpinned by an approach where the plans are developed and agreed locally and where the agencies involved agree to be accountable to each other and to older people at local level. As such it has proved to be successful in achieving its aim of improving the lives of older people. This approach represents local government at its best and is a prime example of how we give effect to the need for integrated services, 'joined-up' thinking and planning at local level.





Why have an age-friendly strategy in Waterford City and County?

The world's older population is increasing, with people living longer and healthier lives, and experiencing older age very differently from their grandparents' generation. Europe is the world's oldest region, with the older population expected to increase fivefold from 40 million to 219 million by 2050.

Ireland has also experienced an increase in overall life expectancy. It is predicted that there will be approximately 1.1 million people aged 65 years and older by 2036, an increase of almost 250% over the 2006 figure. The greatest increase is anticipated in the over 80 age group where the number is expected to quadruple from 110,000 to 440,000 in 2041.

To put this into a Waterford perspective, figures contained in the 2016 census showed that the population of Waterford City and County was 116,176 people and of this, 17,371 or 14.95% were aged over 65 years old. The national average is 13.4%. Additionally, in many rural areas, over 50% of the population are aged over 65 years.

Reflecting the demographic change, the Government made a commitment to prepare a National Positive Ageing Strategy which was published in April, 2013. It is a high level document outlining Ireland's vision for ageing and older people and the national goals and objectives required to promote positive ageing. The World Health Organisation (WHO) argues that if nations, societies and communities actively plan and respond now, we will be prepared to meet this challenge successfully. Simply, they articulate the positive ageing process, as a way of thinking and working to "optimise opportunities for health, participation and security in order to enhance quality of life as people age".

The new action-focused strategy for Waterford will show what is possible: bringing about change not through greatly increased expenditure - but through imaginative use of existing resources, including the resources of older people themselves. While this document is an overarching strategy, each of the nine key themes, referenced below, will have an associated implementation action plan developed by the relevant agencies tasked with their delivery. In addition, the implementation of the Local Economics and Community Plan will assist/augment the delivery of many of the actions contained under the nine key pillars.

In drafting the Waterford Age Friendly Strategy it was decided to focus effort under nine key themes that would underpin all the work of the Alliance during the lifetime of this strategy, these being namely:

Respect and Social Inclusion

Defined as: 'ensuring that as people age they feel valued and respected'

Social Participation

Defined as: 'ensuring that as people age they can participate in social, economic and public life'

Civic Participation and Employment

Defined as: 'ensuring that as people age they are able to learn, develop and work'

Home Environment

Defined as: 'ensuring that as people age they can stay in their own homes and communities'

Health/Active Living

Defined as: 'ensuring that as people age they can live healthier, active lives for longer'

Transportation

Defined as: 'ensuring that as people age they can get where they need to go when they need to go'

Built and Natural Environment

Defined as: 'to ensure that as people age they are enabled by the built and social environment'

Safer Communities

Defined as: 'to ensure that as people age they are safe at home and when out and about'

Communication and Information

Defined as: 'to ensure that as people age they have the information they need to live full lives'

A new alliance and a new strategy for older people

The strategy, and the very specific plans it contains, are being developed by Waterford's Age Friendly Alliance. Member agencies include the following:

Waterford City and County Council

- An Garda Síochána
- The Health Services Executive
- Waterford Sports Partnership
- St. Brigid's Family and Community Centre
- Waterford/Wexford Education and Training Board
- Waterford Institute of Technology
- Respond!
- Local Link
- The Waterford Public Participation Network (PPN)
- Waterford Chamber of Commerce
- Waterford Citizens Information Service
- Healthy Waterford
- Dungarvan Care of the Aged



Introduction:

Please see below for further detail on the nine key themes listed earlier in this document. Please note that this document is best read in its entirety due to a large degree of commonality between certain elements under each theme. Finally, please note that some of the issues raised below are national in nature and therefore cannot be addressed within this document.

1. Respect and Social Inclusion

What you have told us during consultation are the priority areas for the strategy:

1. Counselling services need to be provided to build strength and courage to grow old
2. Generate the motivation for older people to get involved – promote fun, positive aging and volunteering
3. Recruit actively for day care centres – increase active health programs
4. Education programs in schools to increase respect for older people and value their contribution to society
5. There's a need to tackle stereotyping of older people in the media
6. Preparation of isolation database by Gardai/State agencies to help target those who are socially excluded due to isolation
7. Training required for people that are dealing with older persons to have patience and understanding
8. Requirement to have older people engaging with young people in schools to share information/experience and to enable a better mutual understanding
9. Lack of interest by organisations to engage with older people that may not be tech savvy
10. Day care centre gatherings are vital and require expansion

Strategic Actions:

- Commitment to continue the roll out and development Age Friendly Business Recognition Program
- Preparation of isolation database by Gardai/State agencies to help target those who are socially excluded due to isolation
- Develop Intergenerational programmes with relevant partners
- Promote cooperation between existing day centres and develop a plan for those centres to work together and to jointly market their services
- Develop training programme for individuals supporting/working with, older people to meet their needs more thoroughly
- Ensure that state organisations and local media are aware of the need to communicate with older people through means other than I.T. methods
- Create positive aging environment and reduce the stigma relating to getting older
- Develop Day Care Centres, Active Age groups, Men's Sheds and other organisations supporting older people.

2. Social Participation

What you have told us during consultation are the priority areas for the strategy

1. Not enough active retirement groups e.g. Men's Shed, these require stable funding and to offer a variety of activities
2. Older people don't have the resources/money to volunteer
3. Library is well utilised and is a great option, but can it be utilised more for communities and older people
4. State agencies should assist in setting up Social Clubs – information and assistance needed regarding I.T., grant aid, education programs etc.
5. Clarify purpose of groups already in existence e.g. Men's Sheds/Day Care Centres
6. Lack of awareness on how groups can promote themselves, communicate with each other and be informed of each others' activities
7. Local representatives need to communicate with Community Groups more effectively

Strategic Actions:

- Develop a model for the piloting of Social Prescribing in Waterford.
- Promote the development of Men's Sheds in the Community including the Traveller Community.
- Provide educational and information support about Health and Wellbeing and work to ensure maximum dissemination of promotional material and information.
- Promote greater awareness of mental health issues
- Continue to actively ensure that older people are invited to engage in volunteering and/or participation in various projects and programmes
- Continue to highlight the value and impact of befriending/visiting schemes such as Waterford Contact Project etc in alleviating loneliness and social isolation amongst older people
- Increase the capacity of day services in the area of active health programs in day care centres
- Waterford Age Friendly Alliance will promote access for older people to services/facilities and actively engage in distributing materials/literature of significance to older people
- Compile a database of available community supports and services which will contribute to communication and awareness raising or available services and supports in Waterford.

3. Civic Participation and Employment

What you have told us during consultation are the priority areas for the strategy

1. More information required for older people interested in opportunities to volunteer
2. Age seen as a barrier in applying for a job
3. Make the Garda vetting system a quicker and easier process to utilise
4. Older people who are able bodied should be allowed to work in appropriate occupations beyond 65 years old
5. Further Life Long learning opportunities required at all NFQ levels –online options are key due to difficulty travelling from rural locations
6. More grant assistance/information re grants in existence for returning to education
7. Requirement to form a forum to create opportunities for older people to engage in roles with a social aspect where they could use qualifications
8. Talk to older people using plain English without the use of jargon
9. Forum required to link groups to other like minded groups to exchange experience/skills
10. Representation on Council for Older people e.g. A Champion on the Council for WAFA
11. Insurance is an issue – discrimination against older people driven by insurance costs – possible to get voluntary work but paid employment virtually impossible
12. No focus on pre-retirement courses. Older people don't have a forum to continue to utilise their skills
13. Tax incentive to employers to hire older people with appropriate skills
14. Publicise sources of information that already exist regarding Volunteering e.g. www.ivol.ie
15. The PPN need to feedback to Community more. Meetings need to be more focused on group issues so as not to have people attending meetings that are irrelevant to them
16. Befriending program for older people needs to be set up county wide
17. Automate the system of information regarding entitlements for older people as soon as they reach 65 years old





Strategic Actions:

- Work with Community groups to identify older people who wish to participate in a volunteering education programme
- Fund and work with community groups/organisations supporting marginalised older people, in order to provide developmental courses and training opportunities aimed at empowering older learners.
- Seek to assist older people's organisations to gain access to capacity building training events which will assist in achieving their goals
- Use the services of NALA to jargon proof documents and make them more fit for use for older people
- Promote the PPN as an organisation to link like minded people together through linkage groups
- Provide opportunities for older people to become part of Linkage Groups in areas of interest, to enable older people have their views heard on and contribute to local policy
- Update members of the network through the issuance of a monthly newsletter
Promote the services of the Waterford Area Partnership
Promote the services and opportunities available through the Volunteer Office in Waterford

4. Home Environment

What you have told us during consultation are the priority areas for the strategy

1. Huge need for Bungalows to allow older people to downsize/move to more suitable accommodation with downstairs bathroom/level access showers
2. Funding needs to become available to adapt home for use by older people
3. Ramps and railings at entrance to all older persons homes provided for by state agencies
4. Provide increased services to allow people to continue living in the home
5. Increase the care and repair service availability and scope of service offering
6. Central telephone contact system for older people in their homes
7. Insulation for rural homes occupied by older people should be funded by, or subsidised by agencies
8. Security/smoke/carbon monoxide alarm systems should be made available to all older people once reaching pension age
9. Waiting times to get home equipment from the HSE e.g. stair lifts
10. Contact projects need to be rolled out through Family Resource Centres

Strategic Actions:

- Age Friendly Champion will be designated with regard to home design
- To provide suitable housing for Older People and people with specific needs and requirements in sustainable age friendly communities
- Commitment to the provision of high quality activation, socialisation and education programmes for Older People with particular emphasis on Intergenerational Programmes
- Delivery of a framework for combating loneliness and social isolation among Older People in Waterford
- Commitment by all agencies to influencing national policy with regard to assisting older people to stay in their own homes for as long as possible
- Ensure interagency cooperation is in place for Older People in the community.
- Examine the potential to expand the care and repair services beyond its current geographical area
- Investigate the potential to expand the Contact/Befriending services across Waterford
- Promote a City/Countywide Meals on Wheels service.
- Promote a scheme for the provision of smoke/carbon monoxide alarms in homes of the older people.

5. Health/Active Living

What you have told us during consultation are the priority areas for the strategy

1. Limited facilities in rural areas for walking/cycling
2. Organised and suitable exercise programs for all in rural areas with transport provided for all to combat isolation and mental health issues
3. Increased information on health and nutrition to Encourage people to get active and participate
4. Development of Community Halls in urban locations to prevent having to pay for use of facilities e.g. City stroke club closing due to Hall fees
5. With regards to the medical profession to give older people a stronger voice in order to make doctor listen
6. Increased support for Carers...who looks after the Carer if they are an Older Person also
7. Day Hospital to support disabilities that cannot be managed at home
8. Ambulance response times are too slow for rural communities
9. Full suite of services in University Hospital Waterford essential e.g. Cardiac
10. Training up and availability of more first responders is critical e.g. Red Cross
11. Affordable convalescent centres and provision of beds within these facilities to act as a step down from hospital
12. Provision of outdoor exercise equipment designed for use by old people is required



Strategic Actions:

- Deliver high quality activity programmes e.g. walking, circuit training, games and cycling initiatives
- Consult with facility providers to ensure discounted rates for older people to enable a healthy and more active lifestyle
- Maximise the use of group based education with self management focus such as Cook it and LSP programmes for older people to provide increase information on health and nutrition
- Deliver a structured patient education for people with Type 2 Diabetes (EXPERT Programme)
- Provide information sessions and leaflets on health and nutrition that are health literate.
- Develop and increase the numbers of first responder community Schemes
- Work with Third Age Ireland Support and advocacy for older people (SAGE) service to provide patient advocacy.
- Deliver Audiology services which are responsive to local needs which will include:
- Continue the roll-out and development of <http://www.yourmentalhealth.ie/> and #Little Things Campaign. Develop a coordinated communications campaign e.g. #Little Things Campaign will be delivered, to promote positive mental health.
- Design and produce a new patient leaflet for primary care teams
- Provide information on eligibility and services entitlements for the medical and GP only card
- Develop measures to promote positive aging whilst challenging stereotyping and ageism through the promotion of
 - a) Taking Stock and/or Aging with Confidence to build resilience for aging, and
 - b) Courses such as What Matters to Me & Let Me Decide for those at end of life
- Provide health awareness training, health check services and health promotion to socially excluded groups
- Delivery of a counselling service and develop agency training for vulnerable older adults
- Ensure clear integrated care pathways for all older persons who require health services
- Support the development of integrated working to develop personalised home care packages for people with dementia living in Waterford
- Establish a South East strategic group to review existing service for Older Persons and devise a vision for services. Develop a consistent and approved model of home care in line with the home care service improvement plan.
- Ensure the provision of counselling services to those that require it via Counselling in Primary Care Service, The Self-Harm Intervention Programme (SHIP), Bereavement Counselling for Traumatic Deaths and through supports



Transportation

What you have told us during consultation are the priority areas for the strategy

1. Seating suitable for older persons while waiting for buses
2. Bus and train times not coordinated
3. Timetable of buses has last bus coming home too early after drop off e.g. Local Link Stradbally to City
4. Free travel passes to be accepted on all transport providers buses
5. Community bus that can be booked by groups, free of charge to users funded by relevant agency
6. Bus drivers also doing school runs therefore turnaround times not sufficient for older people to do the required tasks -an- experiment is required re starting before schools and ending after school times
7. Cannot get to where you need to get to at the time you need to easily e.g. timetabling issues
8. Designated old persons parking spaces in shopping/town areas
9. If an older person is charged for a parking permit, there should be a dedicated parking space they can avail of close to home
10. Parking in Council car parks in the city is expensive, can older people be given a preferential rate (like a leap card systems with older person discount included)
11. Bus routing in the city area are not sufficient and needs reviewing, also weekend schedule too infrequent
12. Appropriate public transport should be available from all areas to access services at W.U.H.
13. Expense of transport is an issue – bus hire and taxi's are expensive
14. More promotion for Local Link, lack of awareness of current modes of transport available
15. Assisted transport to help older people with groceries etc.

Strategic Actions:

- Ensure interagency approach to explore a joined up approach in the provision of transport to health services
- Develop new, and expand existing transport services to ensure equality of access to work, educational and recreational opportunities
- The provision of bus stops in rural towns and villages addressed in 'Guidance on Bus Stop Locations' issued by NTA Oct 2016
- Review of the parking permit scheme with respect to older persons
- Make all rural transport services wheelchair accessible
- Examine the potential for later services to all areas allowing more time for older persons to conduct business

- Explore with local funding agencies and the NTA the provision of Community buses that can be booked by groups
- Develop and distribute a suite of promotional materials and timetable booklets with a key action being the provision of rural bus stops and shelters with service information
- Explore the provision of passenger assistants on services in line with passenger requirements
- Continue to improve and expand the inter-connectivity of existing local and national transport services.

7. Built and Natural Environment

What you have told us during consultation are the priority areas for the strategy

1. Built environment e.g. Greenway needs facilities on route, e.g. toilets, seating areas, Coffee shops, bins, dog waste bins, more information re safe usage of facilities
2. SOS phone services on stretches of public amenities
3. Provision of lifts in all public buildings with greater than a ground floor
4. Traffic calming measures and more pedestrian crossings needed
5. Need for better /more footpaths in villages with better public lighting
6. No road numbers in rural areas leading to slow support response times
7. Provide public bins/dog fouling bins on popular walking routes
8. Condition of footpaths make it difficult for older people and people with mobility to get around
9. Further roll out of CCTV in urban area to prevent Anti Social Behaviour

Strategic Actions:

- An Age Friendly Champion with regard to built/natural environment and public services, will be designated
- Develop public realm plans to include the provision of additional footpaths, lighting and restroom facilities based on a needs analysis
- Increase number of dog fouling bins on walkways in line with provisions on key infrastructure
- Identification of routes without road numbering signage will take place and will be addressed
- Interagency consultation will take place regarding the need for, and location of public realm CCTV
- Mobility reviews to take place with a focus on a full lifecycle basis





8. Safer Communities

What you have told us during consultation are the priority areas for the strategy

1. Lack of Garda on the beat – Community text alert systems to be rolled out further
2. Grant/Incentive to install home alarms linked to Garda station
3. Huge problem with older people living alone and having falls etc. befriending/call in service required
4. Provision of security/fire and carbon monoxide alarms for older people
5. Personal alarms need to be distributed to older people and training on how to use same needs to be given
6. Home security is an issue when older people are in hospital
8. Safer Communities
7. Reallocation of Garda to rural communities
8. Appropriate speed limits for Rural Roads
9. Roll out and develop neighbourhood watch schemes
10. Reception that older people receive in Garda stations can be poor and inattentive

Strategic Actions:

- Commitment to the growth of community spirit, resilience and confidence through prevention activities, promotion of active engagement with the community and the development of collaborative measures increasing the visibility and effectiveness in addressing criminality and also help reduce the fear of crime within our community.
- Development of a community profiling mechanism along with more proactive direct engagement through consultation.
- Development of more robust pathways of communication with the community which will allow the delivery of a more partnership and collaborative approach to community policing and crime prevention.

- Commitment to the establishment of Community Safety Teams which will provide considered solutions to issues replacing the ad-hoc interventions which are currently sometimes utilised to restore community safety.
- Delivery of high visibility policing by engagement with the senior members of communities being central to the plan.
- Commitment, as part of an intelligence led approach to policing and informed deployment, to the promotion of mechanisms to open channels of communication e.g. Text Alert.
- Promote a balanced perspectives policing approach placing community policing and service delivery at the core of our objective. To this end the importance of service delivery to our customers is recognised. The Garda Charter 'Working with our communities' informs the public as to the standards and service they can expect from their interaction with An Garda Síochana. www.garda.ie
- Commitment to having the Crime Prevention Officer and Community Policing Team continue to strive to deliver information at organised events and recognised public meeting places.
- Continue to engage with established Neighbourhood watch/community Alert schemes and strive to encourage the development of new schemes.
- Endeavour to address issues raised by older people, as we do all others from a two way perspective, top down bottom up striving to engage with younger sections of communities and create an understanding of the impact certain behaviours can have on other community members.

9. Communication and Information

What you have told us during consultation are the priority areas for the strategy

1. Day care centres need more resources as they are a primary communication resource
2. Provision of basic training to older people on use of Computers
3. More communications to older people needs to be made by local papers and WLRFM as opposed to electronic means
4. Services need to be coordinated so no duplication of effort by agencies
5. Poorly advertised connection buses taking older people to WRH for example
6. Provision of local communities hubs where many essential services can run from the same building at alternate times e.g. HSE, Council, Social Welfare, ETB etc.
7. Citizens Information Centres and their services not publicised enough
8. Local libraries, Post Offices, Local Papers, Local Radio and Credit Unions essential for communicating information
9. Notice boards in Public buildings need to be larger to accommodate adverts with a minimum text size suitable for people with vision issues

The Plan

- Address issues of importance to older people on local radio
- 'Know your Rights' column published weekly
- Improve the library service to meet the requirements of older people more comprehensively
- Waterford Citizens information Service will publicise www.citizensinfomation.ie more widely (Award winning consumer friendly information in plain language)
- Posters to be placed in various City and County venues giving details about Waterford Citizens Information Services e.g. libraries, Post offices Doctors Surgeries, Supermarket notice boards and Churches to reach older people.
- Benefits Check event for pensioners in a City Centre and County venue in the autumn
- Waterford Citizens information Service are available to give talks information presentations to groups and will focus on the older persons age profile in 2017
- Produce a guide to services for older people
- Basic computer training to be provided and will be promoted through age friendly channels
- Produce increased information regarding Community Services to all areas
- Nominate agencies to promote and administer the grant scheme for the provision of socially monitored alarms for the older people and to advise them on the options for burglar alarms.

With thanks..

The Waterford Age Friendly Alliance would like to thank all partner agencies for their support in developing this strategy.

In addition, we would like to thank Age Friendly Ireland for their support throughout the process.





Waterford Age Friendly Alliance
City and County Strategy
2017-2022

