



# WATERFORD AGE FRIENDLY NEIGHBOURHOODS

**Collaborative Planning in Action**

**Sacred Heart, 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 Sacred Heart 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 Sacred Heart 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 Sacred Heart 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 Sacred Heart 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 Larchville Lisduggan 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:

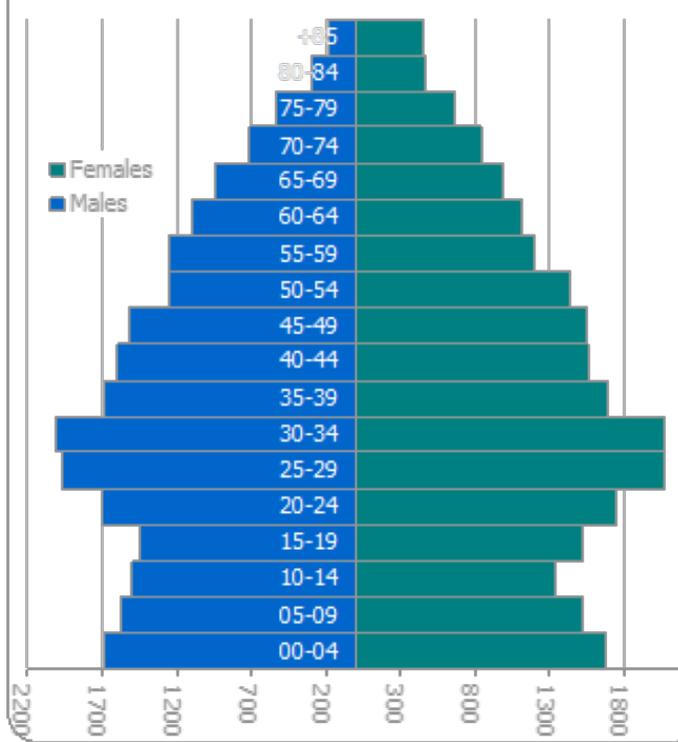
1. Inner City Neighbourhood
2. Larchville/Lisduggan Neighbourhood (aka St. Paul's)
3. Sacred Heart Neighbourhood

Map showing location of Castleblayney

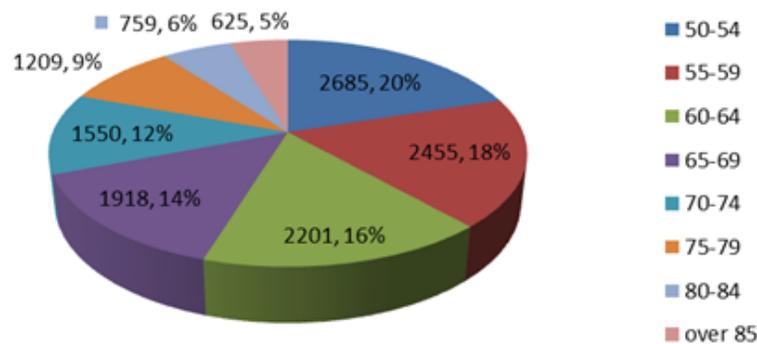


# Waterford City

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 - 9,507 which has grown significantly by 19.9% since 2006.

Area – 911 hectares

**Electoral Divisions (EDs)** -The neighbourhood of the Sacred Heart comprises the Electoral Divisions (EDs) of Ballytruckle, Grange North and Grange South. The neighbourhood crosses over two Electoral Area of Waterford City East and South.

**Old Dependency Ratio** - Although combined the area has a low old dependency ratio of 12.4%, when looking at the individual EDs Grange North has one of the highest old dependency ratio in the city at 48.4%.

**Disability Ratio** – 1,303 (13.7%) reported having some form of disability

Ballytruckle and Grange South are classified as Marginally Below Average and Grange North is classified as Disadvantaged using the 2011 Relative HP Index.

Topic	City Wide	Larchville/Lisduggan
Population	46,732	9,507
Old Dependency Ratio per area	13.9%	12.4% - Area wide 48.4% - Grange North ED
Disability Ratio	9.6%	13.7%

## 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. Noel Walsh – Neighbourhood Officer – Sacred Heart
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. Ollie O'Flynn-Sacred Heart Community Guard



# 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

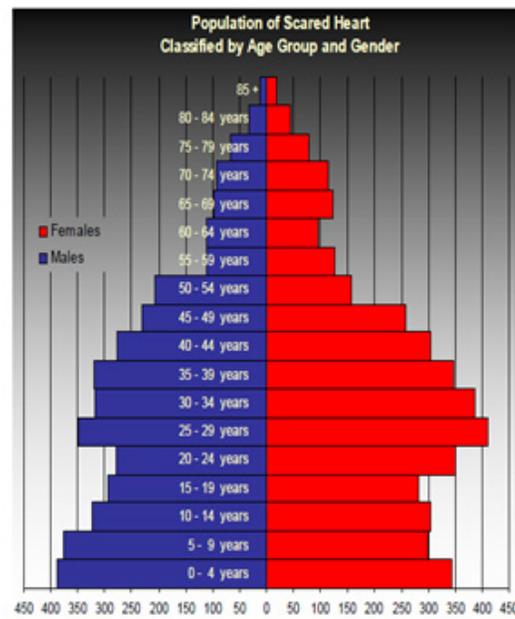
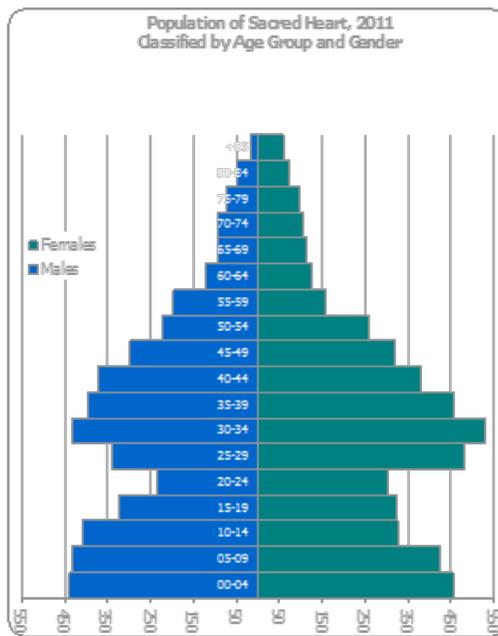
General approach to research the demographics, stakeholders and mapping.

## **Desk Research:**

The initial research for this project was mainly desktop orientated.

## **Age Friendly Neighbourhood – Area Background**

The population of the neighbourhood has grown significantly (19.9%) to 9,507 since 2006. The majority of the growth has occurred in Grange South. There is a low old dependency ratio of 12.4% in the neighbourhood overall with the exception of Grange North which has a high old dependency ratio at 48.4%, this area is located on the northern part of the neighbourhood close to a lot of the amenities in the area and therefore was chosen as a study area for accessibility as part of the walkability audits which formed part of the study.



Population Pyramids – Census 2011 and 2006

Persons with a disability by Age Group 2006 & 2011

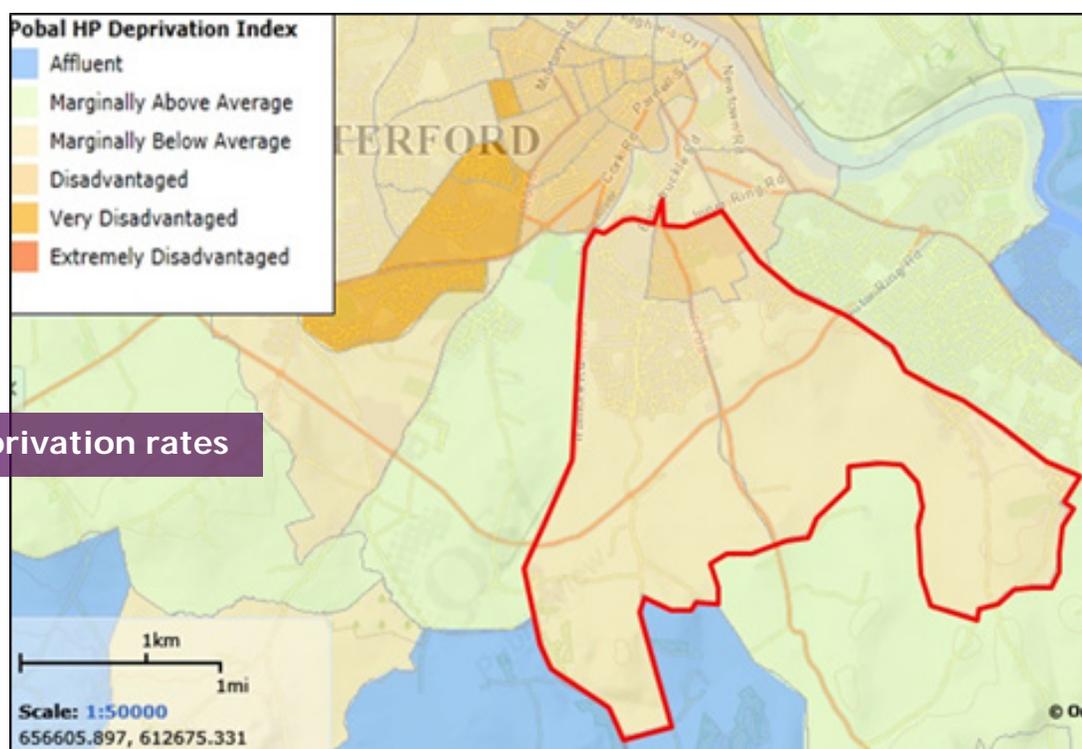
	2011	2006		
Age	No with a Disability	Population	% of Pop	No with a Disability
0-14	133	2482	5.4%	71
15-24	89	1178	7.6%	50
25-44	313	3375	9.3%	184
45-64	392	1698	23.1%	229
65+	376	774	48.6%	221
Total	1303	9507	13.7%	755

The table above illustrates that a total of 1,303 people had a disability in April 2011 accounting for 13.7% of the population in the neighbourhood. The rates of disability increased with age and there was a significant increase in the numbers (72.6%) reporting they had a disability in comparison to 2006 .

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

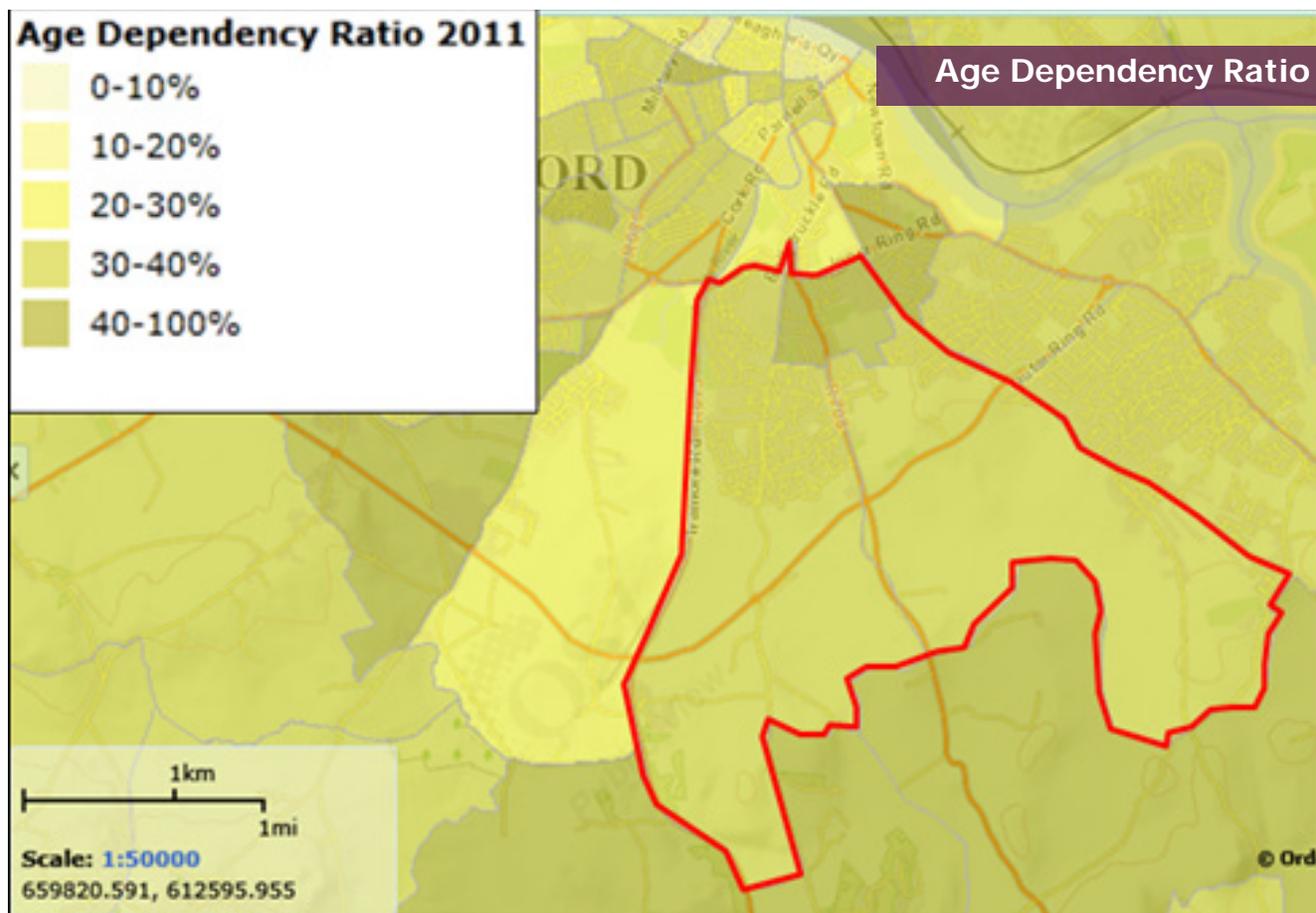
Hours	Males	Females	Total 2011	2006
1-14 hours (up to 2 hours a day)	62	93	155	108
15-28 hours (between 2 and 4 hours a day)	149	22	37	19
29-42 hours (between 4 and 6 hours a day)	23	35	58	20
43+ hours (6 or more hours a day)	31	32	46	44
Not Stated	12	22	34	-

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 significant increase in the numbers involved in caring (38.8%) and also that female carers continue to outnumber male carers.



Ballytruckle and Grange South are classified as Marginally Below Average and Grange North is classified as Disadvantaged using the 2011 Relative HP Index.

The old dependency ratio at 12.4% is below the figure for the City of 19.3% which is reflected in the narrower tip of the population pyramid. If the EDs are considered separately Grange North exhibits an extremely high old dependency ratio of 48.4% and in contrast Ballytruckle has a ratio of 5.1%.





# Consultation

## **Consultation Methodology in Developing the Lisdugan/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 Sacred Heart 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 of 2013 a public consultation/active listening workshop was held in the Butler Community Centre in the Sacred Heart Area. In total 5 people attended the consultation ;(1 male and 4 females). The main aim of consulting in the Sacred Heart 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 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

# 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 Sacred Heart 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 13 surveys were completed by older people in the Sacred Heart 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.

1. Older people participate in social, economic and public life. 25% (3 people) were (8) "Satisfied" and another 25% were "Extremely Satisfied"(10) with this statement.
2. Older People have the information they need to live full lives. 36.4% (4 people) were "Extremely Satisfied" (10) with this statement.
3. Older People feel and are safe at home and out and about. 38.46% (5 people) were only "A Little Satisfied" (6) with this statement.



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 answers related to walking, bowling and the array of classes that are available.

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

The most common emerging themes were:-

1. More money for events
2. Garda presence and security were also issues which the majority felt needed to be improved
3. More activities for older people

# The Walkability Audit

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

A total of 15 participants took part in the Walkability audit in the Sacred Heart 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.

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 there are cracks and weeds present and as a result of this older people find some parts difficult to negotiate (Paddy Brown's Road Larchville needs attention and also the Mass path from Skibbereen Road to Brownes Road/Belveder Road have issues with over grown vegetation)
- Cars' parking on the footpath is an issue and this in turn causes problems for those on mobility scooters/wheelchairs to pass. There is also an issue of a large pothole in the middle of the crossing area at the entrance to Pearse Park. Timing on the pedestrian crossing needs to be reviewed
- Additional disabled parking spaces could be introduced outside shops in the area.
- The crossing times should be extended as the amber man comes on before people have finished crossing the road.
- There is a demand for seating at bus stops in the area and in green area opposite the church. A shelter at this bus stop is also required.
- The majority of the bus stops in the Sacred Heart do not seem to have bus timetables available and those that do the writing appears to be too small
- The issue of litter is a problem in the Sacred Heart as dog fouling and lack of bins on routes seemed to be a common theme.
- Brighter bulbs are needed for street lighting as some areas are dimly lit.

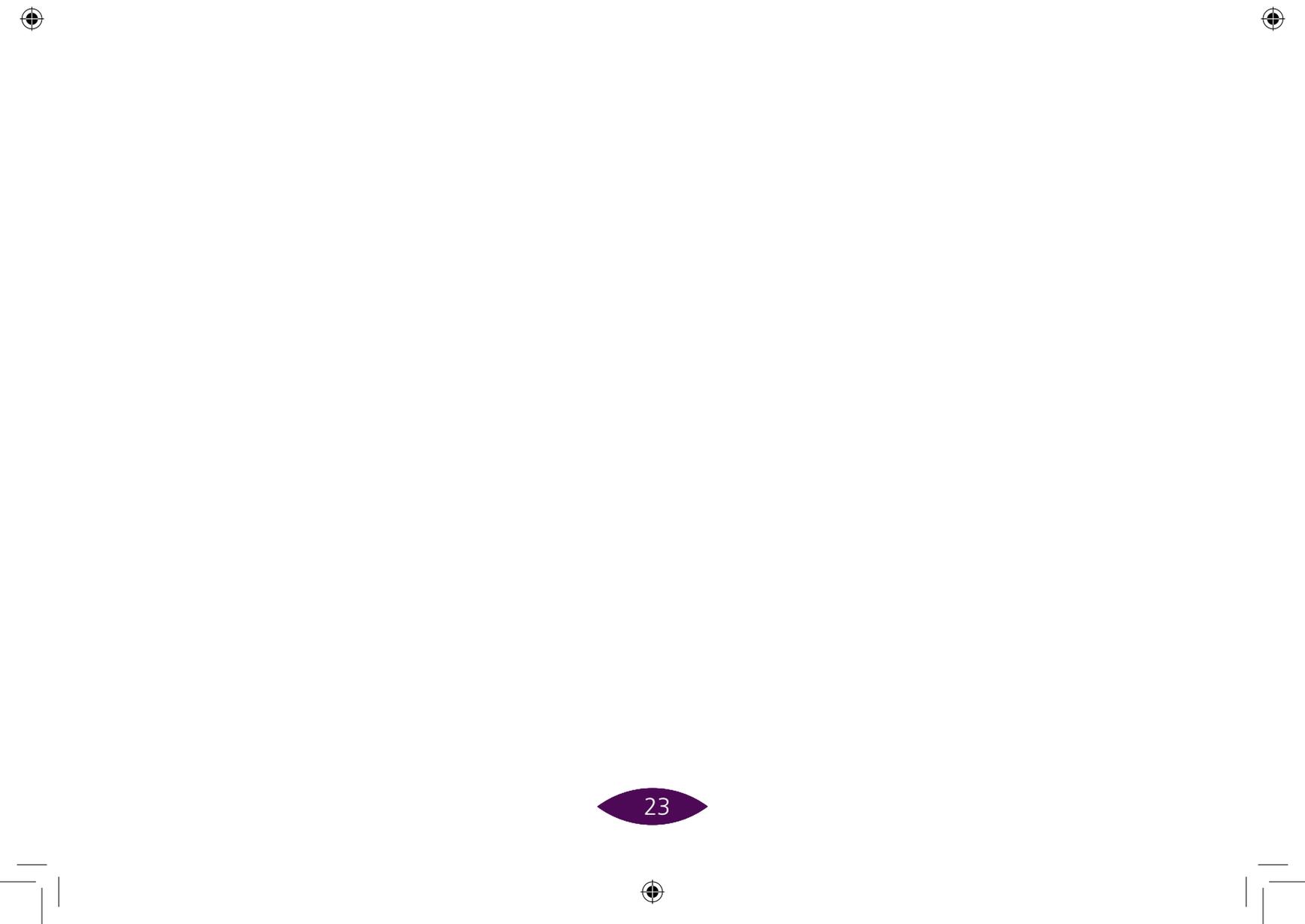


## Stakeholders Interviews

Based on the initial desk research and as advised by the programme the main Service Providers within Larchville and Lisduggan 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 Larchville and Lisduggan 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

“ We need more seating here for residents, walkers and school children ”

“ There needs to be seating at bus stops and in green areas ”

## Key Objectives

### Medium to Long Term

The introduction of more seating in specific areas

There is not enough seating provided in the area. Seating area would be appropriate opposite the Urseline Convent in the green area on the Old Tramore Road. Seating is needed at bus stops.

Key Organisations: Vinny O'Shea, Waterford City Council



# 2 Transportation

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

## Aim at County Level:

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

“

Staying indoors can become a habit but when people step out and get involved they really find they enjoy themselves

”

## 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; Vinny O’Shea, Waterford City Council, Bus Éireann

# 3 Safe at Home and Out and About

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

## The Areas For Action

Put the person at the Centre of Community Support and Health Services.

“Fear to use walk along river day or night as intimidating groups are along here”

“My house is like a fortress, I leave the kitchen light on all the time to deter people from breaking in, I have a safety light that automatically switches on if all other lights are off which I got from the Neighbourhood officer”

## Key Objectives

### Short Term

#### To make older people feel safer in their own homes

There are safety issues in the area, there needs to be brighter bulbs on street lighting as it is quite dim. There is a demand for frequent safety talks from Gardai. Alarms will be made more available for people who need them.

Key Organisations; Noel Walsh, Waterford City Council, Ollie O'Flynn-Sacred Heart Community Garda

# 4 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

“if people are isolated it is hard for them to talk about local matters as they do not know what is going on and they often retreat to their houses”

“It is difficult for people to get information if they are not a member of a group”

## Key Objectives

### Short Term

#### **Expansion of the Waterford Befriending service and Increase availability of information to people**

There needs to be more one to one contact. Social isolation in particular amongst older men which must be addressed and resolved. Waterfordlife.ie to display information on any upcoming events and also need to establish slot on the paper. The Care and repair team have already started to provide more contact with people who may be lonely.

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



# Next Steps

The next steps for the process in the Sacred Heart 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 Sacred Heart.

Actions for Sacred Heart that are not completed under the Age Friendly Neighbourhood initiative will be handed over to the Waterford Age Friendly City 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 Sacred Heart Neighbourhood Waterford was made to the City Council last May and was 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 Sacred Heart will receive an Age Friendly Neighbourhood Certificate.



# Strategy

