

Cavan  
AGE FRIENDLY

Collaborative Planning in Action

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

**Age Friendly Ireland**

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# Executive Summary

The Cavan Age Friendly Town Strategy was prepared on behalf of Age Friendly Ireland and Cavan County Council as part of the Age Friendly Towns initiative which is being rolled out across Ireland.

The Cavan Age Friendly Town Strategy follows on from the very successful Cavan Age Friendly County Strategy which was adopted in April 2014.

Two methods of research were primarily utilised for this report. The first involved a process of desk research and analysis of local population statistics alongside the mapping of community infrastructure and assets. The second involved a series of consultation exercises which were based on the nine themes identified by Age Friendly Ireland (and the World Health Organisation) as to what makes a place Age Friendly. These consultation exercises included on-street questionnaires, walkability audits of the physical streetscape, interviews with stakeholders, and a public launch/focus group event.

To lead the project, a local steering committee was set up, with representatives from key organisations involved in Cavan town. The purpose of this group was to give direction to the project. Every quarter the steering committee was updated with progress results.

Once all the information from the consultation work had been collected and analysed, the results were then used to form an action plan. As well as formally identifying the key issues in the town, the plan proposed a series of recommendations some of which included; the publication of a list of recommended trades people, the promotion of accessible parking bays at the bus station, the reopening of the public toilets in the town centre and the establishment of a drop in centre in the Library event space.

After a process of negotiation with local organisations and service providers, these recommendations were then allocated the appropriate responsible body whose role it was to ensure their timely implementation. For example, the Older Persons Forum agreed to publish a list of recommended trades people.

It is hoped that through the Age Friendly Towns initiative that this strategy document and the actions detailed within it will be effectively acted upon this year and in the years to come and that Cavan will achieve the recognition and award of being an Age Friendly Town.

# Introduction

The world's population is getting older, with many of us living longer and healthier lives and experiencing older age very differently from our grandparents generation. Although the change is happening later than in other European countries, the number of people in Ireland over 65 is rising. At present 12% of the population are over 65 or 550,590 people; by 2036 the CSO estimates 20% of the population will be over 65 or 1,160,000 people. This means a doubling of the over 65's population in 25 years.

To address this rapid change in demographics and to ensure that older people's needs and rights are being articulated within a positive framework and supported by government nationally, the Ageing Well Network was formed in 2008 with the support of Atlantic Philanthropies, which later became Age Friendly Ireland.

Whilst relatively new, this organisation and its programmes have proved very successful where adopted and it is thanks to its success on a county level, that Cavan County Council now seeks to apply it on a local level through the Age Friendly Towns initiative.

# Age Friendly Ireland

## **Age Friendly Cities & Counties Programme**

The Age Friendly Cities and Counties programme (AFCCP) was established by the Ageing Well Network in 2008 (now managed by Age Friendly Ireland (AFI)), and is aligned to the World Health Organisations (WHO) Age Friendly Cities programme which is operational in 33 towns and cities across the world. The programme was set up in response to the ageing population of Ireland and a realisation that we need to start planning now for this unprecedented demographic shift.

Within Ireland, the AFCCP has been adopted by 26 counties, with the overall aim to make every county in Ireland 'Age Friendly'.

In each county, the AFCCP is managed by an Alliance group which is chaired by an important figure such as the County Manager or independent chair and is made up of the key decision makers in the county including the CEOs of local development companies, the HSE, the Chief Superintendent of the Gardaí, and the GAA.

Essentially, the AFCCP engages with organisations who are currently working with the community, and looks to explore how they can better use current resources to respond to the real issues for older people.

The programme also seeks to ensure that older people are central to devising the recommended actions.

The approach is built on the premise that "If you design for the young you exclude the old, but if you design for the old you include everyone." (Glenn Miller, Director of Education and Research, Canadian Urban Institute)

## Age Friendly Towns Initiative

The Age Friendly Towns (AFT) programme falls under the AFCCP and is currently being piloted in eight different towns across Ireland

The AFT programme is a collaboration between Age Friendly Ireland, participating Local Authorities and the Irish Planning Institute.

Similar to the AFCCP, the AFT programme is managed by a steering committee. This group is chaired by a local Council representative and is made up of a number of local key decision makers. The AFT initiative also seeks to consult local organisations and service providers as well as older people; and following this will propose a series of recommendations that are then allocated a responsible body whose role it is to implement in a timely manner.

# Age Friendly Cities and Counties Programme - Vision, Aims & Themes

## **Age Friendly Cities and Counties Programme Vision & Aims**

The overall vision of the Age Friendly Cities and Counties Programme is 'to make Ireland a great place in which to grow old'.

The aims are as follows:

- Improve the quality of life of older people living in the area, particularly the 'older' old, and the more isolated and lonely.
- Engage older adults in shaping and enhancing their communities for the benefit of everyone.
- Benefit from a multi-stakeholder planning approach, informed and supported by older adults.
- Learn 'what works' in this context and use the findings to inform better approaches to planning for older adults.

## **Age Friendly Cities and Counties Programme - Themes**

Age Friendly Ireland has identified nine themes that are considered important components to creating an Age Friendly place. These nine themes are based on the WHO's Age Friendly Cities programme as well as AFI's own 'Stay living in our own homes and communities' theme.

Nine themes:

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



# Age Friendly Ireland and Cavan

The Cavan Age Friendly County Programme was officially launched in April 2013 and the Dublin Declaration on Age Friendly Cities and Communities was signed by the then An Cathaoirleach Councillor Paddy O'Reilly, on behalf of Cavan and its citizens.

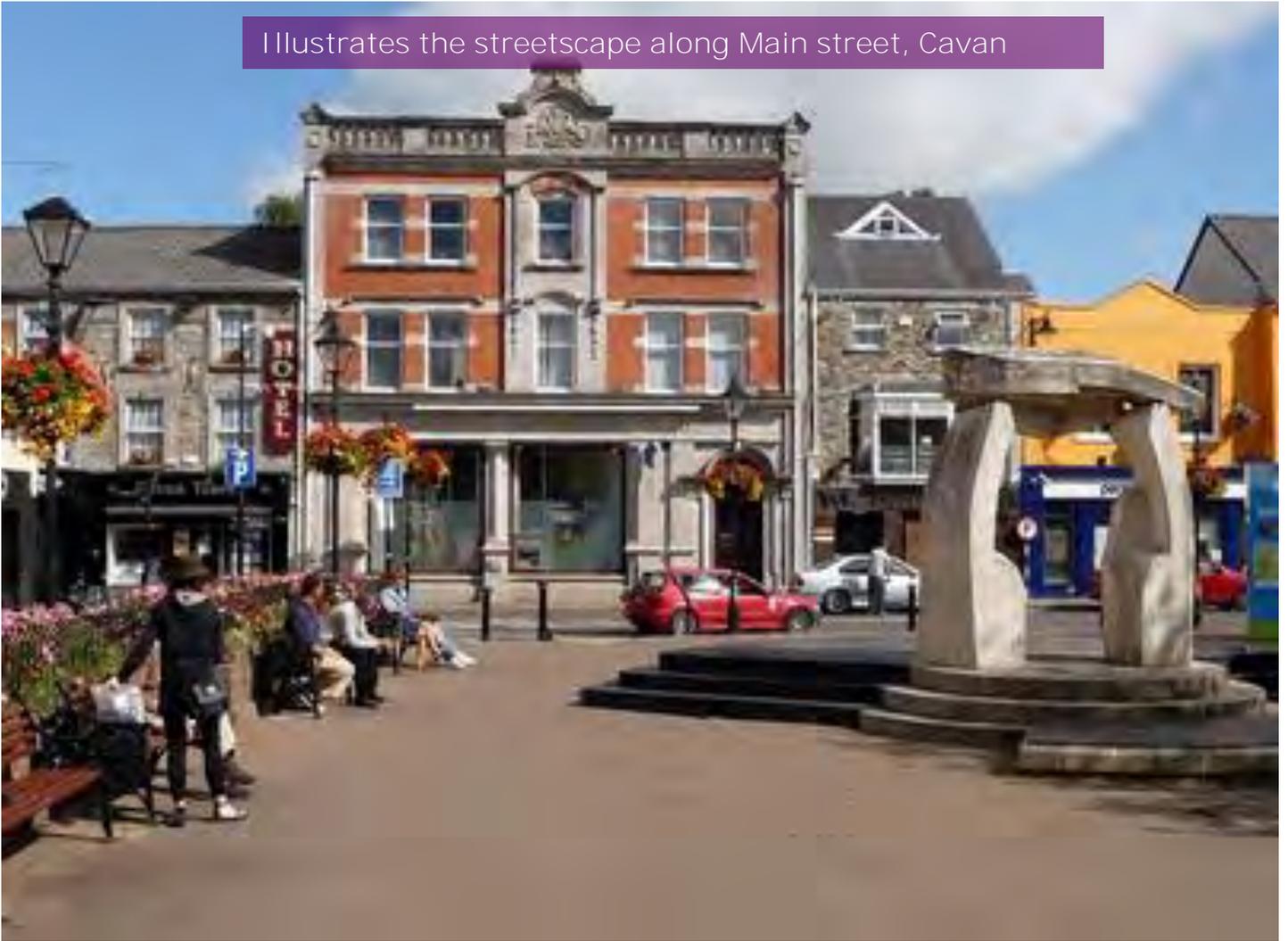
A process of county-wide consultation then ensued and following the collation of the in-depth feedback; the Cavan Age Friendly County Strategy was published in April 2014.

As well as covering the themes identified by Age Friendly Ireland as to what makes a place age friendly, a number of important principles were incorporated into the strategy:

- Become one of the greatest places to grow old in;
- Have easily accessible public buildings, shops and services;
- Incorporate older people's views into significant decisions being made about the county;
- Promote a positive attitude to ageing and address stereotypes about older people;
- Create opportunities for older people to be engaged with their county socially, as employees and as volunteers.

With these principles in mind, Cavan town was chosen as the inaugural town in County Cavan to take part in the Age Friendly Towns initiative in 2014. (Please note for the purposes of this plan, the town border consist of the three electoral areas, Cavan Urban, Cavan Rural and Moynehall).

Illustrates the streetscape along Main street, Cavan



# Research & Geographical Mapping **Town Profile**

Cavan Town is a market town, a commercial centre and the principal administrative centre for County Cavan. It is located 70 miles from Dublin, at the junction of the N3 and N55 National Primary Routes. Cavan town is recognised as a gateway town to and from Northern Ireland and as a pivotal point on the east-west route between Dundalk and Sligo.

Cavan Town or Cavan as it is known locally comes from the Irish 'an Cabhán', meaning 'the hollow'. The name stems from the fact that the town is located in a hollow, surrounded by the glacial hills, or drumlins, that dominate the landscape.

The town itself is thought to have originated in the 13th Century when the O'Reilly clan established a castle there, accompanied by the formation of the Franciscan monastery at around the same time.

Two main streets dominate the town. These include Farnham Street where the County Council's offices, the Cathedral and the Court house are located; and Main Street where most of the small shops and service providers are found.

With regards to education, there are 9 primary schools in the town and 4 post primaries. Cavan also has a College of Further Education, which attracts approximately 1300 students.

In terms of health Cavan has two nursing homes; Esker Lodge which has a registered capacity of 70 people, and Castelmanor which has a registered capacity of 71 people- the latter of which has a retirement village located beside it.

Cavan also has two purpose-built primary care centres; one at Connolly Street and another at Drumalee. On the outskirts of the town is Cavan General Hospital, which serves the population of County Cavan and County Monaghan.

With regards to public transport, Cavan is well serviced by a number of bus operators including Bus Eireann who run a regular bus service to and from Dublin and Donegal, and Translink who run a service to Belfast. While there is currently no railway connection to Cavan, the town once formed part of the Midland Great Western Railway network. The station now houses the offices of the local newspaper the 'Anglo-Celt'.

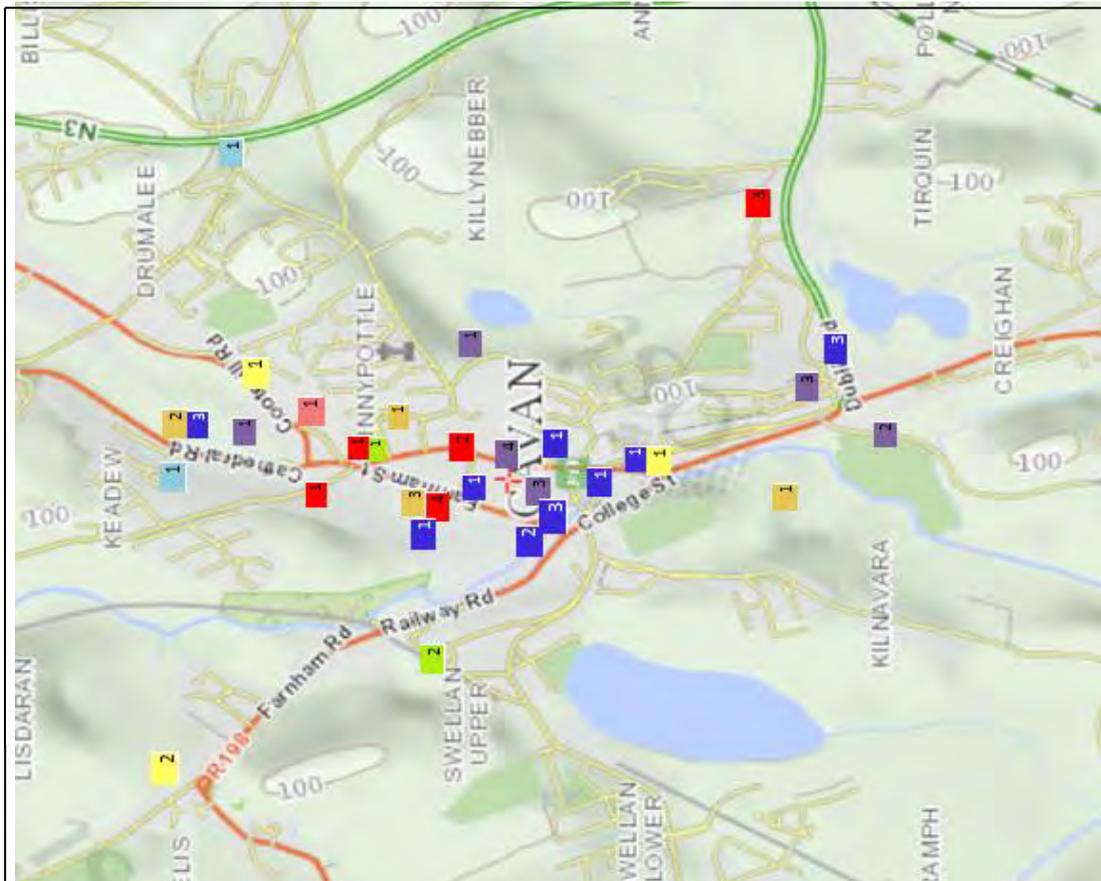
As for amenities, Cavan is surrounded by lakes and green areas, which are popular for swimming, boating, fishing and walking among other activities, as well as sites of historical and geographical interest.

There are also a number of festivals held in Cavan each year including the 'Taste of Cavan', which attracts a number of well-known chefs, cooks and artisan food makers.

Lastly Cavan is the recipient of a number of awards in recent years including the 'Tidy Town's County award' in 2012, the 'European Destination of Excellence (EDEN)' award in 2013, and more recently joint winner at the 'World Responsible Tourism Awards for 'Best for People with Disabilities'', which together all make Cavan a very attractive place to live and grow old in.

# Mapping Hard & Soft Assets

The physical layout of Cavan is detailed in the map below. It profiles an inventory of the hard and soft assets of the town. In particular it focuses on services an older person might use on a day to day basis. Hard assets are primarily physical features such as a car park, whereas soft assets are less tangible such as a learning and education centre.



<p><b>Truly Valued and Respected Feeling Safe in their own Homes and Out and About</b></p> <ul style="list-style-type: none"> <li>1 Garda Stochana</li> <li>2 Fire Station</li> </ul>
<p><b>Participate in Social, Economic and Public Life</b></p> <ul style="list-style-type: none"> <li>1 Church</li> <li>2 Credit Union/Bank</li> <li>3 Retail Park</li> <li>4 Council Offices/Library</li> </ul>
<p><b>Continue to Learn, Develop and Work</b></p> <ul style="list-style-type: none"> <li>1 Educational Training Board</li> <li>2 Cavan IT</li> <li>3 Library</li> </ul>
<p><b>Stay living in our own homes for longer</b></p> <ul style="list-style-type: none"> <li>1 Nursing home/Assisted living</li> </ul>
<p><b>Get to where they need to go, when they need to</b></p> <ul style="list-style-type: none"> <li>1 Car Park</li> <li>2 Bus Station</li> <li>3 Bus Stops</li> </ul>
<p><b>Stay Living in their Own Homes and Communities</b></p> <ul style="list-style-type: none"> <li>1 HSE Primary Care Centre</li> <li>2 Hospital</li> </ul>
<p><b>Enabled by the Built and Social Environment</b></p> <ul style="list-style-type: none"> <li>1 Park</li> <li>2 Breifni Park GAA pitch</li> <li>3 Opportunity site</li> <li>4 Town Square</li> </ul>
<p><b>Have the information they need to lead an active and healthy life</b></p> <ul style="list-style-type: none"> <li>1 Citizens Information Bureau</li> </ul>

# Demographic Profile

## Cavan County

The population of County Cavan was 73,183 at the 2011 census. This represents an increase in 9,180 persons since 2006 or a 14% population rise. When compared with the national increase of 8% over the same period, it is clear Cavan's population is growing at a faster rate than many other parts of the country.

Just over a fifth of Cavan's population is aged 55 or over, amounting to almost 16,340 people.

And the County as a whole has a dependency ratio of 55.42%, making it the fifth highest in the Country.

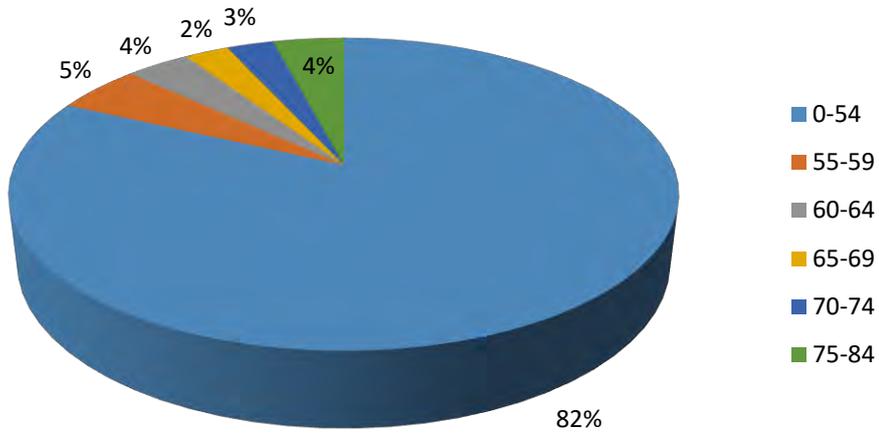
## Cavan Town

In 2006, there were 10,302 people living in Cavan town. In 2011, this figure had jumped to 12,527. This represents an increase of over 20% in five years.

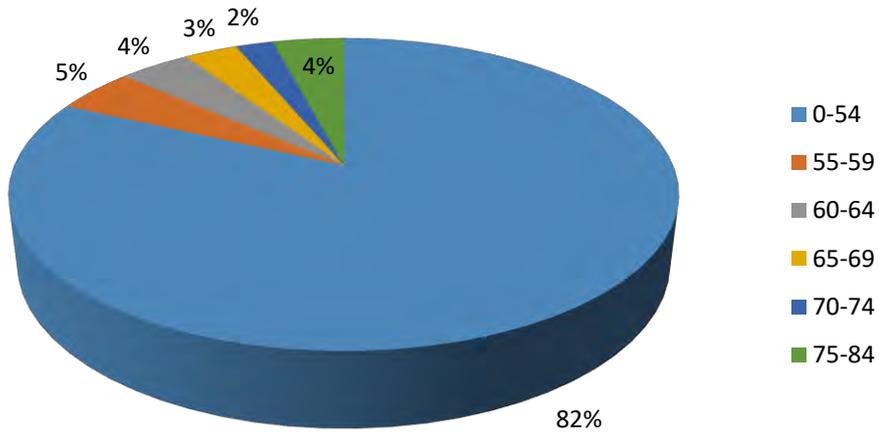
Similar to the County, 20% of Cavan town's population are over 55 years of age and the age dependency ratio for the town is 52%.

Over the last few years, Cavan has seen the number of older people living in the town rise dramatically. The two graphs on the next page show the population by age category for 2006 and 2011. As seen the percentages for 2006 and 2011 largely remain the same. However the *number* of people within the groups has changed dramatically. For example between 2006 and 2011 the 60-64 age category went from 372 people to 504 people (an increase of 35%) and the 65-69 age category from 259 people to 378 people (an increase of 46%).

**Population for 2006 by age category**



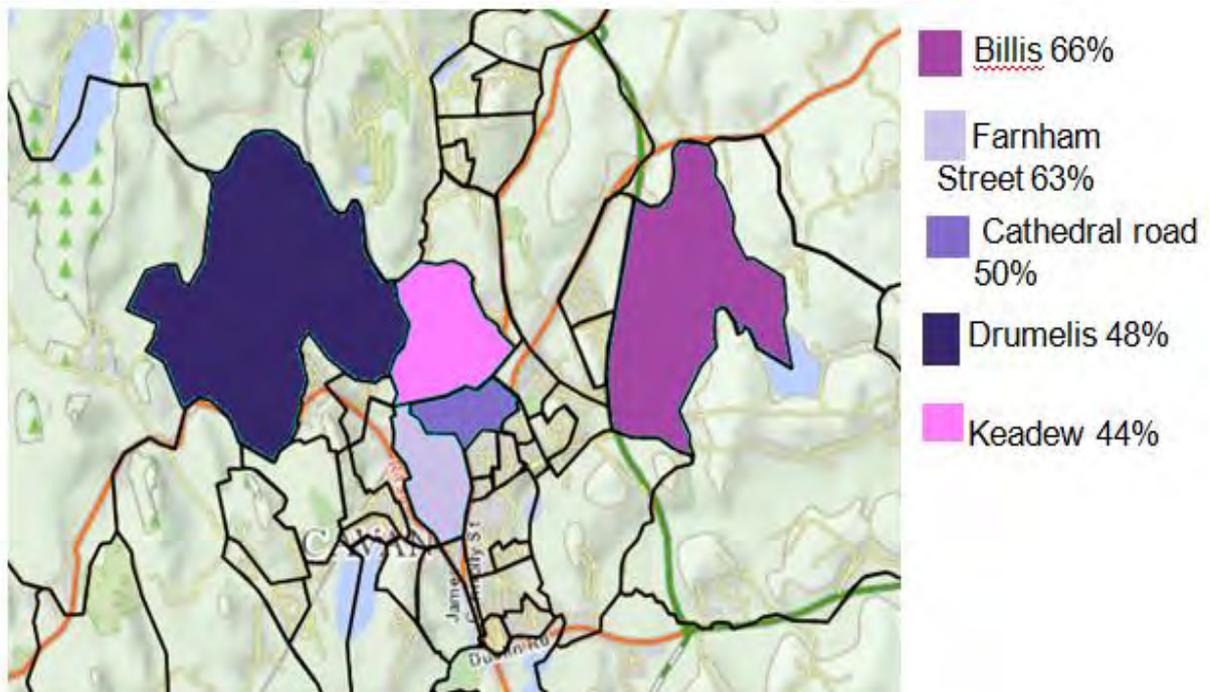
**Population for 2011 by age category**



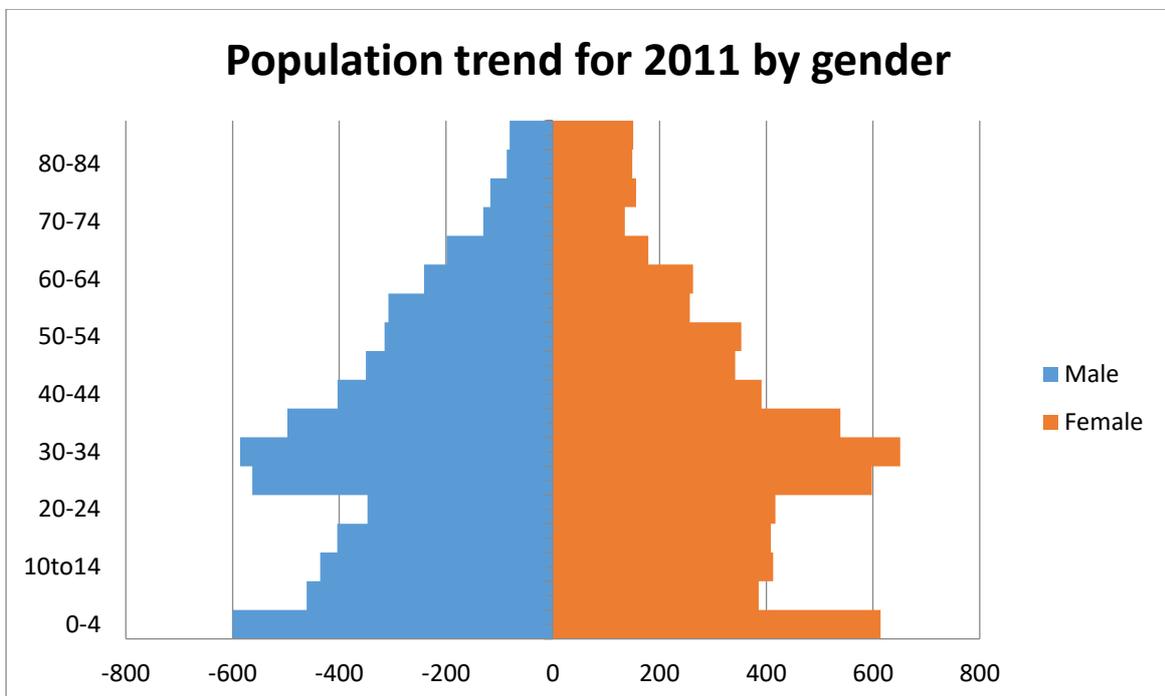
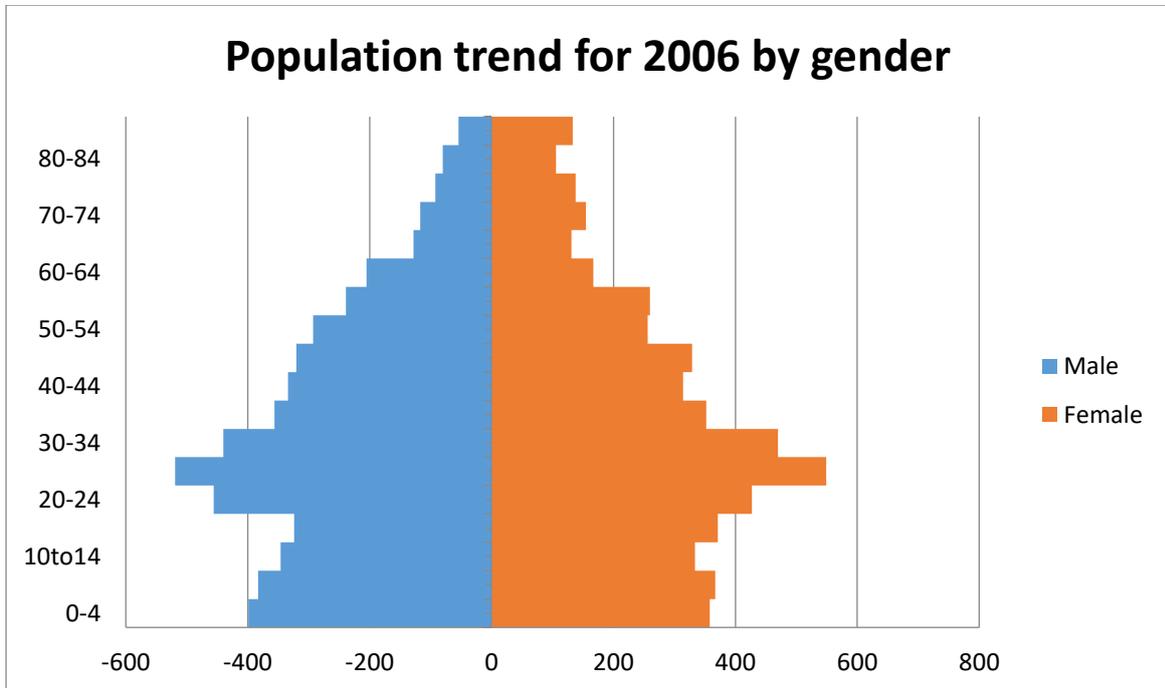
With regards to where in the town older people live, the top five most populated areas are:

- Billis where 66% of the population are over 55 years of age
- Farnham Street where 63% of the population are over 55 years of age
- Cathedral Road where 50% of the population are over 55 years of age
- Drumelis where 48% of the population are over 55 years of age and
- Keadew where 44% of the population are over 55 years of age

It should be noted however that even though Billis has the highest percentage of older people living there, the area with the highest number of older people is Drumelis, where 478 older people reside. (Billis has 205 older residents).



The last two graphs show Cavan's population by gender. Unsurprisingly women dominate the upper age groups. Of note however is the additional increase in the 0-4 age category between 2006 and 2011.



The next table shows the disability ratio at Cavan town, County and National level. As seen below, Cavan has a particularly high percentage of people over 65 with a disability as a proportion of the number of people over 65 (47%).

	Number of people 65+ with a Disability	Number of people 65+	Percentage of people 65+ with a disability as a proportion of the number of people 65+	Total population	Percentage of people 65+ with a disability as a proportion of the total population
Cavan Town	652	1,383	47%	12,527	5%
Cavan County	3,262	8,866	37%	73,183	4%
National	204,069	535,393	38%	4,588,252	4%

Finally the last table shows the number of carers in Cavan town, County and Nationally as a percentage of the total population. Again Cavan town comes out on top with the highest percentage of carers.

	Number of Carers	Total population	
Cavan Town	900	12527	7%
Cavan County	4498	73183	6%
National	277068	4,588,252	6%

# Consultation

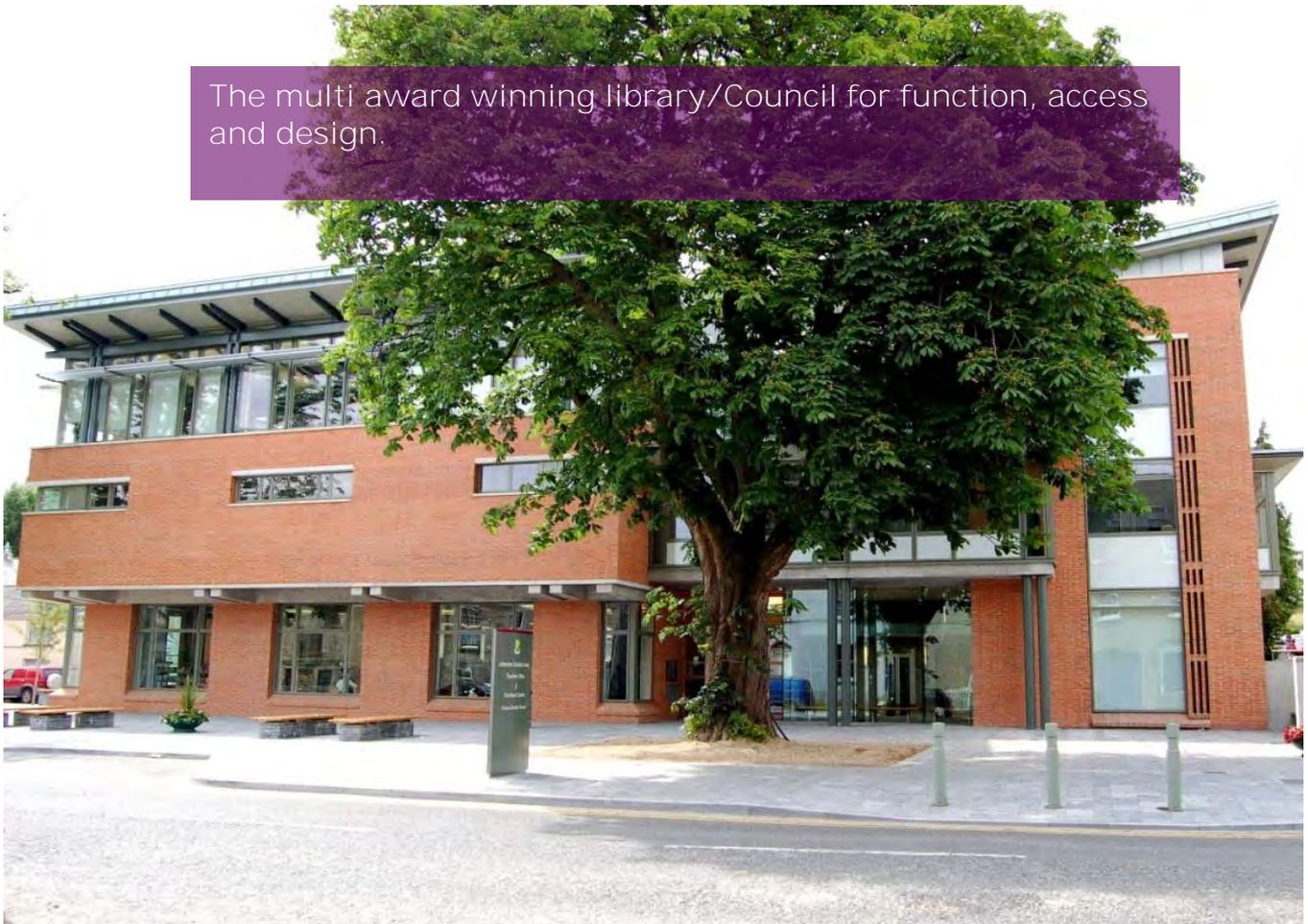
## Consultation Methodology

The basis for developing this plan came from consultation with local organisations and service providers as well as older people. The issues were established using four primary methods of consultation which included:

1. On Street Questionnaire
2. Walkability Audit of the Physical Streetscape
3. Interviews with Key Stakeholders
4. Public Launch/Focus Group event

The following section will explain the consultation process under which the methods outlined above were used and summarise the findings to date.

The multi award winning library/Council for function, access and design.



## On Street Questionnaire

The on-street questionnaire was conducted at Dunnes Stores on the Main Street and at the Market Square just beside the post office on the 20th of May 2014. Copies of the questionnaire were also distributed to the Library, the Men's Sheds, older people's groups, Esker Lodge and Castlemanor nursing home.

The purpose of the questionnaire was to gather older people's views from the street on the nine themes identified by Age Friendly Ireland and also to ensure that older people in Cavan had a strong sense that their views and opinions would influence the final plans. All those who completed the questionnaire were over 55. A total of 50 surveys were completed, and the participants were a mixture of rural and town residents.

The results of the questionnaire were then entered into Survey Monkey, an online survey tool. As well as highlighting the positives of Cavan town it also highlighted the negatives or areas for improvement. The top five positives included:

- 89% reported their quality of life as being either very good, good, or neither good nor bad
- 85% reported their health as excellent, very good or good
- 85% said they could access good quality GP services
- 85% said they found it easy enough to get exercise most days
- 85% said the town had most of the shops and services they needed

The top five concerns were:

- 77% wanted a drop in centre
- 63% were unhappy with the Garda presence in the area
- 60% were unhappy with the public toilets in the town
- 52% felt unsafe after dark in their neighbourhood
- 48% of people surveyed said public transport did not get them to where they needed to go

## Walkability Audit

A walkability audit of Cavan town took place on the 2nd of July 2014. This audit was carried out in collaboration with the Centre for Excellence in Universal Design (a body established by the National Disability Authority (NDA) in January 2007 under the Disability Act 2005). Unlike the questionnaire the walkability audit focused primarily on the theme 'Be enabled by the built and social environment'.

The walkability audit consisted of two routes; one from the Cathedral to the Citizens Information Bureau and another from Abbey Street to Bridge Street. (A third informal walkability audit was later conducted at Tractamotors).



A total of 11 participants took part on the day, with the following representatives in attendance:

- A wheelchair user
- A person with a vision impairment
- An older person
- A person with reduced mobility
- A person with a buggy / stroller
- A person with a young child (toddler)

The participating volunteers were sourced locally so as to ensure accurate and appropriate findings were recorded. The volunteers were informed that the purpose of the audit was to highlight the positives and negatives of Cavan's streetscape.

After the walk, the volunteers were asked to complete a survey called "How Age Friendly Is Your Town?" In doing so the volunteers were asked to agree or disagree with a number of statements and then rate their feelings on a scale of 1 to 5, with 1 being poor and 5 being excellent. A camera was used to assist in identifying and capturing the issues.

Following this, the results were then analysed by Shane Winters (a planner with Age Friendly Ireland). As with the on-street questionnaire, as well as highlighting the positives, the survey also highlighted the negatives. The top five positives included:

- 100% agreed the routes were well lit. The strength of feeling was 5. (The audit took place at 12 midday)
- 100% agreed the routes were clear of litter, graffiti and dog droppings. The scale of feeling was 4.82
- 100% agreed that footpaths were available on every street. The scale or strength of feeling was 3.64
- 90% agreed the footpaths were not slippery and were well drained. The strength of feeling was 4.82
- Lastly 90% agreed that drivers yield to pedestrians at driveways and pedestrian crossings. The strength of feeling was 4.36

The top five concerns were:

- 82% did not agree that public toilets were available, accessible and recognisable. The strength of feeling was 1.44
- 64% did not agree that footpaths were wide and flat. The strength of feeling was 2.91
- 55% did not agree that busy streets/junctions were appropriately equipped with pedestrian crossings and signals. The strength of feeling was 3.36
- 55% agreed that utility poles, signs, bins, shrubbery or overhead obstacles blocked the footpath. The strength of feeling was 3.36
- Lastly 100% agreed that there were abandoned buildings or sites in the area (a significant number of which were visible on Bridge Street). The strength of feeling was 3.45

## Stakeholder Interviews

A total of six people were approached for one to one consultations. These people were identified from the Steering Committee as well as from recommendations within the Council.

Most of the interviews, which took place between May and August, were undertaken in an informal manner with the majority of questions being open ended. The focus of the interview depended on the person's expertise (taking into account AFI's nine themes) and results from the on-street questionnaire and walkability audit, where appropriate.

The information gathered from the stakeholder interviews was then used to help inform the public launch and focus group event, which subsequently formed the basis for the action plan.

## Public Launch/Focus Group Event

The public launch and focus group event took place at the Cavan Crystal Hotel on the 30th July 2014. Approximately 72 people attended this event with representatives from older peoples' groups, semi state organisations, the chamber of commerce, the local council, An Garda Síochána, and the HSE among others. The event was promoted in the local newspaper- the Anglo Celt, the local radio station- Northern Sounds, and on posters throughout the town.

As well as launching the Age Friendly Town programme for Cavan, the event sought to gather people's views on the nine themes identified by Age Friendly Ireland as to what makes a place age friendly.



On the day itself nine round tables were arranged in the function room, with 7-9 chairs at each table to represent the nine themes identified by AFI. Each table had a facilitator and scribe who took notes. To aid discussion the facilitator was given a prompt sheet based on feedback from the previous week's consultation (including the questionnaire, the walkability audit and the stakeholder interviews).

Three maps were also displayed on flip charts in the corner of the room and participants were asked to highlight where they felt safe/unsafe, where they would like to see benches and thirdly where they would locate accessible parking bays. There was also a suggestion box for ideas.

# Action Plan

The next step of the project was to develop an action plan. This action plan was based on the results of the consultation exercises (including the on-street questionnaire, the walkability audit, the stakeholder interviews and the public launch/focus group event) and follows along the nine themes identified by Age Friendly Ireland (and the WHO) as to what makes a place age friendly.

As well as linking back to the Cavan Age Friendly County Strategy goals, the action plan identifies the key issues raised.

# 1 Lead healthier & active lives for longer

## Goals at County Level

Research on the Doctor on Call Service

Implement national programmes to improve health outcomes

Increased focus on preventative care

Review of acute care pathways and outpatient referrals

Targeted health promotion activities

Telecare and telehealth initiative

### Your Voice

“There are long waiting times for outpatient appointments for consultants. At the hospital; you register, then you wait approximately 2 hours, then there is a long wait for the x-ray, then another long wait. These are unreasonable waiting times.”

### Overview

Cavan is well serviced in terms of having a hospital, two primary care centres, two nursing homes and a retirement village, however many of these services and buildings are located on the edge of the town, which means unless you have a car they can be difficult to access. Other issues raised during the consultation included the cost of healthcare and the long waiting times at Cavan General Hospital.

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 - 6 Months)				
<p>Although most people surveyed reported their health as good, very good or excellent, recent research conducted by Trinity College Dublin (TILDA), entitled 'Obesity in an ageing population' purports that 80% of people over the age of 50 in Ireland are overweight.</p>	<p>Sports Partnership will set up a walking group for the over 55's. This walking group will begin early next Spring 2015 subject to at least 15 participants signing up.</p>	<p>Short-Term (0-6 months)</p>	<p>Sports Partnership (Dean)</p>	<p>In-Progress</p>
Medium-Term (6m-1 Year)				
<p>The majority of older people worry about the cost of healthcare. They also worry that they won't get the supports they need to continue living in their own home as they get older.</p>	<p>Through the mechanisms of a number of outlets including but not limited to GP surgeries, Primary Care Centres, Day Care Centres, pharmacies and other local services, the HSE will develop an information booklet containing all the relevant health care information pertaining to Cavan and Monaghan. The HSE will advance this through the establishment of a multidisciplinary HSE lead healthcare workgroup.</p>	<p>Medium-Term (6m-1 year)</p>	<p>HSE</p>	<p>In-Progress</p>

Issue	Action	Timeline	Lead Organisations	Status
<p>A number of older people also commented that the HSE buildings were scattered across the town and that this could be disorientating.</p>	<p>The HSE will create and identify all the HSE related buildings and services in Cavan town and lay them on a map using GIS. This map will be displayed in the proposed HSE booklet, the Age Friendly Ireland website and through a number of other means.</p>	<p>Medium-Term (6m-1 year)</p>	<p>HSE</p>	<p>Not commenced</p>
<p>Long-Term (1-5 Years)</p>				
<p>Older people were concerned about the long waiting times at Cavan General Hospital, even when they had an appointment.</p>	<p>As part of the healthcare work group, the HSE will work with Cavan General Hospital to identify clinics that are primarily attended by older people with a view to working collaboratively with the appointment system in Cavan General Hospital and improving the experience of older people by possibly deploying volunteer hospital ambassadors.</p>	<p>Long-Term (1-5 years)</p>	<p>HSE</p>	<p>Not commenced</p>

# 2 Stay living in our own homes & communities

## Goals at County Level

Greater access to home support information

### Your Voice

“The stairs are terrible; physically I find it hard to climb them”

### Overview

Cavan has a range of housing tenure from two up two downs, to 3 bed semis located in large housing estates on the outskirts of the town (some of which are part vacant). Many older people live on the north side of the town in areas that are well established. These properties generally require maintenance but older people said they don't know who to go to in terms of doing odd jobs etc.

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 - 6 Months)				
Older people said that they would like a list of recommended trade's people.	The Older Persons Forum has agreed to publish a list of recommended trade's people and distribute this list at various locations throughout the town including the Council, the Library and the Citizens Information Bureau.	Short-Term (0-6 months)	Older Persons Forum	In-Progress
Medium-Term (6m-1 Year)				
Older people ideally want to continue living in their own homes, even if they need to be adapted, but they would be prepared to move if necessary.	<p>1) The planning department (and other internal staff) will participate in a training session on design considerations for older people.</p> <p>2)Following this the planning department will hold an information session with a number of external built environment professionals whereby they will liaise key points learnt from the above training session along with a case study example of a lifetime house in Cavan to members of the private built environment sector.</p>	Medium-Term (6m-1 year)	Cavan Council County	In-Progress

Issue	Action	Timeline	Lead Organisations	Status
	<p>3) Thirdly the planning department will produce a pamphlet for members of the public on lifetime homes. This pamphlet will be displayed at the Council's reception desk and also be given to members of the public seeking planning advice on new builds.</p> <p>4) Long term, the planning department has agreed to conduct a housing needs assessment of Cavan town so that they can better coordinate the likely future need of residents in terms of housing tenure and form and the town's changing demographics.</p>			

# 3 Get to where we need to go, when we need to

## Goals at County Level

Improved transport facilities countywide

### Your Voice

“I was surprised how Age Friendly Cavan actually is”

### Overview

Cavan benefits from access to a good national road network. It also has a regular bus service to Dublin, Letterkenny and Belfast among others. In terms of local transport, unless you drive you are limited to walking, cycling or taking taxis as there is no town centre bus. One area in the town people remarked on as being particularly dangerous for pedestrians and motorists alike was the junction by Tractamotors.

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 - 6 Months)				
Older people remarked on the lack of parking by the bus station in particular the lack of an accessible bay.	Bus Eireann has agreed to advertise the two (relatively unknown) existing accessible bays at the bus terminus, by putting up posters inside the bus terminus building informing customers of the spaces.	Short-Term (0-6 months)	Bus Éireann	Completed
Older people said that the accessible bay at Tesco's was inappropriately placed. (Currently it is on a very steep incline).	Cavan County Council will review the accessible bay at Tesco's to see if it is the most appropriate location for it. If there is a more suitable location nearby then the Council will look at moving its position.	Short-Term (0-6 months)	Cavan County Council	Completed
Medium-Term (6m-1 Year)				
Older people in Cavan don't agree that transport wise it is easy for them to get into town. Nearly half of those surveyed said public transport did not get them to where they needed to go.	1) Cavan/Monaghan Transport Coordination Unit will investigate the feasibility of running a town centre shuttle bus, with a view to establishing a service next year subject to the results of the feasibility study.	Medium-Term (6m-1 year)	Cavan/Monaghan Transport Coordination Unit  HSE	Not Commenced

Issue	Action	Timeline	Lead Organisations	Status
As well as getting from home (including the nursing home) into town, older people said they want better access to the parks, lakes and the hospital (Currently the bus stop is approximately 300m from the main hospital doors).	2) The HSE will request that the current shuttle bus service that operates between Cavan General Hospital and Monaghan Hospital will now stop off in Cavan town thus allowing patients better access to the hospital and their homes.			
Long-Term (1-5 Years)				
Older people felt that the junction by Tractamotors was very dangerous for motorists and walkers alike.	Cavan County Council has agreed to review the junction at Tractamotors. The aim of this review is to improve the road safety for pedestrians and motorists alike.	Long-Term (1-5 years)	Cavan County Council	In-Progress

# 4 Be enabled by the built and social environment

## Goals at County Level

Age Friendly Buildings and Public Spaces  
Recreation and Amenity Areas  
Age Friendly Local Communities

### Your Voice

“On the road up to the fire station, the hedge is big. It needs to be kept clear of briars. I have scraped my face many times.”

### Overview

Cavan town has carried out a significant amount of work in recent years to improve its accessibility. In November 2014, Cavan was joint winner at the World Responsible Tourism Awards in the ‘Best for People with Disabilities’ category. Some issues remain however and these include the need for more seating, the closure of the public toilets, cars parking on the footpath, shrubbery extending onto the footpath, shops placing items outside their doors, and the road up to Elm House (Citizens Information Bureau).

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 - 6 Months)				
<p>According to the survey, the majority of older people in Cavan were dissatisfied with the number of public benches and rest areas in the town.</p>	<p>Cavan County Council has agreed to review the bench mapping exercise that took place at the public launch and compare these results to the current location of benches and rest areas in the town to see if any gaps exist and if found, to consider relocating existing benches/introduce new benches and seating areas.</p>	<p>Short-Term (0-6 months)</p>	<p>Cavan County Council</p>	<p>Completed</p>
<p>Older people also highlighted a lack of public toilets in the town.</p>	<p>1) During the consultation process, the public toilets were closed for refurbishment. They have since reopened and it is envisaged that they will be open every day except Christmas day.</p> <p>2) The Cavan Chamber of Commerce has agreed to ask their members if they would open their toilets to members of the public as part of the Age Friendly Ireland Business initiative.</p>	<p>Short-Term (0-6 months)</p>	<p>Chamber of Commerce</p>	<p>Completed</p>

Issue	Action	Timeline	Lead Organisations	Status
<p>Participants on the walkability audit found cars parking on the footpath along Abbey Street a problem Such activity prevents those using a white cane, those in wheelchairs and those pushing buggies from getting by.</p>	<p>Cavan County Council has requested that the Council's traffic wardens patrol Abbey Street and its side streets as part of their duties and issue tickets where cars are parked on the footpath contrary to the rules of the road, as they deem appropriate.</p>	<p>Short-Term (0-6 months)</p>	<p>Cavan Council County</p>	<p>Completed</p>
<p>The walkability audit also found shrubbery by the town hall was an issue. Not only does it catch a white cane user's pole but it also obscures people's view of the road.</p>	<p>Cavan County Council has agreed to ensure that the shrubbery from rose garden, opposite the Town Hall, is cut back where necessary. Cavan County Council has also agreed to replant the border of the rose garden with a herb such as thyme to facilitate its maintenance.</p>	<p>Short-Term (0-6 months)</p>	<p>Cavan Council County</p>	<p>Not Commenced</p>

Issue	Action	Timeline	Lead Organisations	Status
Shops placing furniture on the footpath along Bridge Street was identified as another problem as the footpath is very narrow there.	Cavan County Council has approached St Vincent de Paul and asked them if they would remove the shelving units from outside their shop on the footpath. St Vincent de Paul agreed to remove the larger items but requested that the smaller book shelves remain outside.	Short-Term (0-6 months)	Cavan Council County	Completed
Older people felt the hospital sign on the roundabout by the bus terminus was too small and that a larger sign was needed.	Earlier this year Cavan County Council removed the small hospital sign on the roundabout and in its place erected a larger more visible sign.	Short-Term (0-6 months)	Cavan Council County	Completed
<b>Long-Term (1-5 Years)</b>				
Participants on the walkability audit found the road and footpath by the Citizens Information Bureau was uneven, cracked, and dangerous.	Cavan County Council has confirmed that the road will be upgraded as part of works being carried out underground by Uisce Eireann and that many of the problems highlighted in the walk-ability audit such as cracked surfaces will be addressed as part of this upgrade.	Long-Term (1-5 years)	Cavan Council County	Completed

# 5 Feel and be safe at home & out & about

## Goals at County Level

Enhanced Links with An Garda Síochána  
Research on safety and security at home

### Your Voice

“The lack of Garda foot patrols are a real problem”

“Rurally [the Garda] response time is slow”

### Overview

Most people in Cavan feel safe living where they do (in their homes) although many reported having little contact with their neighbours and a significant proportion worried about being a victim of crime. The majority of participants said they would like to see improved Garda visibility and response times.

Issue	Action	Timeline	Lead Organisation	Status
Medium-Term (6 M- 1 Year)				
<p>There is a perception among older people in Cavan that there is a visible lack of Gardai in the town. 63% of those surveyed said they were unhappy with the Garda presence in the town.</p>	<p>Cavan County Council participated on the Crime Prevention Ambassador Initiative as part of the Age Friendly Ireland County Strategy in 2013. If this pilot scheme is rolled out nationally, the Gardai have agreed to actively participate in it again.</p>	<p>Medium-Term (6m-1 year)</p>	<p>An Garda Siochana</p>	<p>In-Progress</p>
<p>52% of those surveyed said they did not feel safe going out walking at night in Cavan.</p>	<p>The Gardai and in particular Garda Declan Moran, the Community Garda, have also confirmed they are keen to establish neighbourhood watch schemes in Cavan and will give whatever assistance they can to facilitate this.</p>	<p>Medium-Term (6m-1 year)</p>	<p>An Garda Siochana</p>	<p>In-Progress</p>
<p>Thirdly, a significant proportion of older people worried about being a victim of crime.</p>	<p>The Gardai said they are willing to speak at the proposed monthly information sessions at the Library event space.</p>	<p>Medium-Term (6m-1 year)</p>	<p>An Garda Siochana</p>	<p>In-Progress</p>

Issue	Action	Timeline	Lead Organisation	Status
<p>Fourthly, in a mapping exercise that took place at the public launch, older people indicated that they felt particularly unsafe around St Clare's National School and up towards the swimming pool and Drumalee.</p>	<p>The Gardai have noticed a drop in crime levels around St Clares NS and the Drumalee. In any case they will continue to pay particular attention to these areas and they are currently conducting an operation involving high visibility checkpoints.</p>	<p>Medium-Term (6m-1 year)</p>	<p>An Garda Siochana</p>	<p>In-Progress</p>
<p>Long-Term (1-5 Years)</p>				
<p>Older people would like to see improved Garda response times</p>	<p>The Gardai will investigate the feasibility of having a centralised call centre in the northern region similar to that operated in Dublin. The northern region covers Donegal, Leitrim, Sligo, Cavan, Monaghan and Louth. At present the centralised call centre at Harcourt Street, Dublin allocates 999 calls to patrol cars and also receives radio updates from them (the patrol car crew members) on their time of arrival. The system also allows stations to upload non 999 calls, which the centralised call centre then allocates accordingly.</p>	<p>Long-Term (1-5 years)</p>	<p>An Garda Siochana</p>	<p>Completed</p>

# 6 Have the information we need to live full lives

## Goals at County Level

Awareness raising about the Age Friendly approach  
Information supports for older people at home  
Citizens Information Programme

### Your Voice

“Forms need to be in plain English, less jargon”

“Services changing names, e.g FAS, VEC etc. can be very confusing”

### Overview

Cavan has a local newspaper, radio station and a vibrant Library/Tourism office. Whilst nowadays the push is to go-online, service providers should be aware that many older people in Cavan do not use the internet (37%). As a result, businesses and organisations should continue to use a wide range of communication methods to communicate with older people, in a clear and coherent manner.

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 - 6 Months)				
<p>Throughout the consultation process older people indicated they obtained information from a number of sources including the internet, the newspaper, the radio, church bulletins and community notice boards. Although older people are becoming more adept at using online technology, it is important to note the role traditional forms of communication such as the newspaper continue to play in delivering news and information to them.</p>	<p>The Older Persons Forum will liaise with the Anglo Celt on establishing a regular column in the newspaper on older people and community matters. This column will promote information about older peoples benefits and entitlements, exercise classes in the town- including the proposed new walking group for the over 55s, and news and events relevant to older people such as the Age Friendly Ireland project and the Active Retirement AGM in the Slieve Russel Hotel in Cavan next year. (Currently the Anglo Celt delivers 5000 newspapers to Cavan town and its Environs.)</p>	<p>Short-Term (0-6 months)</p>	<p>Older Persons Forum</p>	<p>In-Progress</p>

Issue	Action	Timeline	Lead Organisations	Status
Long-Term (1-5 Years)				
Automated telephone messages can be unclear and older people would prefer if recorded messages could be slower and more coherent.	Request that all those involved in the Cavan Age Friendly Town Steering Committee review their organisations automated telephone systems for pace and clarity and make any changes deemed useful or necessary.	Long-Term (1-5 years)	Steering Committee	Not Commenced

# 7 Be truly valued and respected

## Goals at County Level

**Creation of the Cavan Older People's Forum.**

Delivery of the GAA Social Initiative in Cavan.

Raise awareness across the public sector.

**Development of Men's Sheds in County Cavan.**

Research on loneliness and isolation

### Your Voice

"There is no-one to ask for help"

"One section to contact is very important"

### Overview

Older people in Cavan are in general happy with the town's service providers but would like if businesses could be more 'age friendly'. This could include having extra seating at the bank, allowing older people a greater involvement in the local GAA, or having someone to assist them as they enter a premises.

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 -6 Months)				
Sometimes older people get tired queuing at the bank and post office and want to sit down but cant because they'd lose their place in the queue.	Bank of Ireland has agreed to review the seating arrangement in the bank to make it easier for members of the public to sit down.	Short-Term (0-6 months)	Bank of Ireland	In-Progress
Medium-Term (6m-1 Year)				
Older people would like to get involved with younger people whether this is through music, dance or drama or sports (GAA)	Cavan Crystal Hotel will offer dance classes to the over 55's subject to 20 participants.	Medium-Term (6m- 1 year)	Chamber of Commerce	In-Progress
The majority (61%) of older people feel valued and respected by businesses in the town, though a few did remark that staff could provide more assistance to them.	The Chamber of Commerce will seek to hold a training session on being Age Friendly by Age Friendly Ireland <a href="http://agefriendlyireland.ie/about-age-friendly-business/">http://agefriendlyireland.ie/about-age-friendly-business/</a> .	Medium-Term (6m- 1 year)	Chamber of Commerce	Not Commenced

Issue	Action	Timeline	Lead Organisations	Status
<p>Older people can find completing paper applications and forms bureaucratic. Older people don't know who to go to about money affairs. A large proportion of older people surveyed (45%) said they did not find it easy to find out what services and entitlements they were eligible for. Older people want a hub to go to for information. Older people are interested in part time working and volunteering but again they don't know who or where to go to find out more information about this. Lastly older people use the internet but a substantial proportion doesn't (37%).</p>	<p>Cavan County Council (Grainne Boyle) has agreed to apply for 5 gateway positions and a job-bridge position to assist with the age friendly initiative in Cavan. The 6 positions will include persons for Sports Partnership, Arts, Community &amp; Enterprise, the Library and the HSE.</p>	<p>Medium-Term (6m- 1 year)</p>	<p>Cavan County Council</p>	<p>In-Progress</p>

# 8 Participate in social, economic & public life

## Goals at County Level

Garda Schools Programme  
Participation of retired staff  
Engagement with private sector  
Development of an Age Friendly Business Forum

### Your Voice

“Cavan has some great facilities, like the Library, Bridge Street Centre and positive Age but [the town] needs somewhere for people to go to, to drop-in for conversation and company”

### Overview

Although Cavan has many facilities and services in the town, older people continually pointed to the lack of a drop in centre. Though variances of this do exist (including the Cavan Social Services Centre), perhaps having a space where people could come to meet and find out information relevant to them might be worth exploring.

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 -6 Months)				
<p>77% of those surveyed said they would like a drop in centre. This result was strongly supported by those who took part in the focus group event at the public launch.</p>	<p>The Older Persons Forum will set up a monthly drop-in service in the Library event space. This drop-in service will facilitate /take the form of an information session with guest speakers from the HSE, the Garda Siochana, and the Chamber of Commerce among others, on matters relevant to older people such as the fair deal scheme.</p>	<p>Short-Term (0-6 months)</p>	<p>Older Persons Forum</p>	<p>In-Progress</p>
Medium-Term (6m-1 Year)				
<p>The roof at the Cavan Social Services centre is leaking and water is dripping down from it onto the internal bathroom floor. The HSE have agreed to tender out a contract for its repair.</p>	<p>The HSE have agreed to tender out a contract for the roof's repair.</p>	<p>Medium-Term (6m- 1 year)</p>	<p>HSE</p>	<p>In-Progress</p>

Issue	Action	Timeline	Lead Organisations	Status
<p>Older people would like an exhibition on issues relating to older people. This expo could be something similar to the over 50's expo in the RDS.</p>	<p>The Chamber of Commerce will provide assistance to 'Sports and Promotions Ltd' as much assistance as is possible in establishing an older person's exhibition in Cavan. Sports and Promotions Ltd run the Over 50's shows in the RDS in Dublin, Letterkenny and Cork and have been approached by Julieanne Prendiville to consider establishing a similar event in Cavan.</p>	<p>Medium-Term (6m-1 year)</p>	<p>Chamber of Commerce</p>	<p>In-Progress</p>

# 9 Continue to learn, develop and work

## Goals at County Level

Opportunities to learn Information Technology skills  
Interactions at community level  
Participation in social, cultural and community activities

### Your Voice

“There were loads of courses advertised but none of them happened”

### Overview

Older people said they would like more training in using computers (internet and Skype) and mobile phones. As Cavan and Monaghan ETB is based in the town, this offers an ideal opportunity for them to address this skills gap.

Issue	Action	Timeline	Lead Organisations	Status
Short-Term (0 - 6 Months)				
<p>Older people are not as familiar as younger people with using internet and mobile phone technology</p>	<p>1) Bank of Ireland has agreed to offer older people training in how to use the internet to do online banking as well as showing older people how to use the self service machines on site to lodge cheques and check balances etc.</p> <p>2) Cavan and Monaghan ETB (John Kearney) has also agreed to run 'Beginners Internet &amp; E-mail' courses and workshops possibly including digital photography, skype and the use of mobile phones for older people in the Bridge Street Centre or another similar suitable venue.</p>	<p>Short-Term (0-6 months)</p> <p>Short-Term (0-6 months)</p>	<p>Bank of Ireland</p> <p>Cavan and Monaghan ETB</p>	<p>In-Progress</p> <p>Not Commenced</p>

Issue	Action	Timeline	Lead Organisations	Status
Medium-Term (6m-1 Year)				
A significant proportion of older people do not know about the learning courses on offer.	Cavan and Monaghan ETB has agreed to promote their courses further, including via the proposed Older Persons column in the Anglo Celt.	Medium-Term (6m- 1 year)	Cavan and Monaghan ETB	Not Commenced

# SUMMARY

**Older people in Cavan need to be effectively  
communicated to!**

# Next steps...

## Regular monitoring

Regular weekly monitoring of the plan by a member of staff of the Council to ensure the actions are being effectively implemented and the status is updated accordingly.

## Alliance group

Quarterly review of the plan by Alliance members to address any issues or problems raised as part of the plans implementation process.

## End of year review

End of year review (Dec 2015) of the plan by a member of staff of the Council to identify and address any incomplete actions, along with a suggestion remedy.

# Results achieved to-date (April 2014- Jan 2015)

Road (unnamed) by the Citizens Information Bureau resurfaced



Open drains in the town recovered



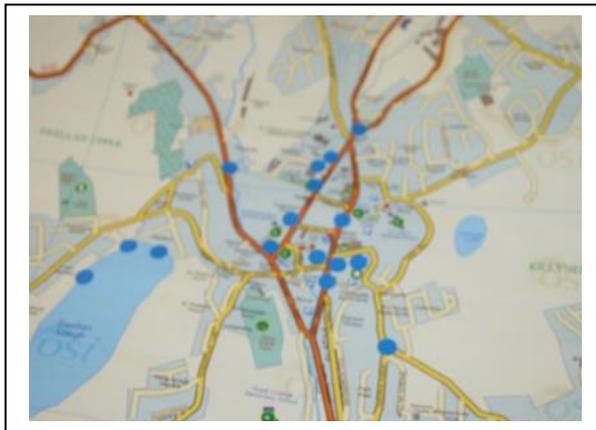
Shop furniture on Bridge Street removed



Toilets by the town hall reopened (and contract for their maintenance tendered out)



Benches and seating areas in the town re-examined



New signage for the hospital

