



AGE BETTER  
IN SHEFFIELD

# Working Group 1 Project Report

***Age-friendly  
Sheffield***

AGE BETTER IN SHEFFIELD

**Lai Yin Association's  
*Leading the way towards an  
Ageing Friendly Sheffield project***

## An open space for older people

The first Ageing Friendly Sheffield working group was formed with the members of Lai Yin Association; the majority of participants were familiar with the Age Better in Sheffield programme through another ABiS project, “Smart Phones, Smart Friends” led by Lai Yin Association between 2017-2018. The group met once a month, and consisted a total of 19, mostly from Chinese backgrounds (Hong Kong, Mainland China) but also involved Vietnamese and English older people.

### Summary: How were they involved

With support from volunteers & staff, the groups’ training sessions involved different elements to support the learning and development of older participants:

- The first five-sessions focused on training older people to help them learn and share the benefits and challenges that come with growing older and developing their basic skills of baseline assessments, action planning and community walk around the local park.
- For the sixth to eighth sessions, the participants formed smaller groups and chose one domain to focus their energies on to contribute to the working group project report.
- The ninth session allowed the participants and volunteers to reflect on the training course resources and their development through the project.
- Additional three sessions were provided to increase opportunities for participants to test and evaluate existing resources ([Sheffield City Council](#), [Sheffield Directory](#), [Sheffield Teaching Hospital](#) & [Sheffield Mental Health Guide](#) websites) and to cover additional domains where possible, including social respect and inclusion and collaborative activities with PWLC.
- A final session was planned for participants to produce their own case studies but was cancelled after conducting a risk assessment due to concerns raised by participants around the coronavirus. The trip for working group participants to visit an age friendly city has been postponed until further notice.

### Ageing Friendly concepts designed by local people

Due to the size of the working group, three small groups were formed with four – six people. Each group was asked to choose one ageing friendly city domain they felt was important to them and their city.

**Outdoor Spaces, Communication and Information** and **Transport** became the focal areas of working group 1. The groups collected materials and references related to their chosen domain and co-produced a baseline assessment, action plan and an ageing friendly prototype design.



The working groups and the project reports are intended to highlight key messages and contributions from some of Sheffield’s local residents, whom may not as often have the same opportunities to be involved in shaping Sheffield.

*These concepts will also be fed through to the Age Friendly Sheffield Steering group to support the development of ageing friendly Sheffield resources and legacy.*

## Co-production

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*My Medical Record Booklet*





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# Outdoor Spaces

The working group shared the similar positive outlook on Sheffield's outdoor spaces, especially the amount of greenery around the city, which for some, was a factor in why they chose to stay in Sheffield.

For one session, half of the group were taken to the local park, they were asked to keep in mind three key questions for both the journey to and from the park and inside the park:

- 1) Is it Welcoming?
- 2) Is it Safe?
- 3) Is it Not Polluted?

Most agreed that the areas felt welcoming with its wide-open green spaces, however there was a mixed response to whether they felt safe and on the amount of leaves and litter around. During discussions, common themes cropped up on what they felt was essential to attracting and encourage more older visitors to parks, such as:

- Having fresh air, open fields and spaces
- More lights along paths and park patrols to feel safer at night
- Ensuring there's enough toilets and benches
- Exercise facilities suitably designed for older adults
- Supporting more people to join or set up their own litter picking group

Using these factors as a starting point for the smaller group, they began to think about which parks and facilities in Sheffield were good and bad examples, collecting photos, of an ideal ageing friendly park as they progressed towards a wider baseline assessment and action plan.



# Outdoor Spaces

## Baseline Assessment

The group named one park in Sheffield as being exceptionally ageing friendly with its adult work out area, cleanliness, children facilities and plentiful flowers and trees, only let down by lack of toilets, which they felt also affected 75% of Sheffield's parks.

Asked to identify up to four items important to them and how might the city be able to resolve them, they agreed on the following:

### 1) Have enough seating, spread evenly across the grounds.

**Solution:** More seats could be made of longer lasting materials that would do not need to be repainted, e.g. steel metal

*“One park has many seats within the children’s playground, but no seats along the park’s long walking path that connects two main streets. The seats that are available are too scattered around the park.”*

### 2) Increase the number of assessable toilets

**Solution:** To reopen the toilets or have portable toilets available

### 3) The need for more workout facilities and areas for older people inside parks

**Solution:** Spare some space near the children’s play area to add workout facilities. This is so grandparents and older people can be near and watch over children and grandchildren and being active together

### 4) Bus routes should be more practical and aim to be closer to park entrances

**Solution:** Contacting bus companies about adding or re-planning bus routes to include more stops closest to parks for more convenience and to reduce walking strain.

# Outdoor Spaces

## Action Plan

As the group thought about action plan of how to tackle the four items, they began to feel slightly overwhelmed about realistically resolving those key areas. Highlighting the barriers and thinking of what they can support. They whittled it down to wanting to focus on fundraising for a new bench for one of Sheffield's parks.

### Design essentials:

- Low maintenance, weather-proof
- Vandal proof, secured into the ground, ensuring safety and discourage theft
- Comfortable, although not one long bench but divided into four spaces
- Value for money

### Actions & Who we need to contact:

- Local Council's Parks and outdoor space department. Writing email / formal letter to request for an appointment and enquiring:
  - o Explaining why the bench is a good starting point for the city parks!
  - o Permission to install and who is the key person/s
  - o Their suggestions as to which parks need the benches
- Designer -> Enquire about availability, materials and estimates
- Family and Friends -> Online research and skills to support information gathering

### How can we raise the funds?

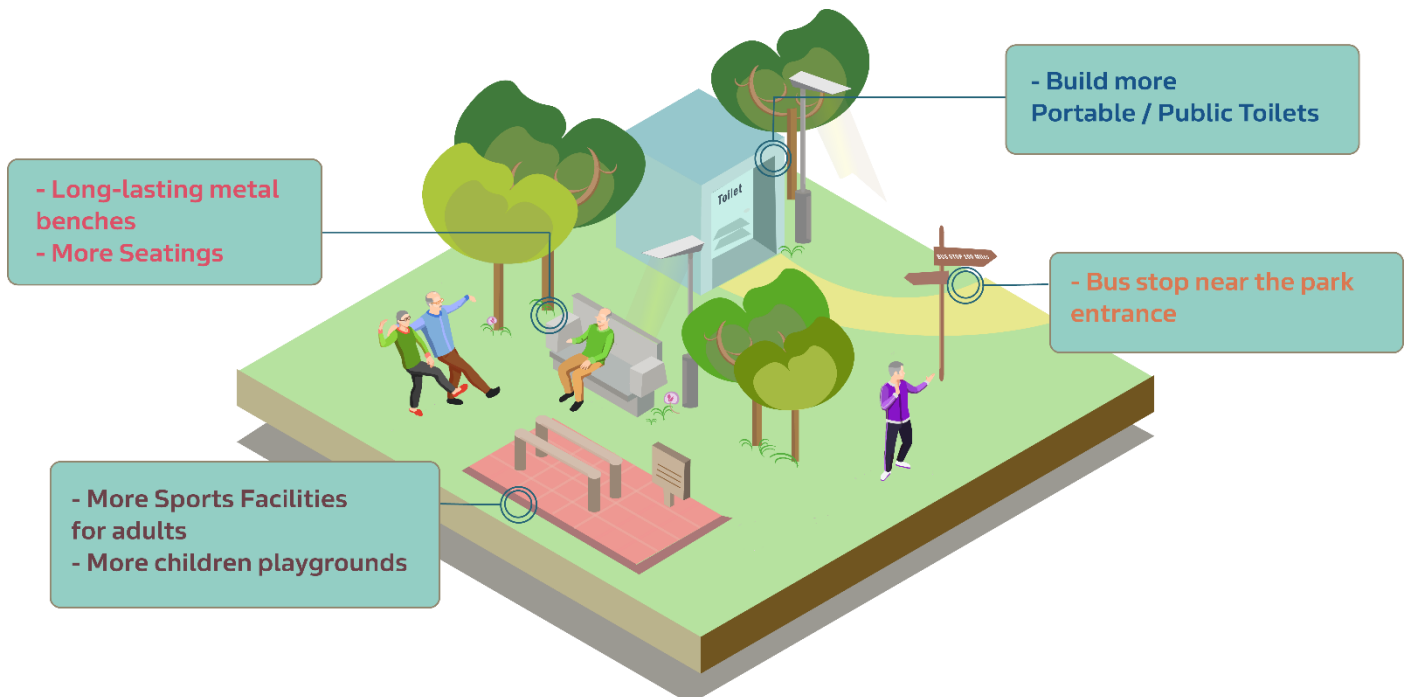
- Permission from council and related interests groups
- Charity fundraisers
- Sponsors -> asking local businesses for interest and support
- Social media and crowdfunding

### Barriers

- Communication & English language challenges
- Lack connections and experience with fundraising and costs of materials and planning permissions
- Time scale of the project
- Not knowing if there is available funding from local authorities and groups



# Ageing Friendly Park & Bench Appeal Letter



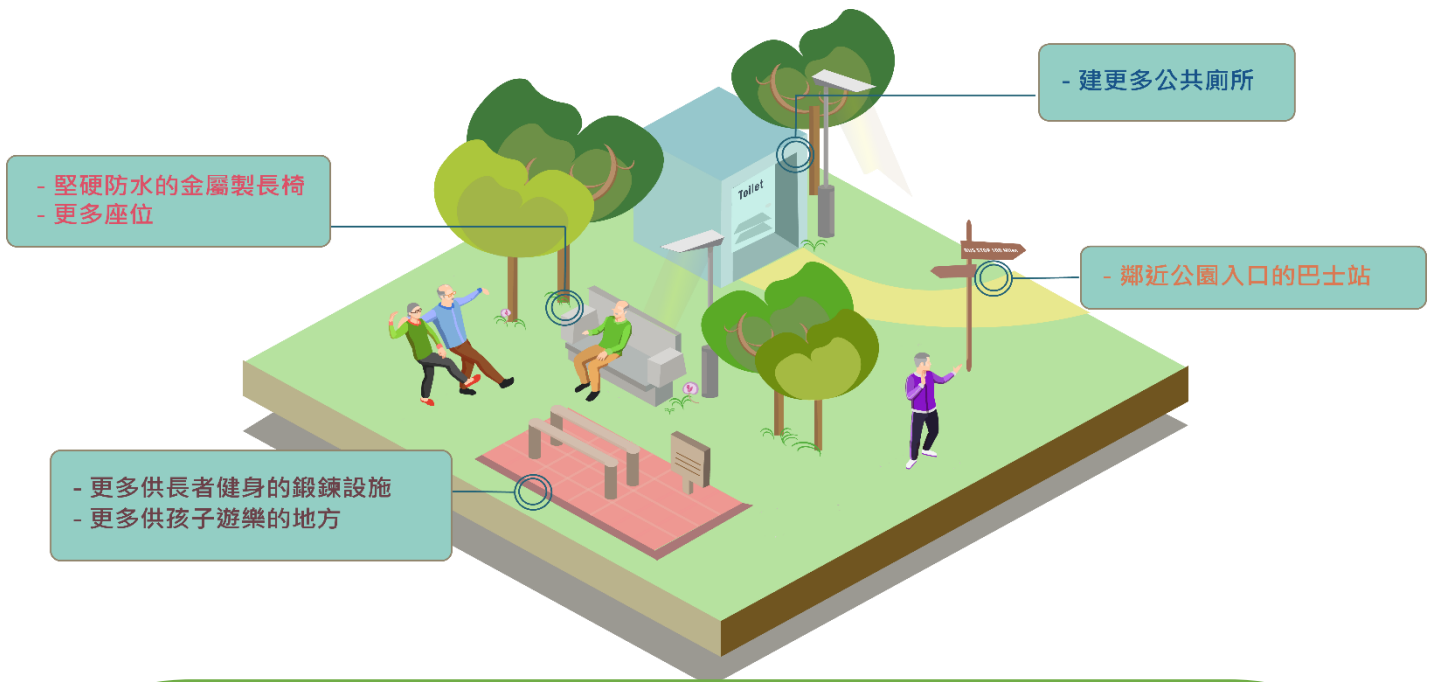
## AN AGEING-FRIENDLY PARK IN SHEFFIELD

The Age Better in Sheffield Programme aims to include many voices of older people in the design and development of an Ageing-Friendly Sheffield. Members of the Lai Yin Association were tasked, as part of our “Leading the way towards an Ageing-Friendly Sheffield” Project, to think about how we could make Sheffield – just that! An “Ageing Friendly” City. This brought up various areas of concern – Transport, Services, and our group wanted to look at Recreational Facilities. In particular, we concentrated on Sheffield’s Parks. Several issues came to the fore: public toilet provision, the placing of bus stops nearer to park entrances, drinking water fountains, special areas for older people to exercise. We decided to look into Park Seating. There are seats in parks, but there should be more.

Sheffield has always, justifiably, prided itself on its parks and green spaces. Furthermore, if we are to take the present and future concerns of an ever –increasing number of older people in the population, needed to keep fit, active and well, seriously, it makes sense to encourage more people to use the park facilities.

At this time all Councils are faced with problems of a lack of money. They are perennially cash-strapped, confronted by dwindling resources. We are also on the cusp of a double-whammy: a General Election, and dare I mention it, Brexit. Sheffield, in addition has had recent flooding problems. This could all be a very good reason for stepping back. Lai Yin has decided to be forward looking and think BIG. And instead of asking more of our hard-pushed City Council, we would like to contribute something to our City and sponsor a Park Seat. Our idea is that we might approach someone local, a designer and furniture maker like, for instance, Corin Mellor. We note that his father, David Mellor, a nationally and internationally known designer and silversmith, and locally trained, was responsible for designing our traffic lights and bus- stops, and Corin Mellor continues in this tradition, to design such a Bench; suitable for all weathers, vandal-proof, low-maintenance, attractive and comfortable; and, above all, for Yorkshire pockets, value for money. It is hoped that the Council might help to meet the cost by matching Lai Yin’s contribution to it.

And who knows, once the seat has been designed and its spot selected,  
this could be just the beginning!



## 對長者友善的公園設計圖

錫菲長者友善社區計劃收集社會不同的聲音，旨在設計、建立一個對長者社群友善的生活環境。在此項計劃中，勵賢會一眾成員們討論如何把錫菲打造成為適宜老人家居居住的城市。成員們大都認為公共交通、社會服務和社區悠閒設施範疇尤其重要。在此其中，興建公共廁所、公共巴士上落客點、在公園添加飲水機和提供老人家強身健體的器材是成員們重點討論的話題之一。我們最後決定把焦點放在公園的座位問題。雖然公園已經設有座位，但我們強烈認為公園應該添置更多座位供老人家使用。

錫菲經常為這座城市裡偌大的綠色空間和公園自豪。再者，如果我們為錫菲現在以及未來的人口老化著想，未來將會有更多老年人口需要供年老人士使用的公園設備，以供他們鍛鍊身體，保持良好及健康的體魄。認真來說，鼓勵更多人使用公園設施非常合理。

市政府的財政開支略為緊絀，錫菲市內投放在社會服務的資源自然有所限制。前途未卜的脫歐危機、最近的洪水災患問題、大選將近.....這些理由全都可以成為置社區服務於不顧的推塘之詞。考慮再三，勵賢會從更宏觀的角度出發，決定向錫菲市政府提出一個合理、有建設性的請求：我們希望可以為錫菲這座城市貢獻出一些東西，贊助興建一個公園長椅。在我們的構思裡，我們可以嘗試聯繫本地傢俱設計師，(Corin Mellor)。我們發現他的父親，大衛·(David Mellor)是在國際及英國裡俱有甚高知名度的設計師，為社區設計交通燈及巴士站。延續家族傳統，Corin Mellor 繼承父業，他可以為Yorkshire 社區設計一張適合任何天氣使用，低成本、舒適、甚少需要維修保養的長椅。我們謹此希望錫菲市政府能夠傾聽勵賢會的聲音，協助籌備勵賢會在這項貢獻裡其中一部分的成本。

或許沒有人知道，一旦選好長椅的位置，在其建成以後，

這項貢獻可能只是開始呢!





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# Communication & Information

Many of those in the group frequently use Sheffield's health services and shared their experiences of accessing health services in Sheffield

The main barriers they face are:

- Not enough interpreters available – Hospitals do not always have them on site.
- Limited to no online or printed leaflets available in Chinese
- Must rely on volunteers to help overcome language barriers, including booking appointments, translating information
- They face difficulties planning their journeys, leading to worrying about missing appointments as travel information to hospitals is not available in Chinese.
- Not all websites offer translation, leading to them not able to access or understand the information given. Additionally, there is limited support to learning how to get online for Chinese older people.

# Baseline Assessment

The group took the time to gather existing health leaflets available at local GPs and hospitals to further assess the friendliness and accessibility of information, particularly for BAME communities.

They chose to assess 4 specific informative printed materials:

- 1) “About Me” booklet available at Chesterfield Royal Hospital, a booklet designed for those who face difficulties communicating with health workers which would contain vital information regarding the patient.  
<https://www.england.nhs.uk/blog/a-patient-passport-thats-all-about-me/>
- 2) NHS influenza leaflet
- 3) Treating HCV: drugs and alcohol use leaflet
- 4) Visitors information poster

Although the materials were all in English, what they found most helpful in understanding the information were:

- The use of pictures is clear and related to information
- Using big fonts and simple English
- Having important information clear and stand out, e.g. the opening times

## Action Plan

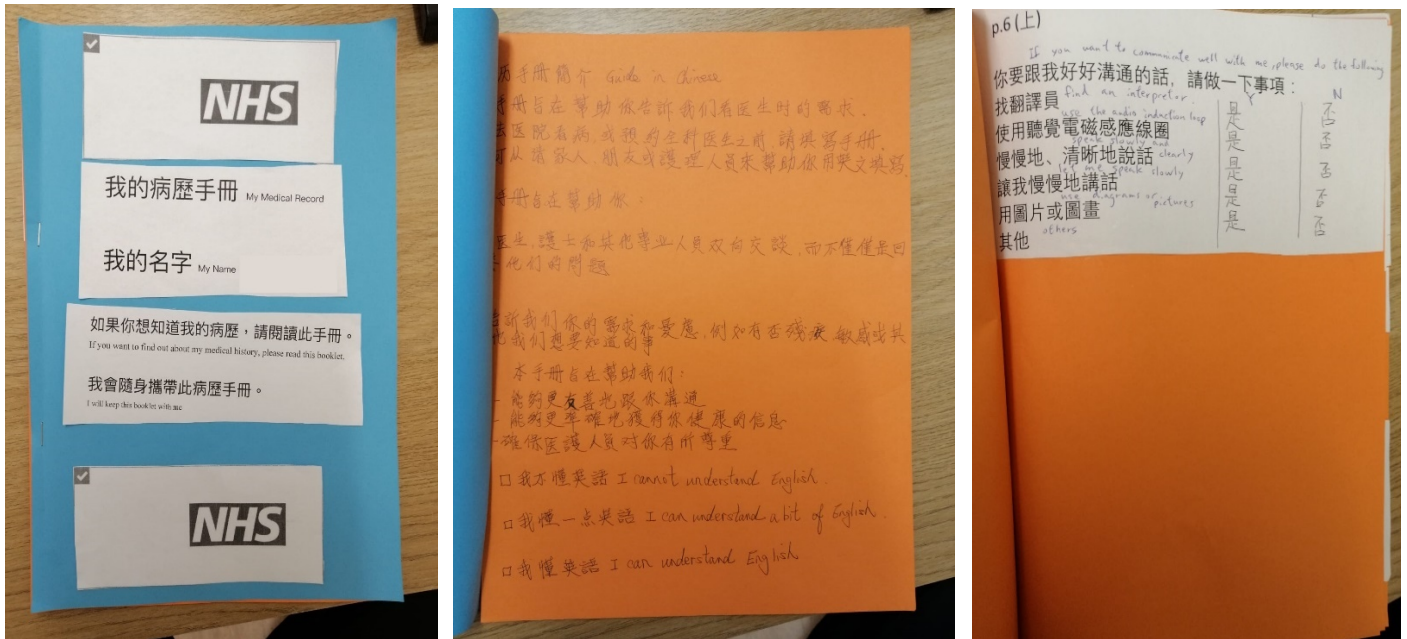
The “About Me” booklet was strongly liked by the group, feeling it found be useful and help overcome communication challenges when visiting health centres and in case of emergencies if it were available in Sheffield. However, the booklet was only available in English.

This became part of the inspiration to co-design a bi-lingual booklet, choosing Chinese and English to be used in the ageing friendly prototype. A volunteer converted the prototype into a digital A5 booklet and printed copies for the working groups participants to test and learn.

The booklet will tested by older people, initially through the working groups, with intention to present it to steering group and clinical professionals.

# Ageing Friendly “My Medical Record” Booklet

## Samples: Initial design by participants



## Samples: Development into digital prototype

**Age-friendly Sheffield**  
AGE BETTER IN SHEFFIELD

**我的病歷手冊**  
**My Medical Record**

我的名字叫\_\_\_\_\_ (中文)  
My Name is \_\_\_\_\_ (英文)

我的家庭醫生的診所是叫  
My GP medical centre / clinic is: \_\_\_\_\_  
\_\_\_\_\_ (英文)

家庭醫生電話 GP contact no: \_\_\_\_\_

- 如果你想知道我的病歷，請閱讀此手冊。  
If you want to find out about my medical history, please read this booklet
- 我會隨身攜帶此病歷手冊。  
I will keep this booklet with me.

**病歷手冊簡介 (中文)**

本手冊旨在幫助你告訴其他人你看醫生時的需求。在去醫院看病，或預約全科醫生之前，請填寫手冊。你可以請家人、朋友或護理人員來幫助你用英文填寫。

本手冊旨在幫助你：

- 與醫生、護士和其他專業人員雙向交談，而不僅僅是回答他們的問題
- 告訴我們你的需求和憂慮，例如有否殘疾、敏感或其他我們想要知道的事

本手冊旨在幫助其他人：

- 能夠更友善地跟你溝通
- 能夠更準確地獲得你健康的消息
- 確保醫護人員對你有所尊重

**Purpose of Booklet (in English)**

This booklet is designed to help you inform others of your medical needs. Please fill out the booklet before you attend a hospital or other medical appointment. You can ask family, friends or paramedics to help you fill in the booklet in **English**.

This booklet is designed to help you:

- have two-way conversations with doctors, nurses and other professionals, not just answering their questions
- tell others about your needs and concerns, such as disability, sensitivity or anything else they should want to know

This booklet is designed to help others:

- to communicate with you more kindly
- provide more accurate information about your health
- ensure that medical staff treat you with respect

**我有以下症狀**  
I have these conditions

<input type="checkbox"/> 聽覺障礙 Hearing Problems	<input type="checkbox"/> 視覺障礙 Sight Loss
<input type="checkbox"/> 其他障礙 Other Disabilities	<input type="checkbox"/> 讀寫困難 Reading Difficulties
<input type="checkbox"/> 我不懂看字 Illiteracy	

**我需要以下的協助**  
I need help in...

<input type="checkbox"/> 步行 Walking	<input type="checkbox"/> 站立 Standing
<input type="checkbox"/> 喝水 Drinking	<input type="checkbox"/> 吃飯 Eating
<input type="checkbox"/> 洗澡 Showering	<input type="checkbox"/> 更衣 Changing
<input type="checkbox"/> 使用洗手間 Using the toilet	<input type="checkbox"/> 閱讀 Reading
<input type="checkbox"/> 不用幫忙 I don't need any help	

其他  
Other:

We have asked working groups to take home and test the booklet and project staff will be following up on feedback. At this current time of writing:

- Working group 1 have taken interest in the booklet but have not had opportunity to use due to government lockdown restrictions.
- Working group 2 felt they did not need the booklet as they have no known difficulties with communicating their needs to services and support.

# Transport

For one of the training sessions, whilst half of the group were led to the local park, the other half visited local bus shelters in the Sharrow area. Just like the local park group, they were asked to take notice of the journey and at the stops on three areas and ask themselves:

- 1) Is it Welcoming?
- 2) Is it Safe?
- 3) Is it Not Polluted?

The group held positive opinions about the journey and bus stops, and felt particularly well designed for older people, noting:

- Extra seating near the bus stop
- Clean and open environment with lots of greenery
- Shops and traffic signals close by
- There is shelter from bad weather

However, due to the limited bus routes that use these particular stops and close proximity of shops, the group felt they had no reason to use these stops.

Other comments included that they would not ride the buses at night because there is not enough lighting and difficulties understanding the printed timetables.

The group noted that not all bus stops are designed the same and helped to take photos of Sheffield's bus stops to share with the group to identify key challenges that they felt needed addressing.



# TRANSPORT

## Baseline Assessment: Bus stops

Key issues identified by the group were:

- 1) Seating is not always available at bus stops
- 2) Printed timetables are too small to read. Sometimes, the digital display is not available at all stops yet and sometimes not always accurate.
- 3) The behaviours of a few drivers
- 4) For the older people, it's not always easy to ask someone to give up their seats when they have little to no English language skills.
- 5) Some people smoking at the bus stops
- 6) There are bus stops without shelter to protect people from bad weather

## Action Plan

To support Sheffield's bus journeys to be more ageing friendly, the group's main action plan revolved around campaigning for bus stops to be more ageing friendly in the city.

### The actions for the working group included:

- Researching examples of well-designed bus stops in different cities
- Identifying bus stops that are in need of seating and shelter
- Photographing timetables and identify an ideal font size
- Getting in touch with key contacts such as City Council and bus companies to raise issues with help of staff and volunteers
- Identifying and work with delivery partners and other groups connected to local transport along with older people

### Potential barriers:

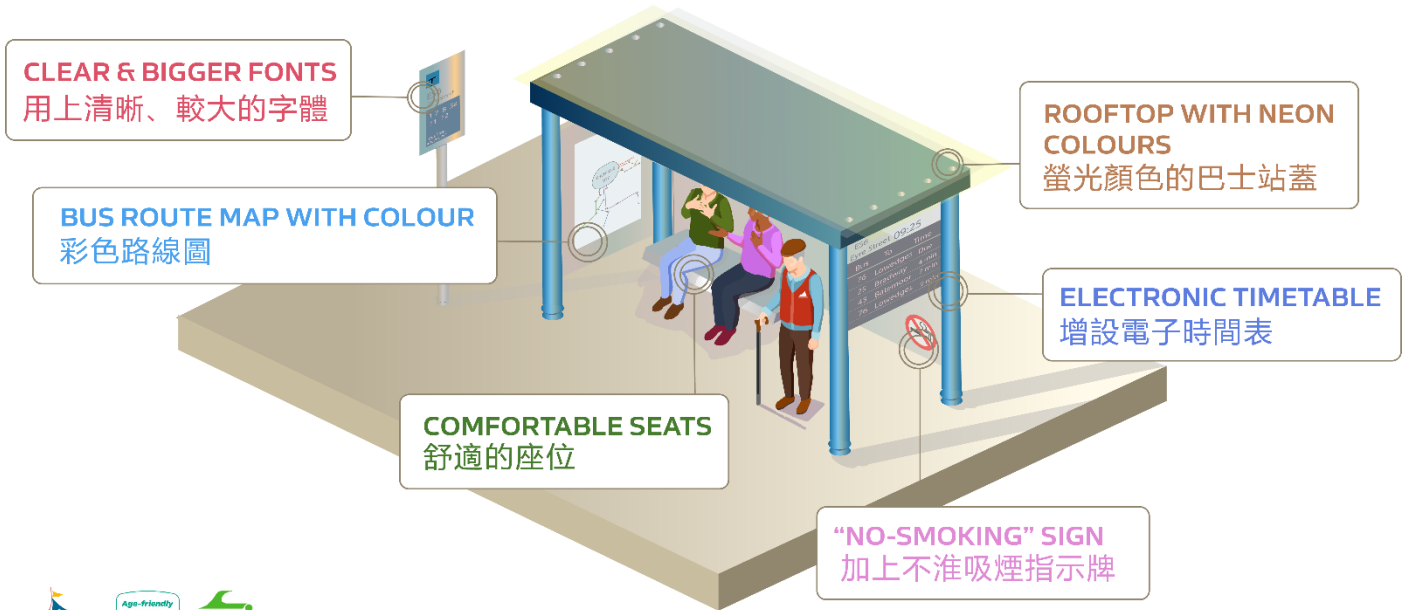
- Limited English language skills
- Key information might not be available in other languages

**Solution:** Seek help from staff and volunteers

# Ageing Friendly Bus Stop

## AN AGEING-FRIENDLY BUS STOP IN SHEFFIELD

### 一個對長者友善的巴士站



The infographic, designed by one of the project's student volunteers, has taken the viewpoints of working group participants who have approved the design and agrees that the graphic represents the group's ideal ageing friendly bus stop, with the second infographic providing their key points behind their ideas.

## AN AGEING-FRIENDLY BUS STOP IN SHEFFIELD

LAI YIN ASSOCIATION PRESENTS





*“Better Journeys supports older people to do more of the things they love by increasing confidence using local transport across Sheffield.”* *ABiS website*

Ageing Friendly Sheffield project has provided a great opportunity for different organisations and communities to get involved and provide greater opportunities to involve as many older people in the design, influence and development of themselves, the projects and the city.

## Co-Design – Ageing Friendly Sheffield Bus Driver Training Video

Having strong links to local bus companies operating in Sheffield, Better Journeys were invited by Lai Yin to deliver a workshop with working groups 1 and 2. Co-designing the presentation and activities. The workshop was also promoted as an open invite for local community and saw additional three people attend.

The objectives of the session:

- To draw upon experiences on public transport
- Give working groups the opportunity to feed into Bus Driver Training, focusing on issues related to older adults
- To share information on how they can give feedback on the public transport experiences

The group was open and happy to share their experiences and thoughts on how bus drivers can make a big difference to making a pleasurable bus journey. Language barriers were overcome with the aid of Lai Yin staff and volunteers interpreting and recording notes.

### **Further opportunities for Better Journeys and Ageing Friendly Sheffield working groups**

Following the session, the working groups welcomed the ideas to be involved in:

- Production of the bus driver training video
- Become trained as Better Journeys “bus buddies”
- Support campaign for ageing friendly bus stops



# Sheffield's Bus Journeys



## Drivers Making the difference

The driver still let me on even though I jumped on as he was shutting the doors.

Drivers in Sheffield are generally very friendly, especially in comparison with other cities.

I feel very safe on public transport and drivers are very often informative and willing to help if I have a problem.

I was waiting for my bus and there was a queue of other buses at the stop. My bus pulled up at the back of the queue and the driver waited for the other buses to leave before moving down the queue. This allowed an older person with limited mobility to get on the bus without having to walk to the back of the queue.

Sometimes drivers don't wait until I've sat down and am secure before the drive away.

As a member of the Chinese community, there are language barriers between me and the bus driver which can be frustrating.

## Challenges

Once, a driver wouldn't open the bus doors to let me on even though the weather was awful, purely because the bus wasn't due to set off yet. I was left out in the cold waiting when this could have easily been resolved.

Sometimes, when the bus is full, people won't give up their seats for me and I don't feel confident asking myself. Couldn't the bus driver help me?

## Suggestions

Be extra kind and polite – a big smile goes a long way, especially if you're the only person I'll be seeing that day.

A good greeting makes the passengers really happy – be the first to say Hello or Welcome Aboard.

Don't let too many people on the bus as I feel unsafe and it can lead to accidents.

Stop at the bus stop, not away from it. I need to know that I can reach the ground when alighting.

Have a conductor to help manage the passengers at peak times.





# Case Studies

“What does *age friendly* mean to me? It’s about being open to others, happiness and not being aggressive.

When you’re a volunteer, you learn as you go, taking in new things. Through volunteering at the community workshops, I’ve met and heard from different people and it changed my perception of how I thought other people viewed Chinese people. Others are very welcoming. I’ve learnt how to be more confident with speaking to other people – I used to be afraid to start conversations about what I’m doing, but now I’m able to freely tell anyone.

Information needs to be clear, some signs... sometimes you can’t tell if it’s telling you to turn left or right. Like signs for toilets, they tell you to go straight so you go straight and it’s not right, you had to turn somewhere. The information just needs to be clearer.

Sometimes when we talk to people about what we’re doing, they don’t always understand what we mean so we encourage them to join the activities. If they didn’t feel it’s right for them, they can leave at any time. Many people have said to me, “what are you talking about?” and “what do you mean?”

I tell them “Well, it’s about changing the city!” **Female [64]**

I’m glad that I was offered the opportunity to join this project. If I didn’t participate, I wouldn’t know so much about the Ageing Friendly Cities & Communities.

After joining this project, I became more observant and concerned about the things happening around us. At the same time, I share the things that I have learnt in the sessions to other people because these useful tips could help and support to other people too! Also, I have more chances to connect with other people when I participate in this project. When we were assessing how ageing friendly Sheffield was, I suggested that Sheffield could introduce more medical services to the older people. At the same time, I appreciated that people had designed well to build an ageing friendly environment for older people to sit in both indoor and outdoor spaces in the Moor Market. However, for the transportation services, I said it could be better if more bus passengers are willing to give their seats to the older people.

I would recommend this project to my friends and share their experiences, as I thought it a truly pleasant experience for myself. Also, I’ll be sharing some useful tips and knowledge to my friends. **Female [62]**

## Appendix



我的病歷手冊AFS\_He  
althInfo\_booklet.pdf

*AFS - My Medical Record Booklet*

Diolch Terima kasih 謝謝  
پوس  
**Thank you**  
Merci 谢谢 اركش  
الاي زج  
go raibh maith agat