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The Hong Kong Jockey Club Charities Trust
同心同步同進 *RIDING HIGH TOGETHER*

Project Partner:

THE HONG KONG
POLYTECHNIC UNIVERSITY
香港理工大學

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
Sham Shui Po 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 Sham Shui Po 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 513 questionnaires were collected and five focus group interviews were conducted in Sham Shui Po District. The baseline assessment findings identified local residents' concerns in each domain which shed lights on developing a three-year action plan to make Sham Shui Po District a more age-friendly community.

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

Domain 1) Outdoor Spaces and Buildings

The outdoor environment has a great impact on the mobility of residents and their quality of life. Although the accessibility of parks and public leisure grounds was appreciated by older people, elderly fitness facilities and shelters were insufficient. Insufficient seating spaces in shopping malls, environmental hygiene problems (e.g. rodent problem, mosquito breeding and spitting in the street), insufficient shelters in pedestrian walkway and occupation of public spaces by some shops were other key concerns highlighted by local residents.

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 major age-friendly initiatives appreciated by the respondents. There was room for improvement on the attitude and behaviour of public transport drivers towards older people. The insufficient provision of age-friendly facilities in

public transport services, high transport fee for residents aged 64 or below and the concern about the insufficient transport services in new and redeveloped areas were other key concerns raised by local residents.

Domain 3) Housing

Housing is a major concern in the district. Apart from small living space, the rent of sub-divided flats was unaffordable for grassroots older people. Without the provision of barrier-free access facilities, the mobility of older people who lived in tenement houses was largely reduced. Moreover, home modification services were either limited or unaffordable for older people.

Domain 4) Social Participation

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

Domain 5) Respect and Social Inclusion

Active older people who are concerned about the community development 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. There was insufficient opportunity for intergenerational interaction which was essential to foster understanding and appreciation among different generations. Age-friendly initiatives, such as priority seats in public transport vehicles and discounts offered by restaurants, were available, but more promotion was needed to enhance older people's awareness.

Domain 6) Civic Participation and Employment

Older people were capable and their strengths and experience could be further utilised through volunteer opportunities. Meanwhile, a number of factors had been remarked as barriers for older people to enter the labor market, such as age discrimination and the introduction of Statutory Minimum Wage. Some district councillors recommended that job matching services between

potential employers and older people should be strengthened so that more job opportunities could be provided to 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, singleton and hidden elderly still had difficulties in accessing district-related information. Other barriers to age-friendliness included difficulties in adapting to the digital era and making medical appointments through the General Out-patient Clinics Telephone Appointment System.

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 clinics 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 Sham Shui Po District

Based on the baseline assessment findings and comments from Sham Shui Po 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
Facilitate older people to share their views on the age-friendliness of the existing community facilities in the District	***
Improve environmental hygiene services (including anti-mosquito programme and rodent prevention) 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 facilities in parks and public pleasure grounds (e.g. elderly fitness facilities)^	**
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
Explore more channels to collect feedbacks from older people on public transport services in the District, in particular those who live in new and redeveloped areas	***
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. provide more shelters and seating areas at bus stops, install external lifts to connect commuters from street level to MTR station concourse)	**
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"	✱✱✱
Provide repair and maintenance services to needy elderly	✱✱✱
Provide information on repair and maintenance service providers available in the District to older people	✱✱✱
Empower older people to liaise with repair and maintenance services providers and negotiate service discount to build a caring community network	✱✱
Improve the interior living space of older people (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	***
Explore more channels to introduce age-friendly services available in the District to older people	***
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
Promote the benefits of employing older people through public education campaigns	***
Provide job matching services and one-stop employment support (e.g. pre-employment training and case management) to connect potential employers and older job seekers	***
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)	***

Under 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)^	***
Increase the promotion of health-related messages in the community^	***
Facilitate the collaboration between different stakeholders (e.g. Social Welfare Department, Hong Kong Housing Authority and elderly centres) in strengthening the support for hidden elderly	**
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	*

#Similar community programmes in this area have been implemented in district.

^Sham Shui Po District Council has approved funding in related area.