



# WATERFORD AGE FRIENDLY NEIGHBOURHOODS

**Collaborative Planning in Action**

**Inner City, 2013**





“An Age Friendly Town is a town where the community understands and responds to the needs of older people”

Ageing Well Network



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# Executive Summary

The Inner city Neighbourhood of Waterford City has taken part in the Age Friendly Town/ Neighbourhood initiative in 2013. The Age friendly Neighbourhood Initiative is part of the wider Age friendly Cities and Counties programme.

In Waterford the Age Friendly Neighbourhood is being delivered in the Inner City which is one of three neighbourhoods chosen within Waterford City. The projects objective is to significantly improve the quality of life for older adults living in the Inner City and to engage them in shaping and enhancing their own communities. Older people are critical contributors to development of an Age Friendly Community providing social capital and a wealth of experience and knowledge. The contribution of older adults in the Inner City is acknowledged in all aspects of the reports, consultation and research. The implementation of the agreed action plans will also maintain older adults at the centre of its delivery.





# Acknowledgements

This report represents a collaboration between the Age Friendly Neighbourhood Programme, Waterford City Council and most importantly the older adults of the Inner City who took part in developing a community led project which locates the voice of the older adults at its core.

Many people have taken part in compiling this report and I could not list everyone individually, however, the following merit a special word of thanks:

- The most important component of compiling this report, the older adults without whom this project would not have been possible.
- The steering group members for their guidance, help and assistance.
- Finally, I would like to thank Waterford City Council.



# Introduction

This report was prepared on behalf of the Ageing Well Network as part of the Age Friendly Town/Neighbourhood initiative in 2013. The overarching programme's vision is to make Waterford City a great place in which to grow old. The Age Friendly cities initiative is led by an Alliance chaired by the City Manager and includes senior members from the Gardai, HSE, Chambers, Area Partnership, Sports partnership etc. In Waterford the Age Friendly Neighbourhoods initiative is a deep dive project focusing on three neighbourhoods which include the Inner City, Sacred Heart and also the Larchville/Lisduggan area which is also known as St. Paul's. The project's objective is to significantly improve the quality of life for older adults living in those areas and to engage them in shaping and enhancing their own communities. It is important that this strategic plan accurately identifies the areas for improvement within Waterford City and it is hoped that through this initiative that these challenges can be effectively acted upon by the relevant stakeholders, agencies and organisations. Extensive data collection has been conducted in research, mapping, surveying and consultation.



# National Age Friendly Cities and Counties Programme (AFCCP)

An Age Friendly Neighbourhood is an area where the community understands and responds to the needs of older people. It is created by consulting, building and implementing a plan with the community to make their neighbourhood age friendly. It uses the methodologies of the Age Friendly City and County programme, focusing on selected towns or in this case specific neighbourhoods within the city, to significantly improve the quality of life of older adults living in those areas and to engage them in shaping and enhancing their own communities.

This initiative is focusing on developing a network of Age Friendly Towns/neighbourhoods during 2013 building on the work previously done in Ardee, Co Louth.

This initiative is part of the wider national Age Friendly Counties (AFC) programme, and an intrinsic part of the AFC Strategy, monitored by the Alliance in each county. The programme's Vision is to make every county in Ireland a great place in which to grow old.

It is a collaboration between the AFC Programme, participating Local Authorities, the Irish Planning Institute, Alzheimer's Society of Ireland and DIT. People living with dementia will be included, so the outcome will be a Dementia Friendly Communities (DFC).

## Objective, Scope and Structures

In the ten years from 1996 to 2006 the number of people aged over 65 in the city grew by a quarter (27.1%) from 4,355 to 5,529. According to the recent census figures from 2011, there are now 6,061 people over the age of 65 in the city, an increase of 10% since 2006. With such a rapidly increasing older population now is the time to address the needs of this population and therefore ensure that the facilities and services are in place in the near future to cater for their needs. The Age Friendly Neighbourhoods initiative aims at addressing these issues on a local level in a deep dive fashion.

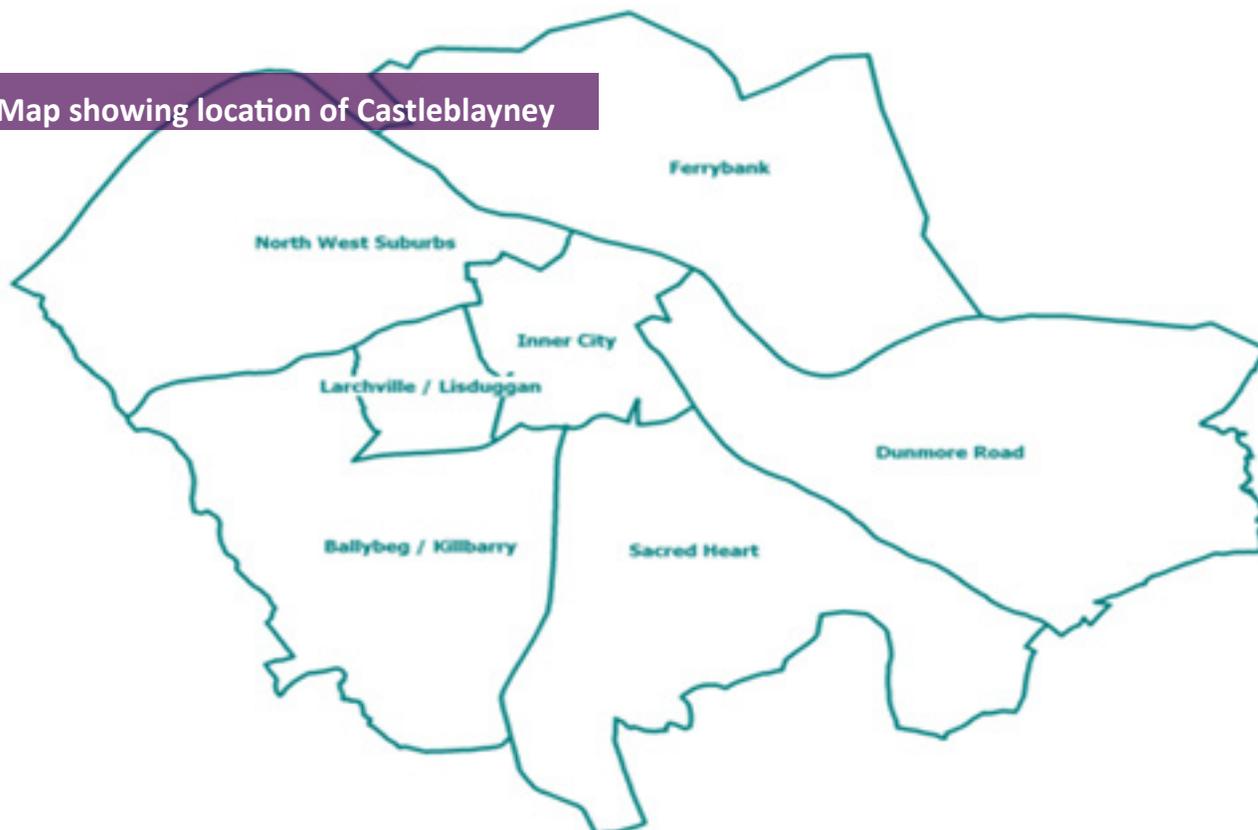
Waterford City is divided into seven distinct neighbourhoods illustrated on the map in Figure 1:

- Ballybeg Kilbarry
- Inner City
- Larchville Lisduggan
- North West Suburbs (comprising Carrickpherish and Gracedieu)
- Ferrybank (including Kilculliheen in South Kilkenny)
- Sacred Heart (incorporating Ballytruckle and Kilcohan)
- Dunmore Road

As part of this initiative in Waterford City, three neighbourhoods were chosen in which detailed studies would be carried out. The three neighbourhoods were selected due to their higher than average percentage population of older people and also due to their locations within the city limits. These three neighbourhoods include:

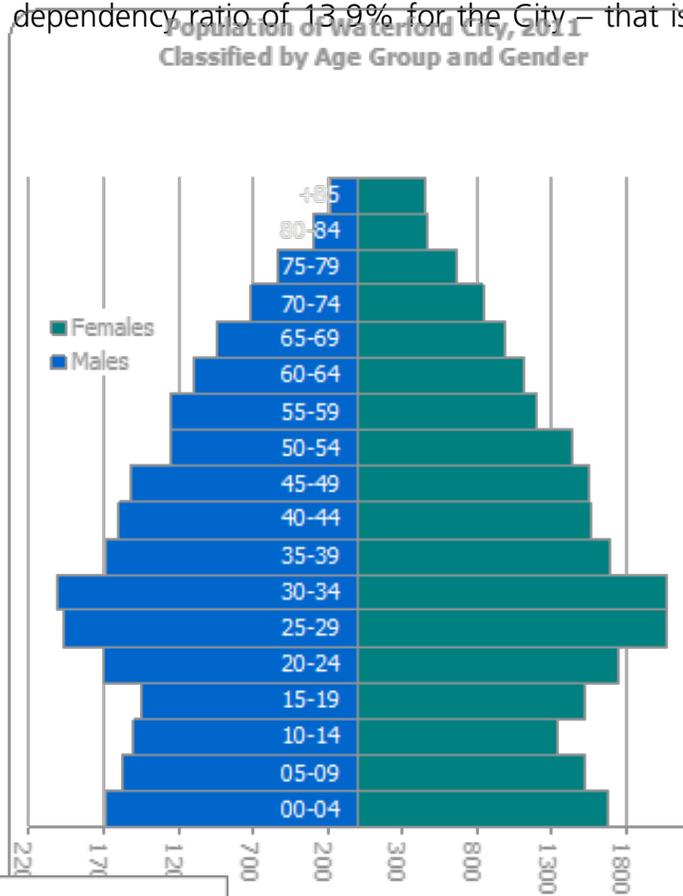
1. Inner City Neighbourhood
2. Larchville/Lisduggan Neighbourhood (aka St. Paul's)
3. Sacred Heart Neighbourhood

Map showing location of Castleblayney

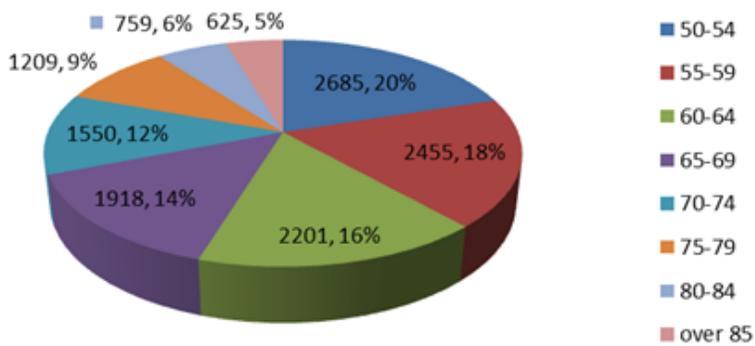


# Waterford City

The 2011 population census figure for Waterford City was 46,732 persons representing a relatively unremarkable population increase of 984 persons from the 2006 census figure. For the purposes of this report the population of the cities over 50s population is shown in the pie chart below. 28.7% of the city's population or 13,402 people are over the age of 50, that's almost a third of the city population, this figure is set to increase significantly in the future as the population pyramid below shows. The city as a whole has an old dependency ratio of 13.9% for the City – that is 6,500 people aged 65 years or older.



**Waterford City Population by Age Group - 50 years+**



# Neighbourhood Profile

## Inner City

Population - 9,436 (Census 2011) decline of 11.0% since the previous census in 2006.

Area – 272 hectares

**Electoral Divisions (EDs)** - The neighbourhood of Inner City is comprised of 17 EDs which include - Ballybricken, Centre A&B, Custom House A&B, Kingsmeadow, Military Road, Morrison's Avenue East & West, Morrison's Road, Mount Sion, Newport's Square, Poleberry, Roanmore, Shortcourse, Slievekeale and The Glen.

The neighbourhood is primarily in the Electoral Area of Waterford City North with the exceptions of Poleberry which is in Waterford City East and Kingsmeadow and Roanmore EDs which are in Waterford City South.

**Old Dependency Ratio** - There is a high old dependency ratio at 29.1% compared to a figure of 13.9% for the City.

**Disability Ratio** – 1,978 (21%) have a disability.

13 EDs are classified as Disadvantaged and four EDs are Marginally Below Average – The Glen had the highest Absolute HP Index in 2011 at -14.8 using the 2011 Relative HP Index.

Topic	City Wide	Inner City
Population	46,732	9,436
Old Dependency Ratio per area	13.9%	29.9%
Disability Ratio	9.6%	21%

# Alliance Group

The Age Friendly Neighbourhoods initiative in Waterford will form part of the overarching 'Age Friendly Cities' Strategy which is currently being developed for Waterford City with a 5 year strategy expected to be published in 2014.. As part of this Age Friendly Cities initiative an Alliance of members was formed in late 2012 and includes senior member of the public service bodies including the Garda Síochána and the HSE. Also on the Alliance board are members of the Waterford Sports Partnership, the Area Partnership, the Chamber of commerce, the City Forum and the City Council, with the City Manager playing a pivotal role as Chairperson.

Alliance Member	Position	Organisation
Michael Walsh	City Manager	Waterford City Council
Vinnie O Shea	Programme Administrator Sustainable Neighbourhoods Unit Co-ordinator and RAPID Co-ordinator	Waterford City Council
Catherine Power	Community Development/ Capacity Building Co-ordinator	Waterford Area Partnership / Older People's Network
Pat Murphy	Chief Superintendent	An Garda
George Power	Chairman	Waterford City Community Forum
Rosarie Kealy	Sports Coordinator	Waterford Sports Partnership
Richie Dooley	HSE Area Manager	HSE Waterford
Barbara Murphy	Older People Services	HSE Waterford
Kathleen Fitzgerald	Director	Waterford Chamber
Joe Stokes	CEO	Waterford Area Partnership
Debra O Neill	Regional Manager	Ageing Well Network
Susan O'Connor	Regional Chairperson	Active Retirement South East



## Steering Group

The Age Friendly Steering Group forms a critical operational role in the development and delivery of the Age Friendly Neighbourhood Programme and are mandated by Waterford's Age Friendly City Alliance. Deliverable outcomes are agreed by the Steering Group and approved by the Alliance following consultation with older people in the neighbourhoods.

While many key stakeholders are common to all neighbourhoods, for example HSE, Sports Partnership who operate on a city wide basis in order to ensure that the distinct issues of each neighbourhood are addressed, each neighbourhood also assigned an individual to the steering group. The following is a list of the members of the central steering group:

1. Barbara Murphy – HSE
2. Pauline Cunningham/Rosarie Kealy – WSP
3. Claire Loughnane – Neighbourhood Officer – Inner city/ Larchville/Lisduggan
4. Susan Scully – Health promotions HSE
5. Susan Murphy – Primary Care manager HSE
6. Eleanor Gaffney – Respond
7. Bridget Roche – Holy Ghost Retirement Home
8. Bernard Dowling-Garda-Inner City



# Age Friendly: Vision, Aims & Outcomes

## The Vision

The Age Friendly Towns initiative is part of the wider national Age Friendly Counties (AFC) programme, which is currently operational in 18 Local Authorities and is being rolled out nationally. The programme's Vision is 'to make every county in Ireland a great place in which to grow old'.

## Age Friendly Outcomes for Older Adults

Nine outcomes have been identified as being important components to creating an Age Friendly Space.

Age friendly refers to a place where all of us as we age can:-

1. Lead healthier & active lives for longer
2. Stay living in our own homes and communities
3. Get to where we need to go, when we need to
4. Be enabled by the built and social environment
5. Feel and be safe at home and out and about
6. Have the information we need to live full lives
7. Be truly valued and respected
8. Participate in social, economic and public life
9. Continue to learn, develop and work



# Desk Research and Mapping, Report and Findings

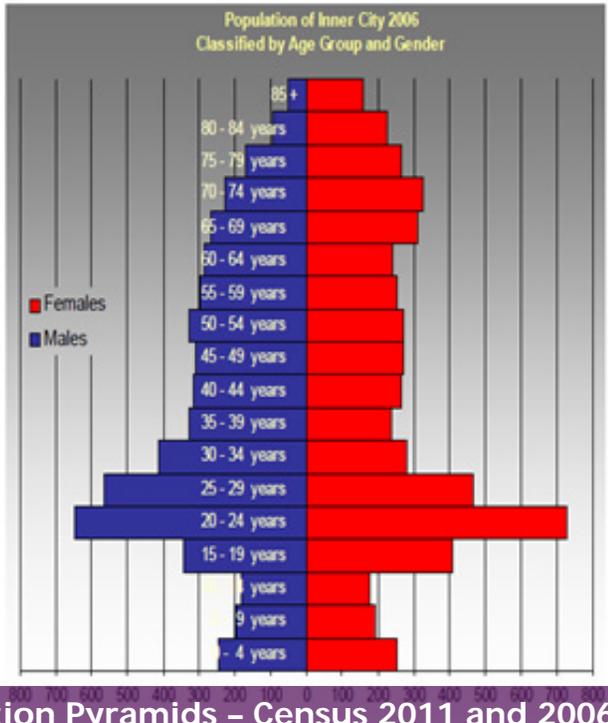
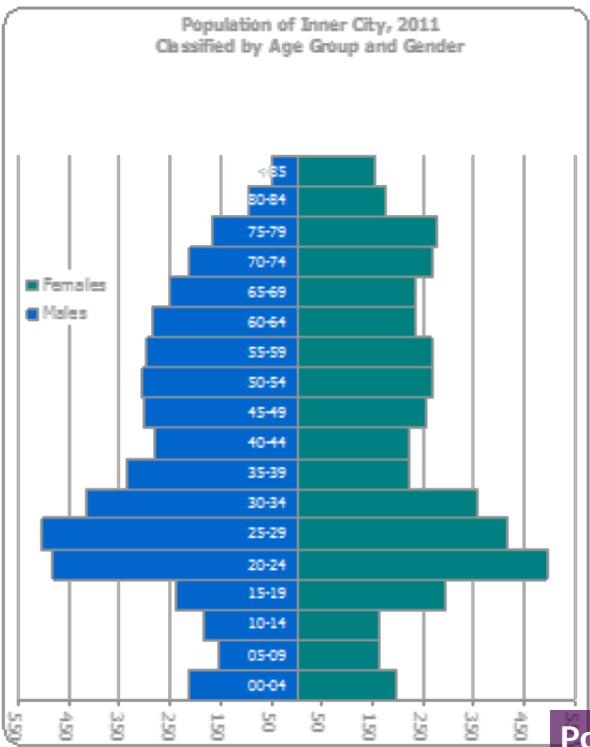
General approach to research the demographics, stakeholders and mapping.

## **Desk Research:**

The initial research for this project was mainly desktop orientated.

## **Age Friendly Neighbourhood – Area Background-Inner City**

The Inner City has a high old dependency ratio at 29.1% compared to a figure of 13.9% for the City – 1,855 aged 65 years or older. Although the population pyramids below illustrate that a significant proportion of the population in the neighbourhood is under 50 years of age interestingly the ED with the highest old age dependency ratio in the entire city is situated in the Inner City, the area is known as Ballybricken and it has a 61% old dependency. Therefore it is important to note that other factors besides population records need to be taken into account when examining this neighbourhood. A lot of the Inner city area is comprised of terraced housing in which a large proportion of the older populations in the city live. The area itself has an undulating topography, with altitude rising from approximately 9m on the quays to 66m on the northern most part near the Assisi House Day Centre. As expected this variation in topography is a major issue for older people in the area.



**Population Pyramids – Census 2011 and 2006**

**Persons with a disability by Age Group 2006 & 2011**

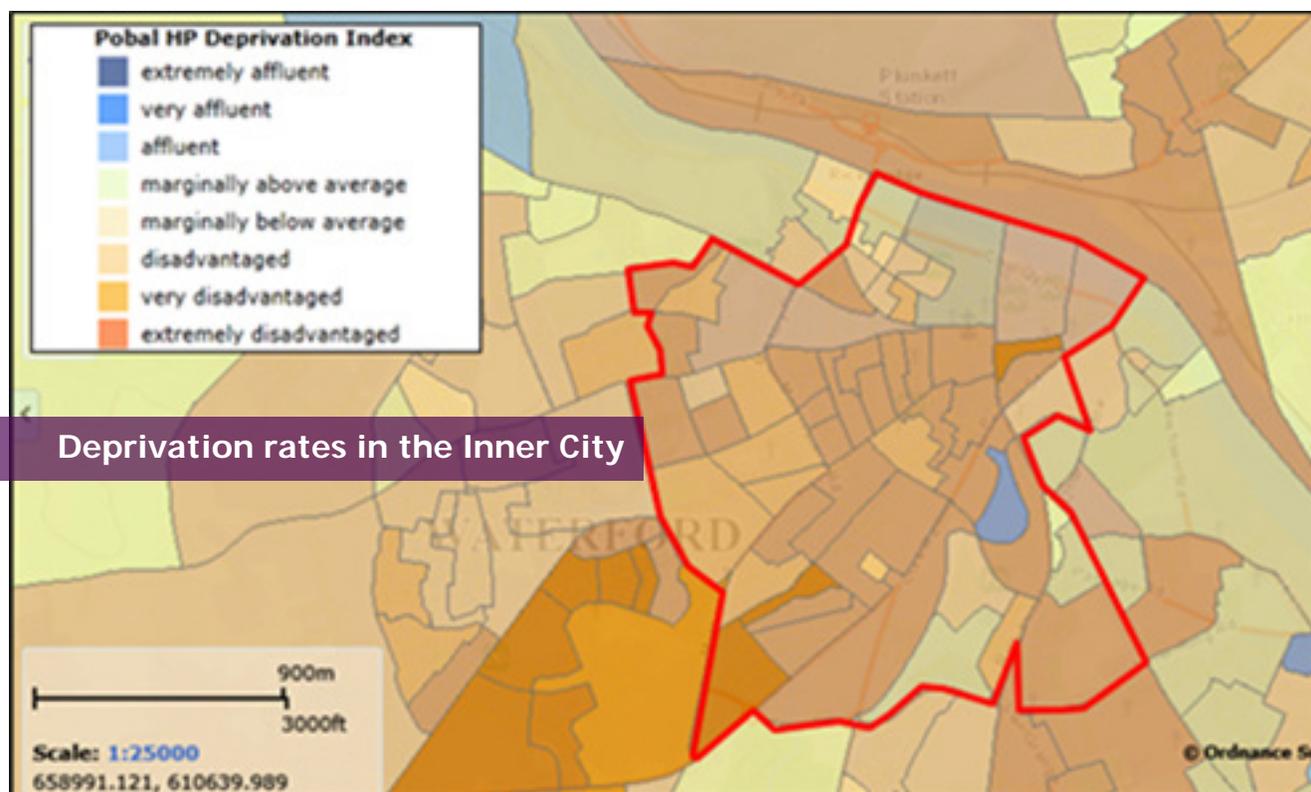
	2011	2006		
Age	No with a Disability	Population	% of Pop	No with a Disability
0-14	70	1077	6.5%	35
15-24	170	1509	11.3%	91
25-44	329	2751	12.0%	220
45-64	566	2214	25.6%	401
65+	843	1885	44.7%	752
Total	1978	9436	21.0%	1499

The table above demonstrates that a total of 1,978 people had a disability in April 2011 accounting for 21% of the population in the neighbourhood. The rates of disability increased with age and there was a significant increase in the numbers (32%) reporting they had a disability in comparison to 2006.

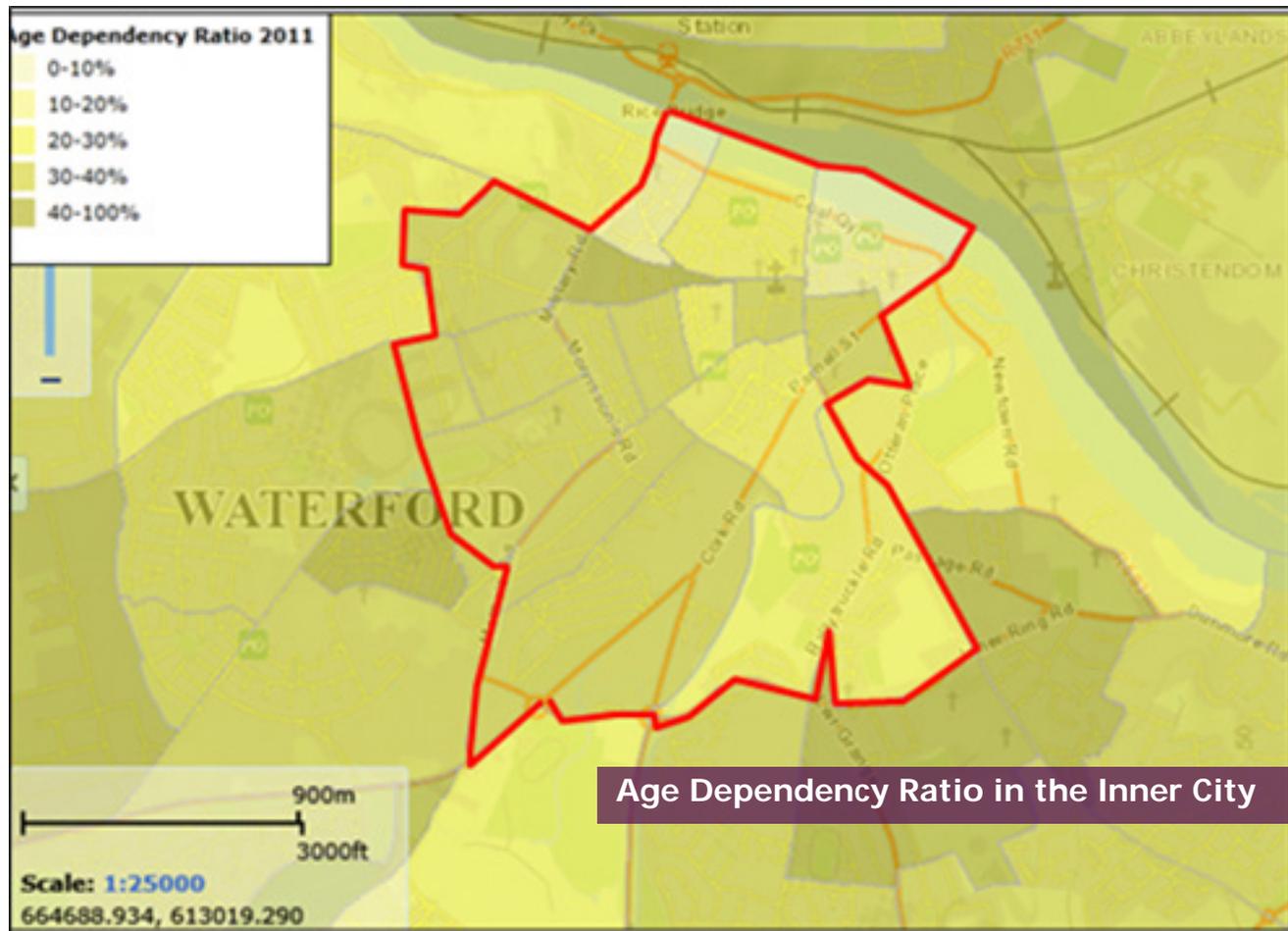
## Persons with a disability by Age Group 2006 & 2011

Hours	Males	Females	Total 2011	2006
1-14 hours (up to 2 hours a day)	60	88	148	202
15-28 hours (between 2 and 4 hours a day)	34	40	74	39
29-42 hours (between 4 and 6 hours a day)	18	13	31	35
43+ hours (6 or more hours a day)	32	64	96	120
Not Stated	26	38	64	-

The table above shows the number of men and women who were carers and the number of hours per week spent caring. The results show a small increase in the numbers involved in caring (4.3%) and also that female carers continue to outnumber male carers.



As can be seen from the map above out of the 17 EDs in the Inner City Neighbourhood, 13 EDs are classified as Disadvantaged and four EDs are marginally below average – The Glen had the highest Absolute HP Index in 2011 at -14.8 using the 2011 Relative HP Index.

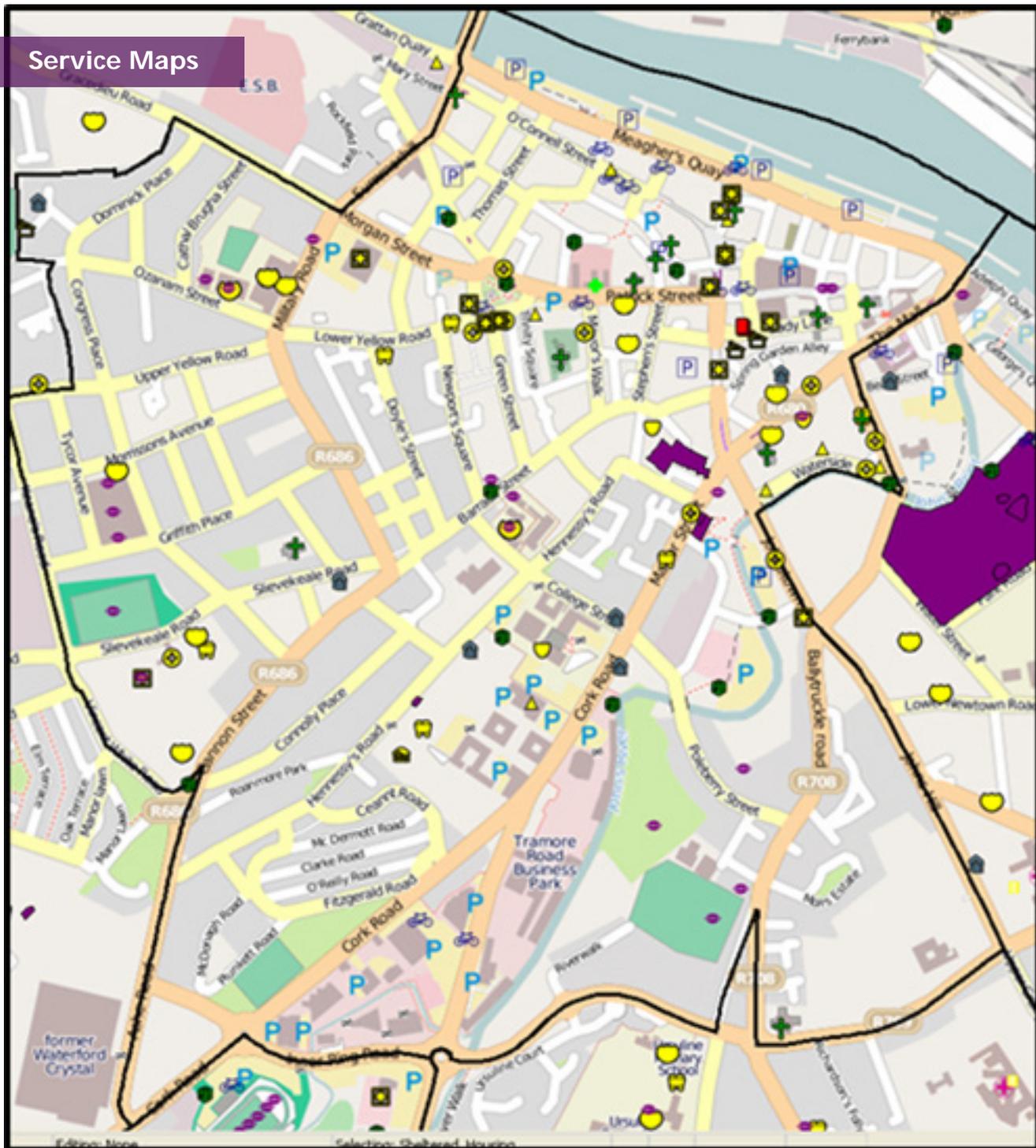


Differences across the neighbourhood are apparent when the dependency ratio at ED level is considered. Ballybricken ED has the highest old dependency ratio for Waterford City at 61% with a correspondingly low young dependency ratio of 7.8%. The Glen has the lowest old dependency ratio for the neighbourhood at 9.5%.

# Mapping

The map below has been formulated from the amenities and services within the Inner City Neighbourhood area.

## Service Maps



# Consultation

## Consultation Methodology in Developing the Castleblaney Age Friendly Strategy

The consultation process has four main constituents:

1. Consultation / Active Listening Workshops with Older People
2. Walkability Audit
3. Core Outcomes Survey
4. Stakeholder Interviews

Deliverables when agreed in consultation with steering groups and directed by Alliance. The following will explain the process under the consultation methods outlined above:-





# Public Consultation

As part of the public consultations for the Inner City the Active Listening Workshop was based on the nine core outcomes based on the Ageing Well Networks planning process, but also allowed for individual issues to be explored. Each of the workshops were organised as a round table discussion using group sizes as small as 4 people to as many as 10 people at some of the venues. Each table was supported in the discussion by a group facilitator and a group recorder.

In May and June of 2013 a public consultation/active listening workshop was held in the Inner City area. In total 42 people attended the consultation;(7 males and 35 females). The main aim of consulting in the Inner City was to get as close to the community as possible and make venues accessible for local people to attend.

Consolidation of the workshop findings highlighted the common three emerging themes from each table or group.

## **Older people are supported to be “out and about” by the built and social environment**

Support to socialise and access public buildings and community amenities is contingent on a safe ,comfortable and accessible community. Examples of desirable improvements included safety for pedestrians ensuring drivers do not park on footpaths, providing more bus stops and timetables and an adequate amount of seating in numerous areas needs to be provided.

## **Older People are able to get where they need to go when they need to go**

Accessible, affordable transport or having facilities within communities is a critical component of an age friendly neighbourhood. Examples to support this outcome are the provision of good infrastructure, services and ease of access including access to information about transport services.

## **Older people lead healthier and active lives for longer**

Remaining active and healthy supported by community supports ageing in place. An essential aspect of this outcome is the delivers of more social events and classes, offering support to lonely and vulnerable older people. The provision of allotments to keep older people active and social connected was also an identified deliverable

# Core Outcome Survey

The Baseline Survey was distributed at active listening workshops and while engaging with older people's groups and organisations. Participants in the survey were advised of the process and the WHO framework being used.

These surveys were also used as a mechanism to gather the views and thoughts of the older people of the Inner City and to ensure that older people have a strong sense that their views will influence the final strategy. It was also outlined that a crucial part of age friendly practices is the support and involvement of the community.

A total of 23 surveys were completed by older people in the Inner City neighbourhood. Each question of the survey had to be rated with agreement rated from (10) "extremely satisfied" to (1) "extremely dissatisfied". The results of these surveys were then entered into the Survey Monkey Programme. These results were then analyzed and the following paragraphs summarise the findings.

Out of the 23 surveys that were completed, 6 older people were male and 17 were female. 68.18% of the surveys completed were completed by older people between the age of 65 and 80. The top four outcomes out of a possible 9 were:

1. Older people participate in social, economic and public life. 27% (6 people) were (7) "Fairly Satisfied" with this statement.
2. Older people can stay living in our own homes and communities. 25% (5 people) were (8) "Satisfied" with this statement.
3. Older People continue to learn, develop and work. 23.8% (5 people) were both (7) "Fairly Satisfied" and (8) "Satisfied" with this statement.
4. Older People lead healthier and active lives for longer. 21.7% (5 people) were "Extremely Satisfied" with this statement.

The second last question of the survey asked the people filling out the survey to identify the top

The second last question of the survey asked the people filling out the survey to identify the top three things they do well in their neighbourhood. The most common answer related to Respond and the services they provide (allotments) was another common theme that occurred in these answers. Services that are provided in the Care and Community Centre deemed quite high in stature also. Activities such as bowling, dancing and walking were also mentioned.

The last question asked the respondent to list the top three improvements recommended to make their neighbourhood more age friendly.

The most common emerging themes were:-

1. Footpaths need upgrading and illegal parking.
2. Garda presence and security were also issues which the majority felt needed to be improved.
3. Transport was also a reoccurring theme among the respondents.

### Round Table Consultation





# The Walkability Audit

Walkability Audits were completed on the physical streetscape for the main routes within each of the three neighbourhoods.

## Summary of Walkability Audit Findings

(See Appendix One for images and full report of the Walkability Audit in the Inner City.)

A total of six participants took part in the Walkability audit in the Inner City area of Waterford city. The volunteers taking part were sourced locally so as to ensure accurate/appropriate findings were recorded. The volunteers were briefed on the purpose of undertaking the audit and the importance of highlighting the positive and potential areas for improvement in these neighbourhoods. The volunteers completed the “How Age Friendly Is Your Town” survey whilst on the walk and a camera was used to assist in identifying and capturing the issues.

A summary of positive findings from the two Walkability Audits in the Inner City were:

- Facilities are generally accessible in the area.
- Allotment plots are available in the park inside the City Walls.
- Disabled parking spaces are available close to amenities.
- Bicycle parking facilities are generally available close to amenities.

Summary of the most common issues that arose from the Walkability Audit in the Inner City neighbourhood:

- Many footpaths are in need of repair as they are broken in parts and are a trip hazard and older people with walking aids find some parts difficult to manage (especially Osmond Street, Dominick Place and Morgan Street).
- Cars’ parking on the footpath is an issue and the cost of parking is too high for the area.
- The crossing times should be extended as the amber man comes on before people have finished crossing the road.
- More seating needs to be provided in the Inner City in particular on hilly areas.
- Most of the bus stops in the Inner City do not seem to have bus timetables available.
- The issue of litter is a problem in the Inner City as dog fouling and lack of bins on routes



# Stakeholders Interviews

Based on the initial desk research and as advised by the programme the main Service Providers within the Inner City were identified. Interviews were carried out on an individual basis. Each interview followed the same format, in terms of the questions asked, which are as follows:

1. What services are provided?
2. What currently makes the Inner City an Age Friendly place?
3. What other services could be provided?
4. Of the nine National Outcomes rank them from 1 to 9, 1 being of significant importance and nine being of less importance.

These interviews and the findings were all taken into consideration in the writings of this report.



# Results of Consultation

## Priority Outcomes, Recommendations and Next Steps

The following sets out a number of recommendations, which came directly from our consultation with older people and from carrying out the walkability surveys. We captured both the priority issues raised by individuals as well as recommendations they put forward to address these concerns. From an implementation perspective, we have divided these recommendations into short, medium and long term actions.



# 1 Built and Social Environment

The following recommendations came directly from the various consultations during Age Friendly Towns Initiative.

## The Areas For Action

Lighting, Seating, Pavements, Walk Areas, Signage, Planning, Toilets

“ An increase in the number of benches in the area would be great ”

“ Anti-social behaviour along river walks and other routes turns me off using the areas ”

## Key Objectives

### Short Term (Early 2014)

The introduction of more seating in specific areas

From Bridget's Street up to Assisi House there is a lack of seating. There used to be a seat on Barrack Street but it was vandalised and now is non-existent.

Key Organisations; Vinny O'Shea, Waterford City Council

### Medium to Long Term Recommendations



### To develop a "Toilet Trail" in the area

The lack of public toilets was an issue that was discussed on numerous occasions throughout the consultation process. As a result the aim of the "Toilet Trail" would be to have most if not all businesses open to allow older customers to use their facilities. (Appendix 6 lists a report of work to date)

Key Organisations; Anne Goodwin and Mags Drohan- St. Brigid's Family Resource Centre with Chamber and businesses.

# 2 Transportation

The following recommendations came directly from the various consultations during Age Friendly Towns Initiative.

## The Areas For Action

Access, Public transport, Convenience, Parking, Taxis, Rural Transport Schemes, Multi Sector Collaboration

“

The areas where bus stops are located need to be safe and suitable

“

The Distances between each bus stop need to be shorter

”

“

Timing on pedestrian crossings are good, it is the motorists that are the problem

”

## Key Objectives

### Short Term

To create more legible timetables for the bus service

There are currently few bus stops that display timetables and the stops that do display them are illegible and very small font

.Key Organisations; Waterford Contact Programme, St Bridget's Family Resource Centre

# 3 Truly Valued and Respected

The following recommendations came directly from the various consultations during Age Friendly Towns Initiative.

## The Areas For Action

Consultation, Visibility, Changing Attitudes, Intergenerational Programmes through Education

“ Encouraging respect for older people at an intergenerational level at home would be a good way to improve the neighbourhood ”

“ A lot of people in the community get very lonely living by themselves ”

## Key Objectives

### Short Term

Expansion of the Waterford Befriending service

Social isolation in particular amongst older men which must be addressed and resolved.

Key Organisations; Waterford Contact Programme, St Bridget's Family Resource Centre



# Next Steps

The next steps for the process in the Inner City are to implement all if not most of the actions identified in the project to ensure enhancement of the quality of life for older people and the entire community of the Inner City.

Any actions for the Inner City that are not completed under the Age Friendly Neighbourhood initiative will be handed over to the Waterford City Age Friendly Alliance. This will ensure the continuation of work with the key organisations (as listed in the actions) to implement the actions identified within this strategy.





# Support and Approval Achieved

A presentation on the work that has been done in the Inner City in Waterford was made to the City Council last May and were since updated to the City Manager and the Alliance on the 24th of September at the Alliance meeting.

A “Building Age Friendly Towns” seminar, will take place on 16th December 2013 at Limerick City Council. The seminar is aimed at those involved in planning across local government, the health services, police, business, research and civil society. The focus is on how collaborative planning involving key stakeholder groups can improve the quality of life of older adults and make our towns and neighbourhoods great places in which to grow old. A recognition ceremony will take place, during which the Inner City will receive an Age Friendly Neighbourhood Certificate.



**Notes:**





**Notes:**





**Notes:**





# Strategy

