



Dún Laoghaire-Rathdown

Age-Friendly Strategy

2022 - 2026

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Welcome from An Cathaoirleach, Councillor Mary Hanafin

Stretching from the mountains to the sea, Dún Laoghaire – Rathdown (dlr) is a county of villages and of vibrant communities. It is a place where people thrive and can fulfil their potential at all stages of their lives. With a population of more than 218,000 people (CSO 2016 Census), we have a higher-than-average number of people over 65, representing c15.9% of Dún Laoghaire-Rathdown's population. This is a higher proportion than the national average of 13.4% and is also higher than the Dublin average which is 12%.

I welcome our second dlr Age-Friendly Strategy (2022-2026) which aims to secure the future of older people in their local areas so that they engage positively within their communities for as long as possible and that our excellent services enhance their health and well-being. Our previous strategy has demonstrated how well we can work together with our partners around the Age-Friendly Alliance table. This was particularly evident during the Covid pandemic, when through the Community Call process, our partners rallied to give unstinting service to the older and more vulnerable people in our communities. Ar scáth a chéile a mhaireann na daoine.

County strategies, whether social, economic, or environmental, are always set in time and place, and the context around the development and commencement of dlr's Age-Friendly Strategy (2022 – 2026) comes at a particularly poignant time. Having shown remarkable resilience throughout the period of the COVID-19 pandemic, the current turmoil in Ukraine and the massive migration and resettlement needs resulting therefrom, presents new and uncertain challenges to us all, as do the changing economic realities we will face in the coming months and years. Ní neart go cur le chéile.

Notwithstanding that, I am confident that our dlr Age-Friendly Strategy (2022-2026) will improve the experiences of the increasing number of older people living in the county. It is designed to meet the needs of all and to meet the demands of a digital age. At its heart, the underpinning vision, mission, values and strategic priorities frame a flexible, inclusive and inter-generational action agenda that can enhance dlr's 'age friendliness for all' for the next four years.

Councillor Mary Hanafin, Cathaoirleach





Message from **Chair of dlr Age-Friendly Alliance**

The dlr Age-Friendly Strategy (2022-2026) offers an exciting and ambitious plan for the next four years. It is centred on the needs and aspirations of older persons throughout dlr county and is supported by commitments from all of our stakeholders and partners to work together to make a positive difference to the experience of living and ageing well in the county.

Recognising the extent of age-friendly achievements locally, regionally and nationally over the past five years, and the strength of the talent, ambition and resilience of our communities, it is evident that we have the energy and momentum to realise this dynamic new strategy. Accessible buildings and streetscapes in dlr enable better mobility and independence for everyone– young as well as old. Safe neighbourhoods allow us, as we age, to participate in physically active leisure and social activities. Families experience less stress when they realise that their older relatives living in dlr have the supports and health services they need. Older people in dlr are availing of fresh learning opportunities around literacy and digital learning and are embracing new ways of remaining connected with their communities. Moreover, the whole community benefits from the participation of older people in both volunteer and paid work.

Ar scáth a chéile a mhairimid – as the Irish proverb says, ‘we depend on one another’. I have no doubt that our shared values of compassion, collaboration, innovation, inclusion and respect will guide us in the delivery of this strategy. Together we can make a difference and help make dlr county an even better place in which to live and grow older.

Eugene Magee

Chair of dlr Age-Friendly Alliance



Foreword

Built upon the extensive achievements of our first Age-Friendly Strategy (2016 to 2020), this new strategy is informed by the many diverse voices of older persons throughout the county and is guided by extensive consultation with our stakeholders and partners. While anchored within the World Health Organisation's (WHO) Age-Friendly guidelines and domains of action, we have adopted a more cohesive viewpoint, taking every opportunity to align our objectives and actions within the region's wider spatial, community and economic planning processes. This results in an Age-Friendly Strategy and plan that is focused on our people, our places and our communities, and which recognises that our success is founded on our collective capacity to work together effectively and in harmony. Through better alignment with, and across these related planning streams, it should be easier to implement our Age-Friendly Strategy and monitor and assess its effectiveness and impacts.

Our shared vision of dlr as 'a vibrant place where people can thrive and fulfil their potential in their local communities and neighbourhoods throughout their lives', is dependent upon us working well together to incrementally improve our physical environment, our social environment and the quality of our joined-up services. Permeating this work are three interwoven strands: a) our approach to both environmental and service design is inclusive and universal; b) our resource approach is ecologically and environmentally sustainable and climate sensitive and c) over time, we can enhance the opportunity for everyone, particularly our older persons, to actively participate in a rapidly digitalising society, thereby removing the risk of digital exclusion.

We look forward to working with our Age-Friendly Alliance partners in these challenging times to ensure that our older people engage positively with our services, facilities and amenities and that they experience health, well-being and fulfilment in their local communities.

Frank Curran

Dún Laoghaire-Rathdown County Council (dlrcc), Chief Executive



National Age-Friendly Ireland Shared Service

Age-Friendly Ireland is a shared service of local government hosted by Meath County Council. The shared service manages the national Age-Friendly Programme, affiliated to the WHO's Age-Friendly Cities and Communities Network. The national programme is operated through a team-based framework of 31 local Age-Friendly Programmes hosted in local government.

The National Age-Friendly Shared Service supports cities, counties, towns, villages and rural communities across Ireland to prepare for the rapid ageing of our

population by paying increased attention to the environmental, economic and social factors that influence the health and well-being of older adults.

Age-Friendly Programmes work to provide walkable streets, housing and transportation options, access to key services and opportunities for older people to participate in community activities. By doing so, these communities are better equipped to become great places, and even lifelong homes, for people of all ages.

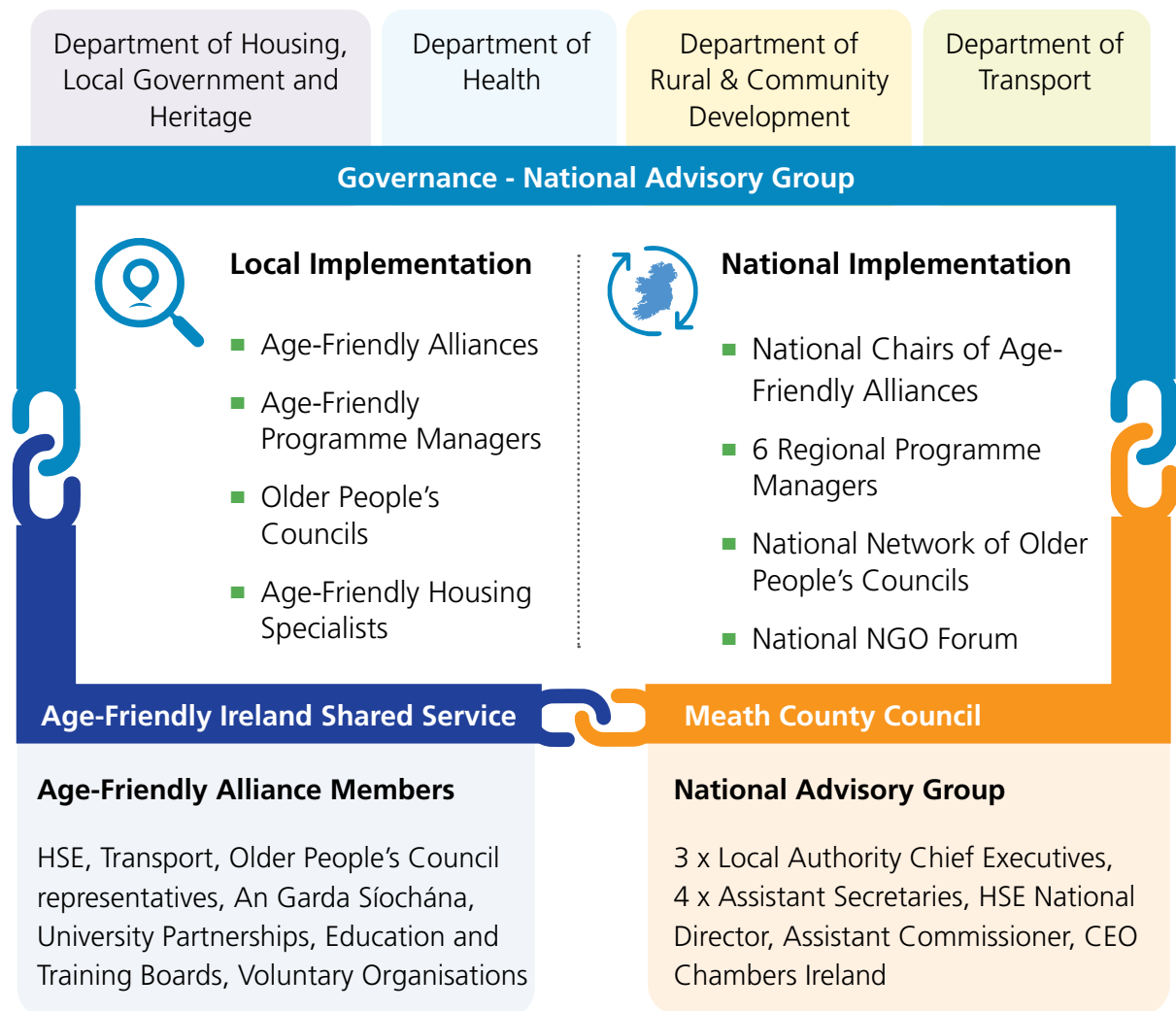


Figure 1: Age-Friendly Ireland Shared Service Structure



dlr Age-Friendly Programme

Dún Laoghaire-Rathdown County Council (dlrcc) signed the Dublin Declaration on Age-Friendly Cities and Communities in 2013, committing to working with our partners to improve the quality of life of older people in the county.



Age-Friendly physical activities in Cabinteely Park

The Dún Laoghaire-Rathdown Age-Friendly Programme based in dlr County Council is part of a national programme working with partners to improve the quality of life of older people across the county by:

- ✓ Collaborating within dlr County Council to provide walkable streets, age-friendly public realm, housing and transport options and age-friendly services;
- ✓ Organising age-friendly activities and programmes in collaboration with dlr Libraries & Arts Office; the dlr Age-Friendly Business Recognition Programme and organising opportunities for older people to participate in community activities;
- ✓ Co-operating with local community & volunteer groups and organisations, Active Retirement groups, Men's Sheds, older persons, Nursing Homes and Day Care Centres in supporting older residents needs;
- ✓ Providing information on resources and activities available through the dlr Age-Friendly Directory of Activities and Services; the dlr Age-Friendly Magazine and Leaflets; information videos etc.;
- ✓ Supporting the dlr Older People's Council and dlr Age-Friendly Alliance;
- ✓ Organising Festival of Inclusion and International Day of Older Persons events and collaborating on Bealtaine Festival events;
- ✓ Promoting Digital Inclusion and providing funding to various Age-Friendly projects.



dlr Age-Friendly Alliance membership

The dlr Age-Friendly Alliance is a strategic partnership that was set up in 2014 to work collaboratively on supporting older people in the County and to lead on dlr's Age-Friendly Strategy development and implementation.

The Alliance is made up of representatives from Age-Friendly Ireland, ALONE, An Garda Síochána, dlr County Council, dlr Drugs & Alcohol Taskforce, dlr Older People's Council, dlr Public Participation Network (PPN), dlr Volunteer Centre, Dublin Bus, Dublin & Dún Laoghaire Education and Training

Board, Dún Laoghaire Chamber of Commerce, HSE, Institute of Art, Design + Technology, Dún Laoghaire (IADT), Irish Senior Citizen's Parliament, Living Well with Dementia, Making Connections, Southside Partnership DLR, Southside Travellers Action Group and UCD.

The Alliance meets 4 times a year and is currently chaired by Eugene Magee, the former Chairperson of the Board of Leopardstown Park Hospital, current member of the Governing Authority of Maynooth University and resident of Blackrock.

dlr Older People's Council

The Dún Laoghaire-Rathdown Older People's Council was established as 'Dún Laoghaire-Rathdown Network for Older People' in 2001.

The dlr Older People's Council (OPC) is a representative group of older people with some 50 affiliated groups, clubs and associations across the county and is open to all non-commercial organisations and individuals, committed to improving the quality of life of older people in the county.

The role of the dlr OPC is to identify priority areas of need, raise issues of importance, inform and influence the decision-making process of the dlr Age-Friendly Programme, and participate in national level structures.

The key purpose of the dlr Older People's Council is to provide the authentic voice of older people representing the diversity that exists among our ageing population in Dún Laoghaire-Rathdown.



Key Achievements 2016-2022



dlr Age-Friendly Alliance network established, meeting quarterly with many actions from the Age-Friendly Strategy 2016-2020 implemented



dlr Age-Friendly Magazines 2021, 2022



Directory of Services for Older People in dlr



A Window to my World Intergenerational Book Project by IADT & dlr Older People's Council



dlr Libraries book drop

Arts & Culture Programmes such as Cuairt agus Cultúr, Music in a Van and Stirring Memories Project delivered by dlr Arts Office, dlr Libraries & dlr Age-Friendly Programme.



Covid 19 Stakeholder Response Forum – Community Call Helpline established – 4,500 calls; Shopping deliveries; dlr Libraries Book Drop Service; Social Isolation Calls & Referrals; Family Support and Health & Wellbeing initiatives delivered



ACORN Tablets, an Age-Friendly Smart Tablet lending programme by dlr Libraries to enable digital skills development



Senior's Alert Scheme delivered by Garda Older Person's Association (GOPA)





High Security Locks Scheme to enhance older people's sense of safety



Age-Friendly Business Recognition Programme established



- ✓ Development of **dlr Older People's Council** as the united voice for older people in the county
- ✓ Garda Teenagers and Active Retired (GTAAR) Project
- ✓ **Touchstone programme** delivered in partnership with dlrc, UCD, Age & Opportunity, Active Retirement Ireland & Third Age
- ✓ **Social Prescribing services** and Befriending initiatives developed by Southside Partnership DLR & Making Connections
- ✓ UCD designated as **Age-Friendly University**
- ✓ **Walkability Audits** completed in 12 Estate Management areas, Blackrock & Dún Laoghaire



Expansion of **Meals on Wheels** services funded by HSE and delivered by many voluntary and community partners.



Promotion of **volunteer opportunities**



dlr '**Age Well Expo**' June 2019



10 Men's Sheds developing across the county



Introduction of **Age-Friendly apps** from **ALONE**





Key Statistics for Dún Laoghaire-Rathdown

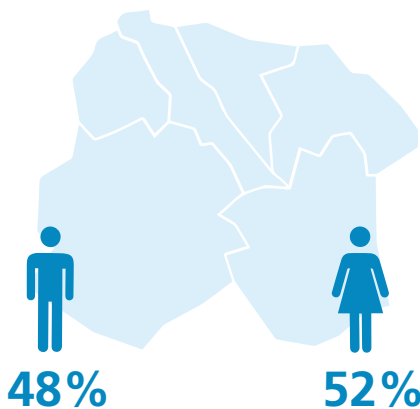


This Age-Friendly Strategy follows the approach to profiling that underpins the Healthy Dún Laoghaire-Rathdown Plan 2019-2022. Data from Census 2016 helps to establish key characteristics of the community, and these inform and underpin the approach to strategic planning for older people in this community. It is widely recognised that people in Ireland are living longer, and therefore experiencing older age differently from previous generations.

Age and Gender profile

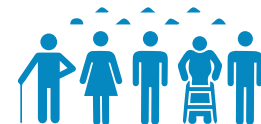
CSO 2016 figures show that the **total population of dlr** is

218,018



dlr has a **greater than average older population** with

34,669



PEOPLE OVER THE AGE OF 65

which represents **15.9%** of dlr's population

this is a higher proportion than the **national average** of



13.4%

which is also higher than the **Dublin average**



12%

Census 2016 also recorded

24,462

people in dlr as **"non-Irish nationals"** representing

11.6%

OF THE POPULATION OF THE COUNTY





Health profile



Census 2016 establishes that the population of dlr appear more likely to be in better health than the State average, with



89%

of the population reporting their health as being



Sport and physical activity are important to the people of dlr. According to the Irish Sports Monitor (2017), **dlr has one of the highest rates of participation of any local authority in Ireland:**

Older age groups **are less likely** to take part in sport and exercise with;



38%

of those aged **65 years** or more compared to



73%

of those aged **16 - 24** years of age

Those with an **illness/ disability** are less likely to take part in sport and exercise (**48.5%** and **56.2%** respectively).



indicating a need for **increased participation of older people in physical activity.**

However, this is not the case with the **Traveller community** population in dlr.

In 2016, there were **411 members of the Irish Traveller community** living in the dlr area – largely stable over the last 6 years.



It is notable that **members of the Traveller community have poorer health** than the rest of the population (All Ireland Traveller Health Study, 2010) and **face barriers in accessing education, training, employment, and health services.**



During consultation process for this Age-Friendly Strategy, **representatives advocated for better supports and improved access to services**, particularly for older members of dlr's Traveller community.

Leisure facilities and amenities

dlr has a significant number of amenities that support health and encourage participation in physical activity.



It is estimated that

80%
of households
in dlr



are **within 600 metres** of a park.



Dún Laoghaire Bowling Club

Levels of affluence and deprivation

dlr can be described as a county of contrasts. It has areas of affluence and of disadvantage. Current evidence indicates, notably, that the pocket areas of disadvantage are concentrated largely around current and former local authority housing estates. Many of these areas of disadvantage are surrounded by more affluent estates, which gives a more dispersed picture of poverty and disadvantage.

33 of the 760 Small Areas (SA) in dlr, which account for a population of 10,289 or 4.7% of the total population, were classified as disadvantaged or very disadvantaged according to the Pobal HP Index.

Implications for dlr's Age-Friendly Strategy



The pace of change and progress in all domains – environmental, social, cultural, economic, technological – can increase the risks of alienation, and erode levels of participation in society. Accordingly, it is important that older people have access to opportunities for keeping mentally, socially, and physically active as a means to maintaining or improving quality of life, both in terms of maintaining good health and combatting loneliness.

These opportunities must include easy access to local services and amenities, as well as supported opportunities for older people to be physically active and remain actively engaged in their local community.

This strategy is designed to ensure that dlr will be a vibrant place where people thrive and fulfil their potential in their local communities and neighbourhoods, throughout their lives. In implementing this strategy so that our ideas for change become our new shared reality, we are committed to working collaboratively to ensure that as we grow older, people may connect, engage, and participate in the economic, social and cultural life of their communities in an age-friendly, welcoming, inclusive and accessible environment.



Policy context

dlr's Age-Friendly Strategy 2022 – 2026 is set within an inter-connected web of national strategy and policy initiatives, many of which are informed by global trends and drivers for change. Population ageing is not happening in a vacuum in dlr, and like many cities and communities worldwide, dlr needs to build its resilience and sustainability to accommodate the converging pressures of climate change (one planet), urbanisation and urban/rural mobility (connected places and settlement), globalisation and post-globalisation (peace and prosperity), and demographic change (inclusive of people of all ages, ethnicities and capabilities), now and into a rapidly changing future.

It is vital that goals, objectives and actions that form dlr's Age-Friendly Strategy for the next period are complementary to, and consistent with national and local strategies to address these challenges, particularly, the Regional Spatial and Economic Strategy, the County Development Plan, the Local Economic and Community Plan (LECP), and relevant economic and community-oriented strategies and policies, as outlined in Figure 2 below. While the timelines for the development and implementation of these inter-related plans are not always the same, every effort is made to ensure that these policies align to maximise their effectiveness.

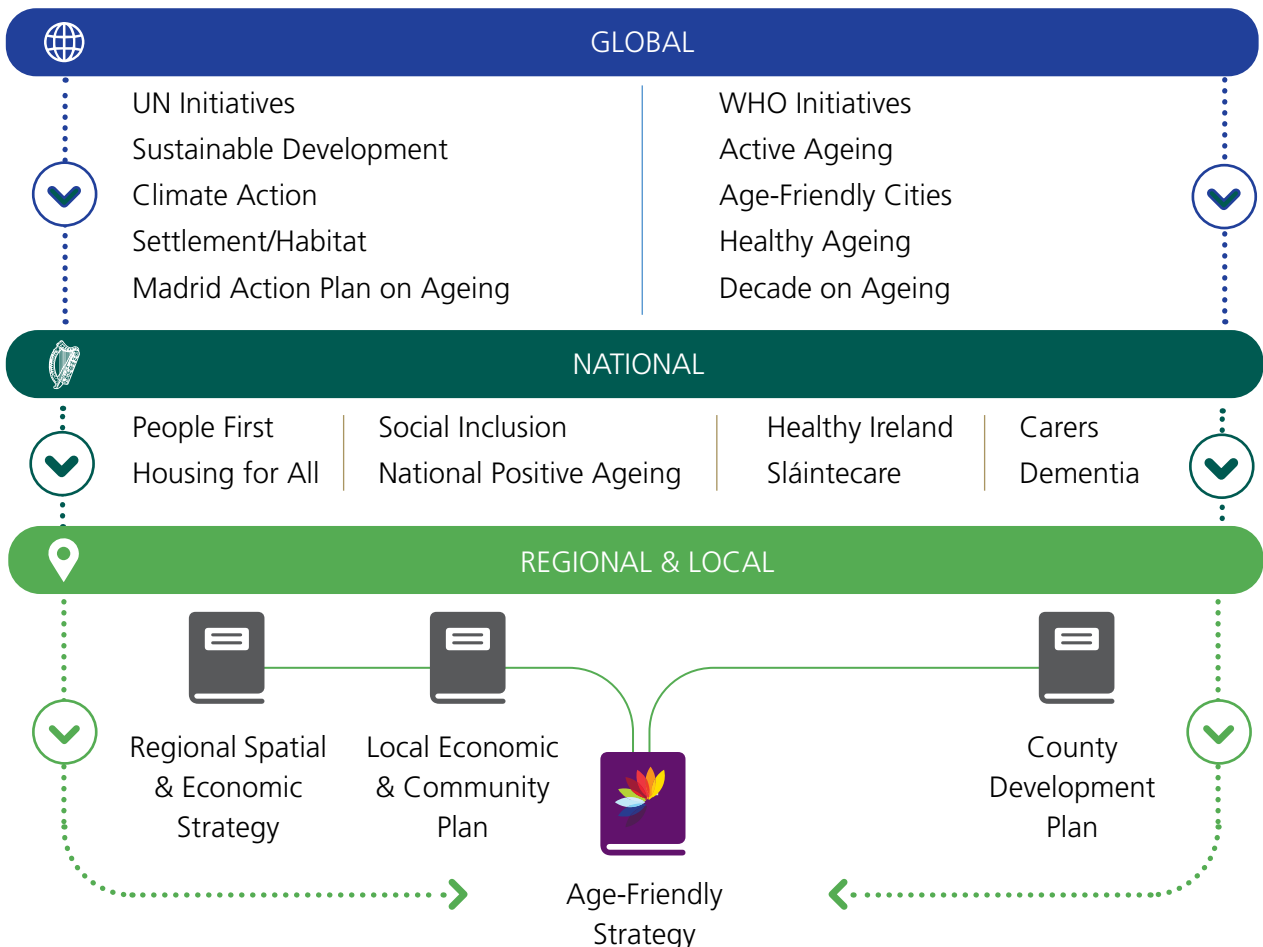


Figure 2: dlr Age-Friendly Policy Alignment (Source: Rodd Bond)



Our Methodology

In June 2013, dlrc signed the Dublin Declaration on Age-Friendly Cities and Communities in Europe and became affiliated to the WHO Global Network of Age-Friendly Cities & Communities. This means that dlrc committed to working towards becoming an age-friendly county by creating an inclusive, equitable society in which older people can live full, active, valued and healthy lives.

The publication of the dlr Age-Friendly Strategy 2016 – 2020 and the establishment of the dlr Age-Friendly Alliance were the first steps towards delivering on that commitment. The Alliance is made up of key agencies in the county who are tasked with overseeing and progressing the Age-Friendly Strategy with the goal of ensuring that 'dlr is a great place in which to grow old'.

In consultation with the dlr Age-Friendly Alliance, dlr undertook to deliver a new Age-Friendly Strategy 2022-2026, which would be based on the principles of universal design and also set out how key partners might continue to work together to deliver independent and joint actions to ensure a good quality of life for older people in the county.

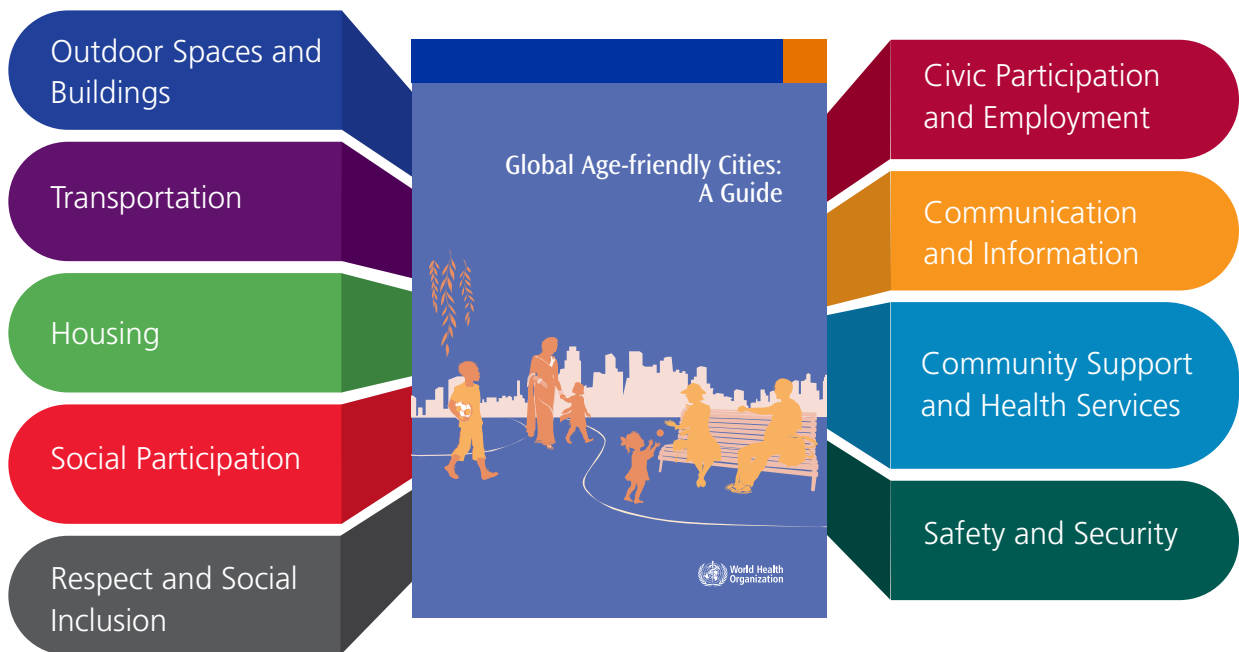
The process entailed:

- Liaising with key dlr Age-Friendly Alliance stakeholders to build on the proven partnership approach already adopted pre-Covid, during the pandemic and post-Covid.
- Working closely with the local Age-Friendly Programme office in dlrc to agree an implementation plan for the delivery of the strategy and provide regular feedback on progress.
- Conducting desktop research to align with existing and developing local strategies and annual reports and research aligning with national/international data.
- Addressing key processes in terms of participation, co-design and co-creation with Age-Friendly Alliance stakeholders, keeping in mind the avoidance of silos.
- Undertaking an extensive consultation process including an online public survey and online and in-person focus groups and in person meetings.
- Joining the dots between themes, objectives and actions with numerous stakeholders, a critical process to ensure the strategy's coherence.
- Implementing the strategy and plan-writing process which incorporated the findings from desk research and literature reviews, inputs from various stakeholders and identified segments, feedback from all meetings and interactions, which, when combined, provided a framework for the plan.



Our Consultation

The consultation was framed by global thinking; **the nine themes** belonging to the *WHO's Age-Friendly Cities programme* were used as a basis to consider what improvements had been advanced, and were yet to be progressed to ensure that dlr is 'an Age-Friendly place', including but not limited to:



The WHO definition of age-friendly was highlighted to participants:

*'environments that promote access to options, services and opportunities for people as they **age**, and that promote the inclusion and participation of older adults in all aspects of life'.*

In addition, the WHO definition of an age-friendly community was referenced where

*'the policies, services and structures related to the physical and social environment are designed to help **seniors age actively**, and where communities operate to help seniors live safely, enjoy good health and stay involved'.*

How we consulted?



An extensive public consultation took place in preparation for our Age-Friendly Strategy involving public workshops and focus groups and then moving online during Covid restrictions.

✓ **In-person Focus Groups & Workshops:**

- Taney Parish Hall, Dundrum; Active Retirement Associations in Dún Laoghaire and attendees at Age-Friendly Expo

✓ **Online Focus Groups & Workshops:**

- dlrc Staff & Age-Friendly support organisations and groups
- dlr Age-Friendly Alliance members
- Community, Culture & Wellbeing Strategic Policy Committee

✓ **One-to-one meetings with Age-Friendly organisations & groups**

✓ **Public Survey, 621 responses, November 2020 – Feb 2021 - Hard copy and online survey**

Communication to the public about the survey:

- Hardcopies of survey distributed by volunteers to older people in the community & to all Nursing Homes across the county
- Promoted through dlr Age-Friendly Magazine (12,000 copies dispersed throughout the county)
- Advertised in local newspapers
- dlr PPN promoted to their 530+ member groups - newsletters & emails
- Shared with Elected Members
- dlrc website – news story & press release
- dlr Times publication
- dlrc Social Media Channels
- Included in dlr Libraries Newsletter, 6,500+ subscribers



What did we talk about to age-friendly organisations and groups?

Having identified actions around the 9 UN themes, discussions were held in relation to **the principles of Universal Design**, and how they might impact on a future focused Age-Friendly Strategy.

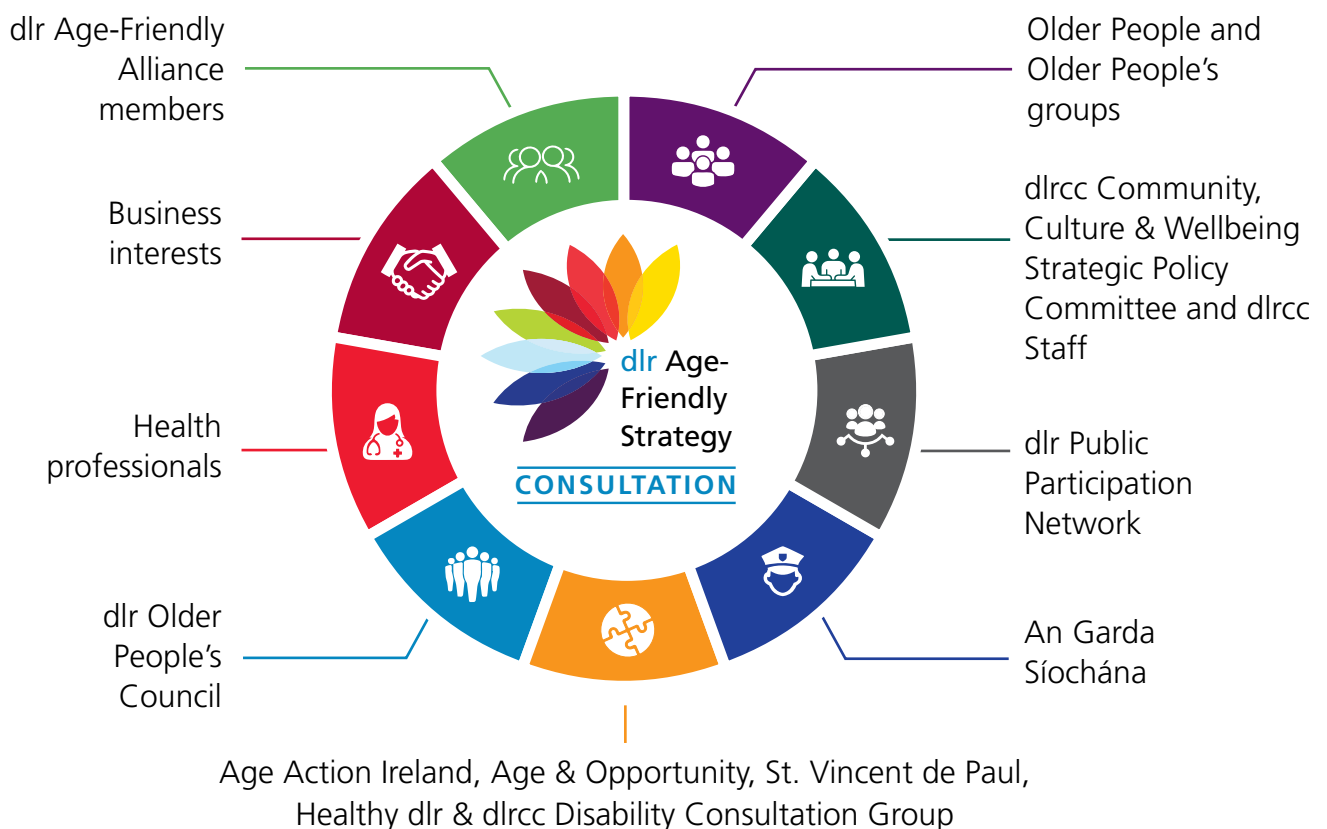
Universal design means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

The following questions were also addressed:

- How many separate plans and actions can we manage well together?
- Can a Universal Design approach help us frame a more integrated way forward?
- How might we link / converge / simplify strategies and actions going forward?
- How do our priorities get the attention they need?

Who did we engage with?

Throughout the course of our consultation process we met with numerous groups, organisations and individuals:





What did they say?

Feedback from Age-Friendly Strategy consultation

We need good, safe well-kept footpaths, that are kept free of parked cars, with mobility aids & improved walking routes.

We need to improve access to good quality public transport across the county.

It's a wonderful place to live. I love everything about it.

Feeling useful.
Keeping motivated.

Greater opportunities for social activities, outreach services for lonely / isolated older people and free physical activities, such as keep fit classes, walking clubs etc.

It'd be nice if there was a more positive attitude to older people.

Consult the people of the County for their views and listen to people more.

Greater availability of support, advice and provision of affordable, accessible and suitable accommodation for older people.

Advocacy service for people without close relatives.

Making information available on services and activities, both free and paid, or even just letting people know where to find the information would be brilliant.

Access to public health and appropriate healthcare in a reasonable timeframe is the primary concern for seniors.

Importance of security and policing - not just for crime, but particularly for anti-social and intimidating behaviour.

All public spaces and buildings should be upgraded to be accessible to everyone, this will benefit all including those with sensory and other disabilities, young and old.



Organise more social events / recreational activities / classes that would benefit older people.

We need to realise the wealth of knowledge and experience underused or not used at all of our older citizens... Irish society could learn (or re-learn) a lot from other cultures and societies as to how to value, harness and benefit from our older citizens!

The lack of face to face contact with people in service provision, local businesses etc. and the reduction in services offered by banks

Access to and assistance with changing technology.

Parks, in particular parks such as Marlay that have coffee shops, provide almost everything that an older person needs, i.e. a safe place to exercise and to meet friends ...almost all that an older person needs for physical and emotional health.

Personal accident alarms are very beneficial and help me feel more secure.

Physical and mental health support groups and outreach services for lonely / isolated older people.

Not enough information about what services are available to support people in the area, day care services, home help etc. and especially at times of ill health, who to contact or if I would qualify for any help and support, e.g. after surgery etc.?

More safe travel options, especially for pedestrians and cyclists

Too much emphasis on 'things for old people'. There needs to be more integration and respect for all ages living and working together.

Support to allow people stay in their own homes. Lack of appropriate right sizing and sheltered or shared accommodation. Lack of public nursing homes.

Suitable accommodation to support older people to remain in their own neighbourhood, if they want to downsize.

We don't want to be left behind

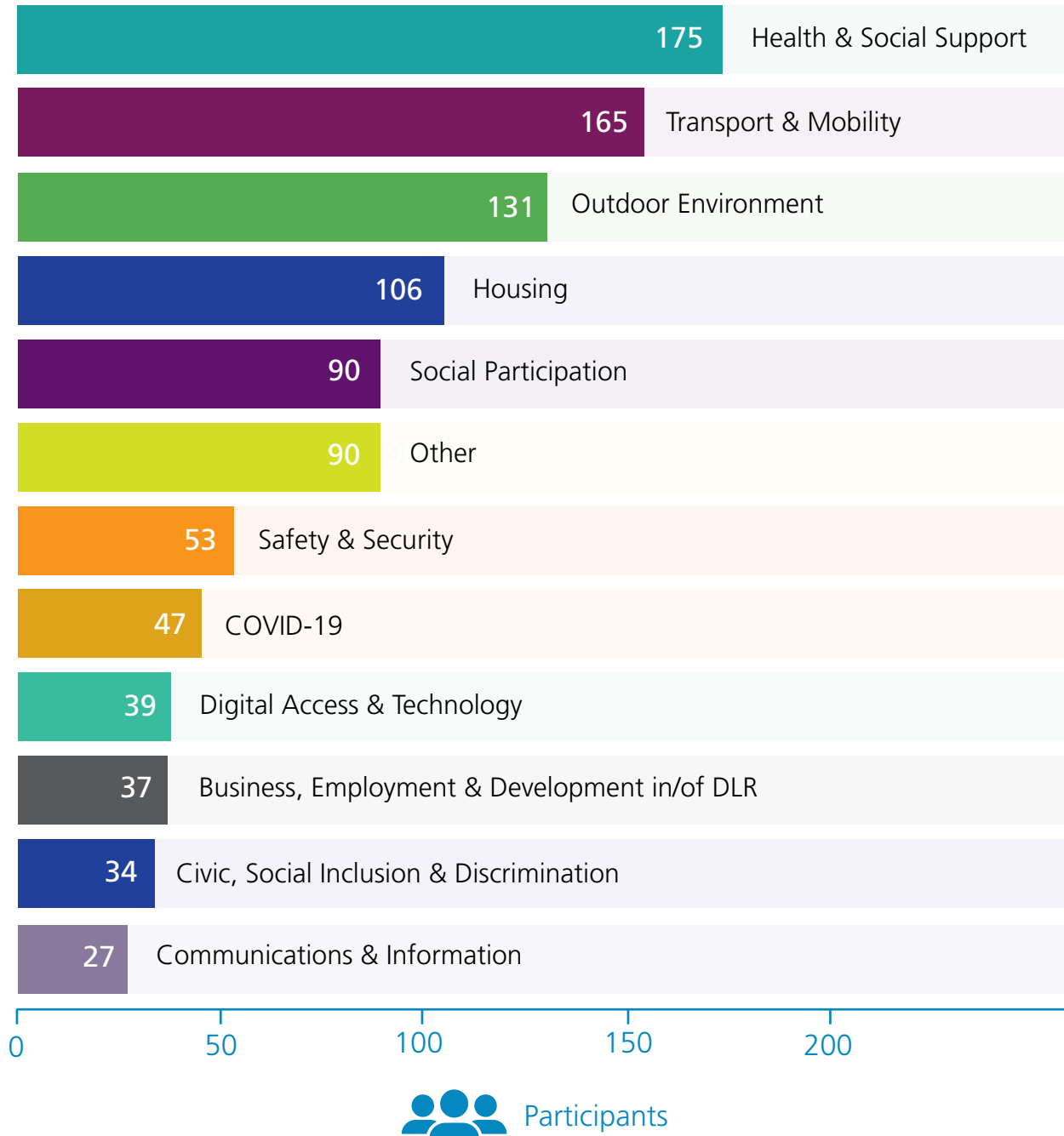
To be cared for in my own home.





What was important?

The results of our online and hard copy survey showed that the majority of the participants of the survey believed that Health and Social Support, Transport and Mobility, Outdoor Public Spaces and Housing were the key issues impacting the lives of older people in dlr. See main results below and full survey results available in Appendix 1.



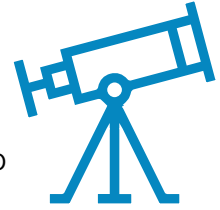


Our Mission



dlr will be a vibrant place where people thrive and fulfil their potential in their local communities and neighbourhoods throughout their lives.

Our Vision



We will work together to ensure that as we grow older, people may connect, engage, and participate in the economic, social and cultural life of their communities in an age-friendly, welcoming, inclusive and accessible environment.

Our Values



Collaboration



Innovation



Respect



Inclusion



Compassion



dlr Age-Friendly Implementation Plan

Based upon the 9 themes outlined in the WHO's Age-Friendly Cities programme, dlr adapted an implementation plan that focused these themes within 4 key zones, now

our 4 Strategic Priorities; **The Physical Environment**, **Shared Services**, **The Social Environment** and the central zone that encapsulates the spirit of our plan, **Working Together**.





Strategic Priorities and Objectives



The Physical Environment

(Outdoor environment, transport and mobility, housing)

STRATEGIC PRIORITY 1

Strengthening dlr as a dynamic place where people will experience a good quality of life throughout the lifespan.

Objectives

- 1.1 Develop, maintain and promote a supportive public realm that facilitates social interaction and healthy lifestyles.
- 1.2 Influence the provision of safe and accessible transport and infrastructure to enable older people engage actively within their communities.
- 1.3 Provide an appropriate continuum of lifetime-adaptable housing choices and solutions, directly and in partnership, which enable older people to live independently and safely for as long as possible.



The Social Environment

(Social participation, social inclusion and non-discrimination, civic engagement and employment)

STRATEGIC PRIORITY 2

Fostering cohesion to reinforce the sense of attraction, engagement and belonging within communities, neighbourhoods and places in dlr.

Objectives

- 2.1 Foster greater independence and enhance well-being in older people living in dlr by embedding a variety of social programmes and preventative care initiatives.
- 2.2 Ensure equitable delivery of literacy and digital skills to older people, particularly those at risk of exclusion.
- 2.3 Promote an inclusive society, where non-discrimination and respect for diversity are core values, enabling equal opportunity for older people to contribute, interact and to participate.
- 2.4 Ensure that policing, security and safety needs of older people are being met so that they may remain active in their local areas.



Shared Services

(Community and health services, communication and information)

STRATEGIC PRIORITY 3

Ensuring that older people experience good health and well-being through access to high-quality health and community services.

Objectives

- 3.1 Provide and promote a comprehensive and integrated range of affordable, accessible, and high-quality community health services to older and more vulnerable people in their own localities.
- 3.2 Encourage independent living through offering a series of innovative supports and solutions.



Working Together

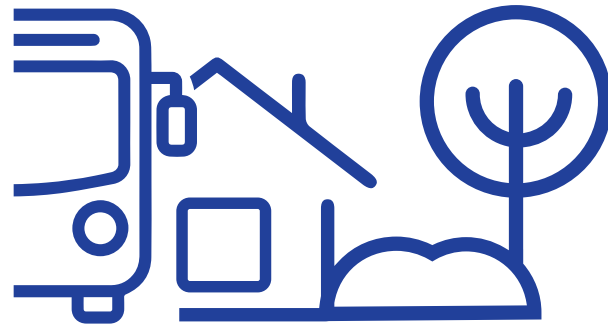
(Age-Friendly Alliance governance, shared communication and information giving)

STRATEGIC PRIORITY 4

Building on our capacity to work in partnership to support inclusive, sustainable and environmental conditions for people as they grow older in dlr.

Objectives

- 4.1 Based on positive learnings from our Covid-19 experience, enhance the operational capacity and governance arrangements of the dlr Age-Friendly Alliance to sustain collaborative ways of working.
- 4.2 Continue to jointly champion and advocate for improved policies for older people in dlr, the region and nationally.
- 4.3 Enhance the effectiveness of the dlr Age-Friendly Alliance by working to refine and promote its communications and messaging.



The Physical Environment

Strategic Priority 1

Strengthening dlr as a dynamic place where people will experience a good quality of life throughout the lifespan

Objective 1.1

Develop, maintain and promote a supportive public realm that facilitates social interaction and healthy lifestyles.

1.1.1

Ensure that the **principles of universal design** underline County Development Plan objectives and dlrc corporate objectives to benefit its population across the life span.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|------------------------|--|------------|---------------------------------|
| dlrc Planning Services | dlrc Community, Architects, Housing, Municipal Services, Infrastructure & Climate Change | Ongoing | dlrc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Age-Friendly policy objectives within the County Development Plan 2022-2028, Local Area Plans and all other policy documents.
- ✓ Planning applications & Part 8's incorporate universal access for all, including age-friendly accommodation.





1.1.2

Ensure that our **parks and public spaces** observe the key principles of universal design.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---|------------|--|
| dlrcc Community & Cultural Development Department | dlrcc Management Implementation Team, Architects, Municipal Services, Travel & Transportation, Infrastructure & Climate Change, and Disability Consultation Group | Ongoing | Subject to project funding proposals for local authority and national funding being in place |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Age-Friendly and accessible signage, furniture, amenities, bathing amenities, recreational and well-being opportunities, sensory & community gardens provided in public spaces.
- ✓ Improved access to Tourism and Heritage facilities and amenities.
- ✓ Estate Management and Villages Walkability Studies completed, and recommendations implemented.

1.1.3

Ensure that all internal and external library branches, spaces, book collections and e-resources are **accessible to all**.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---------------------------|------------|--|
| dlrcc Community & Cultural Development Department - Libraries | | Ongoing | Subject to project funding proposals for local authority and national funding being in place |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increased usage of library services.
- ✓ My Open Library, and outreach services in place.
- ✓ Availability of public toilet facilities within all branches.
- ✓ Up-to-date, diverse range of materials, including traditional print formats and a well-developed suite of e-services.





1.1.4

Develop Age-Friendly Community Centres in priority Community Facilities across the county in partnership with Age-Friendly Ireland (AFI).

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---|------------|---------------------------------|
| dlrcc Community & Cultural Development Department - Community | Older users of Community Facilities, Network of Community Facilities, AFI & Community Facilities anchor tenants | 2022-2026 | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ 10 community facilities Age-Friendly Accredited.
- ✓ Improved accessibility and service provision in community facilities with AFI training provided.

1.1.5

Maintain engagement with prescribed statutory bodies to explore the potential of **walkability audits** in the design of relevant Capital Projects.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|--|-------------------------------|---------------------------------|
| dlrcc Forward Planning and Infrastructure | National Transport Authority (NTA), Transport Infrastructure Ireland | On a project-by-project basis | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Formal engagement on project-by-project basis.



Objective 1.2

Influence the provision of safe and accessible transport and infrastructure to enable older people engage actively within their communities.

1.2.1

Explore **local & rural transport and mobility options** across the life course in priority areas, east and west of the county.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|-----------------------------------|------------|--|
| dlrcc Travel & Transportation department, dlr Age-Friendly Alliance via sub-group | dlr Age-Friendly Alliance members | 2022-2026 | Subject to project funding proposals for local authority and national funding being in place |

Key Performance Indicators - How will we know it has been achieved?

- ✓ dlr Age-Friendly Alliance transport sub-group in place.
- ✓ Mapping exercise identifying available transport and mobility options completed.
- ✓ Pilot projects & initiatives in 6 Electoral Areas.
- ✓ Improved access to community, social, cultural, recreational and health facilities and services.
- ✓ Local Link Bus Service investigated.

1.2.2

Ensure that all **Dublin Bus services facilitate the needs and demands of older people.**

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---------------------------|------------|---------------------------------|
| Dublin Bus | | Ongoing | Dublin Bus |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Needs of older and more vulnerable service users met by trained Dublin Bus drivers.
- ✓ More transport providers as members of the dlr Age-Friendly Alliance.





1.2.3

Improve **access to bus stops** in the County.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|-----------------------------|---------------------------|------------|---------------------------------|
| dlrcc Traffic & Road Safety | NTA | Annual | dlrcc & NTA |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Number of improvements made to bus stops.

1.2.4

Enhance pedestrian facilities in the County for the widest range of users.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---------------------------------------|------------|---------------------------------|
| dlrcc Road Maintenance, Traffic & Road Safety | dlrcc Infrastructure & Climate Change | 2022-2026 | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ No's of pedestrian crossing facilities improved.
- ✓ Length of footpaths upgraded.



1.2.5

Carry out **improvements to the cycle network**.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---------------------------------------|------------|---------------------------------|
| dlrcc Road Maintenance, Traffic & Road Safety | dlrcc Infrastructure & Climate Change | 2022-2026 | dlrcc & NTA |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Length of cycle track improved and accessible for all cycling abilities.
- ✓ Number of cycle schemes at various stages of development.

1.2.6

Support and develop the services provided through the social enterprise dlr Bike Hub in the provision of **accessible cycle mobility options for all ages**.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--|--|------------|---|
| DLR Sports Partnership, dlrcc Active Travel Unit | dlrcc Infrastructure & Climate Change, Cycling Without Age, The Bike Hub | 2022-2026 | Develop relevant project funding proposals for local authority and national funding through Sport Ireland, NTA etc. |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Improved Age-Friendly mobility, accessibility, and service provision.
- ✓ Booking and usage figures captured through existing online booking system.



IN FOCUS



The Bike Hub

The Bike Hub is a social enterprise running a community bike shop in Dún Laoghaire in partnership with Dún Laoghaire-Rathdown County Council, Cycling Without Age and DLR Sports Partnership.

The aim is to help make cycling accessible to as many people as possible, in the local community, with the support of the dlr Disability Consultation Group, through the provision of a fleet of accessible bikes for people who are unable to use regular bikes. The Bike Hub also offers bike repairs, volunteering opportunities to pilot Cycling Without Age Trishaws as well as involvement in community projects, bike maintenance training courses and a variety of cycling related projects for all ages and abilities.



1.2.7

Continue to engage with An Garda Síochána in relation to **design, safety and security** on relevant Cherrywood Strategic Development Zone projects.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|--|-------------------------------|---------------------------------|
| dlrcc Forward Planning & Infrastructure | An Garda Síochána Crime Prevention Officer | On a project-by-project basis | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ No's of projects assessed for safety and security design features.

1.2.8

Engage with the dlr Age-Friendly Alliance regarding assessment of **age-friendly parking spaces** in the emerging Smart Parking Study.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---------------------------|------------|---------------------------------|
| dlrcc Forward Planning & Infrastructure | dlr Age-Friendly Alliance | 2022 | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Internal engagement during study preparation completed.

Objective 1.3

Provide an appropriate continuum of lifetime-adaptable housing choices and solutions, directly and in partnership, which enable older people to live independently for as long as possible.

1.3.1

Increase the provision of **older person accommodation** through dlrc's own build program, Approved Housing Bodies and Part V.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------|---|------------|---------------------------------|
| dlrcc Housing | Department of Housing, Local Government and Heritage (DHLGH), Approved Housing Bodies, Developers, dlrcc Architects | Ongoing | DHLGH |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Improved housing choice for older persons.
- ✓ Provision of Lifetime Adaptable Homes to be considered in the design brief for dlrc own build projects.
- ✓ Increased provision of Age-Friendly accommodation through dlrc's own build programme.



Accommodation for older persons, Broadford Court, Ballinteer



IN FOCUS



Rochestown House, Age-Friendly Housing

Rochestown House, situated in Sallynoggin has been refurbished and adapted by dlrc to serve its well-established older community. Overall, 52 bedsits and one-bedroom apartments have been refurbished and upgraded to provide 60 one and two-bedroom apartments with adapted kitchens, shower rooms and circulation. New facilities such as an office space, nurses' station and communal laundry facilities were included along with a new communal dining room, kitchen and common space for socialising, which is both accessible to residents within the complex and to social groups in the wider community.

All units are built to Universal Design Principles and have own door access; the building's fabric and energy performance has been upgraded and through careful design of the building circulation and community facilities; and care was taken to enhance the sense of community with landscaping, walking routes and age-friendly seating provided for social interaction.

Rochestown House has won a number of awards since completion including the RIAI Sustainability category in 2017 and the RIAI Building for All category in 2020 in the RIAI Irish Architecture Awards.



1.3.2

Promote use of **Universal Design features in new homes** subject to site conditions.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------|---------------------------|------------|---------------------------------|
| dlrcc Housing | dlrcc Architects | Ongoing | DHLGH |

Key Performance Indicators - How will we know it has been achieved?

- ✓ In schemes of 10 or more units being built by dlrcc, universal design features included in the design brief for a minimum of 5% of the proposed new homes, subject to site conditions and available funding.

1.3.3

Continue delivery of **dlrcc Housing Adaptations & Grant Supports** for older people living in Council rented homes & privately rented homes.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------|---------------------------|------------|---------------------------------|
| dlrcc Housing | dlrcc Architects | Ongoing | DHLGH |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Housing Adaptions Grants applications processed promptly in line with the Housing Adaptations Grants Scheme.
- ✓ Delivery of required adaptations and alterations to Council Rented Homes for older people.
- ✓ Increased awareness of dlrcc Housing Adaptations & Grant Supports available to older people.



1.3.4

Assess and make referrals where required, to support older people living in Council accommodation to live independently for longer in their own homes.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------|---|------------|---------------------------------|
| dlrcc Housing | dlrcc Housing Welfare Officer & Community Section | Ongoing | dlrcc, DHLGH |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increase in numbers of older tenants living safely for longer in their own homes.
- ✓ Improved quality of life for those remaining in their existing homes.

1.3.5

Promote the **option to right-size** for older people.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------|---------------------------|------------|---------------------------------|
| dlrcc Housing | | Ongoing | DHLGH |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Improved housing choice, right-sizing of homes, reduced maintenance and energy costs.



1.3.6

Include designated older person accommodation in plans to carry out a **stock condition survey**

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------|---------------------------|------------|---------------------------------|
| dlrcc Housing | | 2022 -2024 | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Number of properties surveyed recorded on a monthly basis.

1.3.7

Include Council accommodation, designated for older people, in annual dlrcc **Energy Efficiency Retrofit Programmes**.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------|---------------------------|--------------------|---------------------------------|
| dlrcc Housing | DHLGH | Annual targets set | DHLGH |

Key Performance Indicators - How will we know it has been achieved?

- ✓ BER rating must be a minimum of a B2 after the works are completed.



The Social Environment

Strategic Priority 2

Fostering cohesion to reinforce the sense of attraction, engagement and belonging within communities, neighbourhoods and places in dlr.

Objective 2.1

Foster greater independence and enhance well-being in older people living in dlr by embedding a variety of social programmes and preventative care initiatives.

2.1.1

Facilitate **befriending and well-being supports** to empower older people in dlr to remain **healthy and socially connected**.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------------------------|---|------------|---------------------------------|
| HSE, ALONE, Making Connections | Volunteers, cultural, social & sporting venues. | 2022-2026 | HSE and other funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ No's of social interactions (includes phone check-ins & home visits).
- ✓ Facilitated engagement in social and community activities and events.
- ✓ Healthy dlr programme implemented.

IN FOCUS



Making Connections

Making Connections is a volunteer led organisation providing Befriending & Wellbeing Supports for people over 65 years whose mission is to alleviate loneliness and isolation by offering supports that facilitate people to remain healthy and socially connected in partnership with HSE, local government and age-friendly support organisations.

2.1.2

Undertake community initiatives to **assist older people access Garda services.**

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|-------------------|--|------------|---------------------------------|
| An Garda Síochána | Garda Older Persons Association (GOPA) | 2022-2026 | An Garda Síochána |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Availability of the Mobile Garda Support Service.
- ✓ Establishment of a Chatting bench in Dún Laoghaire.
- ✓ Post-pandemic, reconnect with older people through the organisation of events.



Blackrock Community Gardaí Age-Friendly services

2.1.3

Mainstream and deliver **Social Prescribing** and other **community-based programmes** across dlr.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|------------------------------|---|------------|--|
| Southside Partnership DLR | Dublin & Dún Laoghaire Education Training Board (DDLETB). Organisations and groups providing community-based programmes, social activities and services in dlr. | 2022-2026 | Healthy Ireland / SICAP / Healthy Communities & HSE Funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increase in numbers of older people participating.
- ✓ Increase in number of programmes and projects provided.
- ✓ No's of participating organisations and groups delivering social prescribing activities.



dlr Social Prescribing - for health & well-being



2.1.4

Expand the programme of **Age-Friendly social and cultural events** across the county to support social participation and post-pandemic return to community interaction.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--|---|------------|---|
| dlrcc Community & Cultural Development Department | dlr Age-Friendly Alliance, dlr OPC, DLR Sports Partnership, Network of Community Facilities, dlr Public Participation Network (PPN), Age & Opportunity, Nursing Homes & Residential Care settings, Day Care Services, Dementia Café, Mill Theatre, Pavilion Theatre, Dalkey Heritage Company & IADT | Ongoing | Creative Ireland, HSE, Healthy Ireland, Age & Opportunity, Arts Council |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Delivery of a wide range of accessible social & cultural supports and programmes in-person and online for older people.
- ✓ Accessible services, resources and responsive programmed festivals and events online, onsite and outdoor through the library network, My Open Library and outreach services.
- ✓ Increased attendance statistics at festivals and events in person and online (e.g. Bealtaine, Festival of Inclusion etc).
- ✓ No's of collaborative cross-sectional programmes in Nursing Homes & Residential Care settings and Day Care Services.
- ✓ No's of Dementia inclusive creative supports, online and in person.
- ✓ Provision of IADT premises and grounds for age-friendly academic, social, cultural and recreational activities.



Rathfarnham Ukulele Group in Marlay Park



dlr yoga by the sea

2.1.5

Continue to develop and provide accessible age-friendly **physical and well-being activities** for all.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--|--|------------|---|
| dlrcc Leisure, DLR Sports Partnership, Southside Partnership DLR & Age & Opportunity | dlr Healthy County, dlrcc Community & Cultural Development Department, Healthy Ireland, dlr PPN, Dance providers, age-friendly and social inclusion groups in dlr. | 2022-2026 | Sport Ireland, Dormant Accounts, Healthy Ireland, Active Cities funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increase in accessible age-friendly opportunities for exercise and well-being activities provided across dlr, supporting good health, social interaction and enhanced well-being.
- ✓ Continued support for dance programmes for older people in dlr.



Objective 2.2

Ensure equitable delivery of literacy and digital skills to older people, particularly those at risk of exclusion.

2.2.1

Encourage lifelong learning and skills development through provision of a wide range of accessible courses throughout the life course in person and online.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---|------------|---|
| DDLETB | dlrcc Libraries & Community, Southside Partnership DLR,UCD, IADT, dlr PPN | 2022-2026 | DDLETB, dlrcc, SICAP, Healthy Ireland & UCD |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increase in numbers of older people availing of community education training programmes provided by DDLETB.
- ✓ Increase in numbers of older people participating with defined progression routes.
- ✓ Number of age-friendly initiatives / lifelong learning taster and universally designed programmes offered by UCD Open Learning e.g. Lifelong Learning Bursaries, UCD Special Purpose Awards (Level 6) offered to mature students.
- ✓ More diverse participation in UCD Open Learning tasters offered in outreach centres.





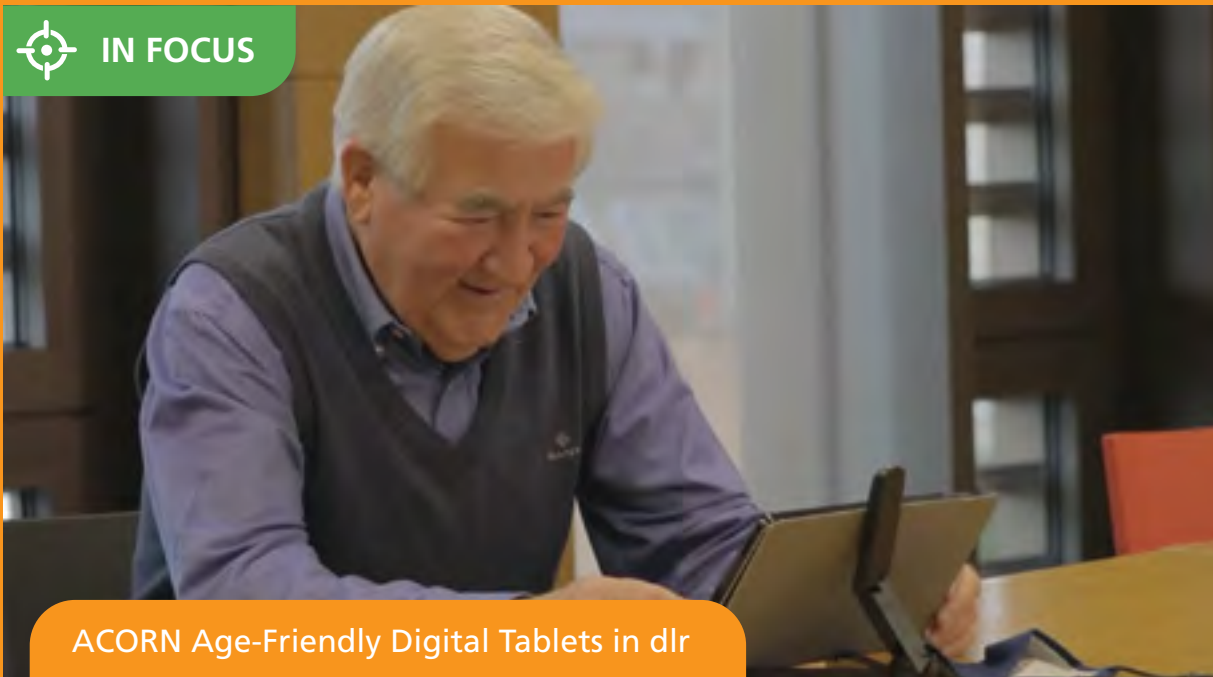
2.2.2

Provide access to digital devices, training & support to all older people in dlr, on demand.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|--|------------|---|
| ALONE | DDLETB, dlr Libraries, dlrc Community & Digital Strategy Team, Making Connections, Age Action, Generation Tech, Southside Partnership DLR, dlr PPN, Nursing Homes & Residential Care Settings & Day Care Centres | 2022-2026 | Public Service Innovation Funding, National digital inclusion funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Delivery of co-ordinated Digital Inclusion programme.
- ✓ Roll out of ALONE Hi Digital in conjunction with Vodafone and Active Retirement Ireland.
- ✓ Delivery of ALONE Digital Champion workshops.
- ✓ dlr Libraries provision of information, devices, training and supports on information and communication technologies including ACORN Tablet Lending Scheme & Tablets for associated library learning programme.
- ✓ Tovertafels / Magic Tables available in 3 public libraries.
- ✓ Additional Virtual Reality headsets and content for older users with mobility issues.
- ✓ Accessible internet services available in Library & Community settings and on a variety of devices.

**IN FOCUS****ACORN Age-Friendly Digital Tablets in dlr**

In 2020, Age-Friendly Ireland supported local authorities throughout Ireland to deliver ACORN Age-Friendly digital tablets and support to residential nursing homes and older citizens in the county. The ACORN tablet is a unique device that was co-designed in partnership with older citizens, ensuring that the product is easy to use and meets the needs of those with limited digital skills.

Through the dlr Age-Friendly Alliance, devices were distributed to Nursing Homes along with relevant training and support. This initiative allowed older people experiencing social isolation due to public health lockdown measures, to connect with family, friends and services safely from their homes.

In 2021 dlr Libraries extended the reach of the devices by making ACORN devices available on loan from branch libraries across dlr and in all Nursing Homes across dlr.

Objective 2.3

Promote an inclusive society, where non-discrimination and respect for diversity are core values, enabling equal opportunity for older people to contribute, to interact and to participate.

2.3.1

Promote **equality, prevent discrimination, and protect the human rights** of service users and dlr employees, in line with the Public Sector Equality & Human Rights Duty.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|-------------------------------------|--|------------|---------------------------------|
| dlrcc Corporate Affairs Department. | dlrcc Staff, dlrcc Community Section, dlr LCDC, dlr Network of Community Facilities, dlr OPC, dlr Community Employment Scheme, dlr Integration Forum | 2022-2026. | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increase training provided to dlr staff and affiliated committees and groups.
- ✓ Improved public service provision with awareness amongst dlrcc staff and affiliated groups of social inclusion, non-discrimination and safeguarding of older people, intercultural awareness and the needs of older members of the Traveller community, people with disabilities, migrants, LGBTI+, religious minorities & marginalised older people in dlr.
- ✓ Promotion of targeted inclusion programmes for older people identified under the Public Sector Equality & Human Rights Duty.
- ✓ dlrcc Housing Dept. Plain English Champions.



2.3.2

Expand the work underway in **supporting marginalised older people** and older people's groups in dlr.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---|------------|---------------------------------|
| dlrcc Community & Cultural Development Department, Southside Travellers Action Group, dlr Integration Forum, Making Connections, LGBT Ireland, DLR Sports Partnership | Older individuals and older people's groups, dlr Older People's Council | 2022-2026 | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Collaborative community supports and initiatives as well as arts, culture, health & well-being projects delivered to support older travellers, people with disabilities, migrants, LGBTI+, religious minorities & marginalised older people.
- ✓ Support provided with projects in digital inclusion, community integration and inclusion and with events such as Traveller Pride Festival, Festival of Inclusion, Africa Day, India Day, PRIDE, Bealtaine etc.



dlr Africa Day 2022



2.3.3

Improve the job readiness of older people facing barriers to employment.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|------------------------------|---|------------|---|
| Southside Partnership DLR | dlr Community Employment Scheme (CES), DDLETB | 2022-2026 | SICAP, Healthy Ireland, HSE & Department of Social Protection funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Collaborative supports and initiatives delivered to highlight the value to employers of recruiting mature employees, 55 years+.
- ✓ No's of 55 years+ on TÚS and dlr CES Work Placements.
- ✓ Annual no's of 55+, moving from unemployment to self-employment.
- ✓ Increased capacity in the dlr CES for the participation of people aged 60+.

2.3.4

Continue to **grow and develop the Age-Friendly Business Recognition Programme** in retail businesses across dlr.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|--|------------|---------------------------------|
| dlrcc Economic Development Department & Local Enterprise Office | Businesses across dlr, dlrcc Community Section, dlr Chamber & Age-Friendly Ireland | 2022-2026 | dlrcc, Age-Friendly Ireland |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Number of businesses accredited for providing high quality Age-Friendly Services across dlr.
- ✓ Fact sheet developed & workshops provided highlighting the opportunities for Age-Friendly business in dlr.
- ✓ Businesses recognised via bespoke award system for providing high quality Age-Friendly Services across dlr.
- ✓ Designated Age-Friendly Shopping Centres & villages across the county.



IN FOCUS



dlr Age-Friendly Business Recognition Programme

A number of businesses in Dundrum Town Centre, Nutgrove Shopping Centre and Dún Laoghaire Town received certification in 2020 as being Age-Friendly businesses under a programme that was delivered by Age-Friendly Ireland, the Economic Development Department and Age-Friendly Programme of Dún Laoghaire-Rathdown County Council, in conjunction with Dún Laoghaire-Rathdown Chamber.

The Age-Friendly Business Recognition Programme encourages retailers and service providers to think about what low or no-cost changes they can make to help improve their older customers' experience. Some of the changes that successfully accredited businesses have made include providing a rest chair, ensuring all signage is easy to read and in large print and making sure to give each customer as much time as they need when shopping or using the business service.

Age-Friendly accredited businesses are awarded a Certificate of Recognition, along with a window sticker for display to inform and attract customers to their business.

The Age-Friendly Business Recognition Programme will be extended across the county with training provided and local businesses are encouraged to take part and promote Age-Friendly business across Dún Laoghaire-Rathdown.



2.3.5

Encourage product and service opportunities for an ageing society for delivery by existing businesses / new ventures in dlr.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|-------------------------------|---|------------|---------------------------------|
| dlrcc Local Enterprise Office | Businesses across dlr, Enterprise Ireland | 2022-2026 | Enterprise Ireland |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Development of products and services aimed at older people.

2.3.6

Recognise the **multiplicity of heritages and perspectives** in dlr.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|-----------------------|-----------------------------------|------------|--|
| dlrcc Heritage Office | dlr Age-Friendly Alliance Members | 2022-2023 | Decade of Centenaries / Heritage Council of Ireland, The Community Monument Fund |

Key Performance Indicators - How will we know it has been achieved?

- ✓ 150 interviews archived, exhibited, published and opportunities for listening to interviews in libraries.
- ✓ No's of heritage participatory initiatives (e.g., skills sharing, life-long learning opportunities, community-led inventories, "friends of" schemes etc.
- ✓ Heritage Hubs as points of contact in at least 2 Community Centres.
- ✓ No. of inclusive events, such as 'Spring into Heritage, Summer Heritage Programme etc.



2.3.7

Support age-friendly objectives through **creative initiatives** with dlr partner European cities.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|----------------|--|------------|---------------------------------|
| dlrcc Tourism. | dlrcc Economic Development Department. | 2022-2026 | EU funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ dlr Twinning Project delivered with partner European cities.
- ✓ Age-Friendly creative initiatives delivered between dlr and partner European cities.

2.3.8

Ensure that **older people can access information on civic engagement opportunities** in dlr across various communication platforms and in a variety of languages, with priority given to marginalised older people's groups.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|--|------------|---------------------------------|
| dlrcc Communications, Corporate Affairs, Community & dlr PPN. | Southside Partnership DLR, dlr Integration Forum, Southside Travellers Action Group, dlrcc Disability Consultation Group, Making Connections, ALONE, dlr OPC | 2022-2026 | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increase in information available on opportunities for civic engagement, voting and access to decision making in dlr.
- ✓ Increased access to literacy and digital skills.
- ✓ Renewed focus on participation and inclusion in decision and policy making of older members of the Traveller community, migrants, LGBTI+ community, people with disabilities, nursing and residential care home residents, religious minorities and marginalised older people in dlr.





2.3.9

Promote the Dún Laoghaire-Rathdown Volunteer Centre as a way of engaging with older volunteers.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---------------------------|------------|---------------------------------|
| Dún Laoghaire-Rathdown Volunteer Centre | dlr PPN | Ongoing | |

Key Performance Indicators - How will we know it has been achieved?

- ✓ 15% of new volunteers signing up are 50+.
- ✓ dlr Community Volunteers programme promoted as a flexible way of volunteering, open to all.

2.3.10

Providing **volunteer opportunities for younger and older people** in dlr to contribute, connect and engage.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------------|---------------------------|------------|---------------------------------|
| Making Connections. | Volunteer Ireland | Ongoing | Subject to sustainable funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increase number of volunteer hours.
- ✓ Quality training and volunteer management.
- ✓ Broad range of roles provided.
- ✓ Diverse range of volunteers recruited (age, gender, interests, skills).
- ✓ High volunteer satisfaction rate.



Objective 2.4

Ensure that policing, security and safety needs of older people are being met so that they may remain active in their local areas.

2.4.1

Deliver a **timely and effective proactive response** by An Garda Síochána for older people.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------------|---------------------------|------------|---------------------------------|
| An Garda Síochána. | | Ongoing | An Garda Síochána |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Garda Síochána Older People Strategy updated and implemented at local level.
- ✓ Senior Text Alert implemented.
- ✓ Strong Community Garda presence in local areas in line with the new Community Policing Framework.

2.4.2

Implement initiatives to **lessen the fear of crime** amongst older people.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------------|---------------------------|------------|---------------------------------|
| An Garda Síochána. | dlrcc Community Section | Ongoing | An Garda Síochána |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Welfare checks of older persons, who are the victims of crimes.
- ✓ Effective communication links maintained between Gardaí and older people via Local Policing Fora.
- ✓ Crime Prevention Advice for older people in place at local level.





2.4.3

Continue **high visibility targeted area patrolling** in vehicles and on foot in neighbourhoods with high density or footfall of older people.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------------|---------------------------|------------|---------------------------------|
| An Garda Síochána. | GOPA | Ongoing | An Garda Síochána |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Areas identified for targeted patrolling through Community Engagement.

2.4.4

Promote **an awareness amongst younger people of older persons** in the community.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------------|---|------------|---------------------------------|
| An Garda Síochána. | dlrcc Community & Cultural Development Department | Ongoing | An Garda Síochána |

Key Performance Indicators - How will we know it has been achieved?

- ✓ 'Safer Roads for Older People', especially in areas of high usage of scooters and bicycles, promoted through the Garda Transition Year Programme and the Schools Programme.
- ✓ Young drivers more aware of older persons on the road and as pedestrians.



Shared Services

Strategic Priority 3

Ensuring that older people experience good health and well-being through access to high-quality health and community services.

Objective 3.1

Provide and promote a comprehensive and integrated range of affordable, accessible, and high-quality community health services to older and more vulnerable people in their own localities.

3.1.1

Introduce **integrated care teams** at selected hospitals from where service users can be referred to the services they require.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---|------------|---------------------------------|
| HSE | Acute hospitals, Hospital consultants, Emergency Departments, Emergency Department in the Home Scheme (EDITH) | 2022 | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Referrals received by Integrated care teams from acute hospital sector.

3.1.2

Support the development and facilitation of **Integrated Care Programmes** for Older Persons living in Dún Laoghaire-Rathdown.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---------------------------|------------|---------------------------------|
| HSE | | 2022 | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Services provided in Clonskeagh Hospital, Civic Centre, Bray and Glenside Road, Wicklow.



3.1.3

Appoint Community Consultant Physician in Medicine for Older Persons, to Integrated care teams.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|----------------------------------|------------|---------------------------------|
| HSE | Hospital Recruitment Departments | 2022 | |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Community Consultant Physician in Medicine for Older Persons in post in each of the 3 hospitals: St. Vincent's University Hospital, St. Michael's Hospital & St. Columcille's Hospital.

3.1.4

Enhance Meals on Wheels provisions and ease of access through improved partnerships between the HSE, social enterprise agencies and charities.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|--|------------|---------------------------------|
| HSE | Charities, Current Service Providers e.g., Shankill Meals on Wheels, Blackrock & Dún Laoghaire Senior Citizens Associations, Dalkey Meals on Wheels etc. | 2023-2024 | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ 20% increase in number of Meals available per week across Networks 3-6 (HSE Networks within Dún Laoghaire).
- ✓ Increased capacity of Meals on Wheels scheme in dlr and social enterprise operational models explored.

3.1.5

Continue to support 'step down' care by providing beds and care services to service users awaiting home support care packages.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---|------------|---------------------------------|
| HSE | Mount Carmel Hospital & Belmont in Stillorgan | Ongoing | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Beds and care services such as physio, occupational therapy, rehabilitation etc. provided in centres.

3.1.6

Improve access to day care centres across the area.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|-----------------------------------|------------|---------------------------------|
| HSE | dlr Age-Friendly Alliance members | 2022-2026 | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increased number of sites available to provide day care services to meet current demand.
- ✓ Increased co-operation with dlr Age-Friendly Alliance members in promoting day care services in dlr.

3.1.7

Re-establish the Dementia Respite Service and continue to support current Dementia Services in the Dún Laoghaire-Rathdown area.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---|------------|---------------------------------|
| HSE | Clonskeagh Hospital, St. Joseph's Shankill and the Alzheimer's Society of Ireland | 2022 | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Number of clients availing of Dementia specific respite beds.



3.1.8

Improve the delivery of information and conduct an awareness campaign aimed at older people, their families & HSE partners (voluntary & private) around services and supports provided.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---|------------|---------------------------------|
| HSE | HSE Voluntary & Private Home Care & Support Partners; dlr Age-Friendly Alliance members | Ongoing | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Collaboration with other dlr Age-Friendly Alliance members to produce the Age-Friendly Directory and Magazine.
- ✓ Information re HSE Home Care Support Packages accessible.

3.1.9

Ensure Living Well with Dementia continues to support and empower older people with dementia and their families in dlr.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------------------|---|------------|---------------------------------|
| Southside Partnership DLR | dlrcc Community and Cultural Development department, HSE, Alzheimer's Society of Ireland, Making Connections, ALONE, HSE Memory Harbour | Ongoing | HSE |

Key Performance Indicators - How will we know it has been achieved?

- ✓ No's availing of Living Well with Dementia services.
- ✓ No. of social, cultural & physical activities provided for older people with dementia, their families and carers.
- ✓ No's of organisations providing dementia-friendly / inclusive services.



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Living Well with Dementia Programme (LWwD)

The HSE Community Healthcare East LWwD programme is a European award-winning initiative providing person-centred care and support for people concerned about their memory, those diagnosed with dementia, their families and carers. The guiding principle of the programme is to 'See the person, Not their Dementia'. The programme is hosted by Southside Partnership DLR, Blackrock and aims to raise awareness about dementia, reduce stigma, promote early diagnosis, and provide support for people living with dementia in dlr.

Person-centred care is the core belief of the LWwD team. Our vision is of a community that respects, supports and empowers people with dementia; a community in which people with dementia are socially and culturally valued and a community where people with dementia actively participate in a safe environment. LWwD run several activity groups that are particularly welcoming to people with dementia, their families and carers including the Sweet Memories Choir, Art, Dance, Exercise, Bridge and direct support in the form of carers information evenings is also provided.



Objective 3.2

Encourage independent living through offering a series of innovative supports and solutions.

3.2.1

Provide **personalised, quality-assured services** enabling people to age positively at home.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------------------------------|--|-------------|---|
| HSE, ALONE, Southside Partnership DLR | Making Connections, Age-Friendly Ireland, dlrc Community & Cultural Development Department | 2022 - 2026 | HSE, ALONE, Making Connections, Southside Partnership DLR, dlrc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Network of ALONE Service Hubs strengthened.
- ✓ No's of users of ALONE B Connect App, B well App, B Friend App, B Home App.
- ✓ HSE funded practical supports, personalised plans and social prescribing services provided.
- ✓ No's of older people receiving support to exercise, support on hospital discharge and provided with information.
- ✓ No's of people availing of dlr Libraries Book Drop Service with a variety of delivery models as part of outreach services.
- ✓ Delivery of Assistive Technology promoted.



3.2.2

Provide community-based programmes and projects addressing **physical and mental health and well-being**.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---------------------------------------|-------------|--|
| Southside Partnership DLR, DLR Sports Partnership, dlr Leisure & Healthy Ireland Programme | Age Action Ireland, Age & Opportunity | 2022 – 2026 | Continuation of SICAP, Healthy Ireland, HSE & dlrc funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Number or scope of community-based programmes and projects provided to address older people's needs increased and maintained.
- ✓ Increased numbers availing of HSE Living Well Programme & Tool Kit, Healthy Food Made Easy & dlrc physical and mental health & well-being initiatives.
- ✓ No's of older people engaging recorded.

3.2.3

Continue the development of **Age-Friendly community & social inclusion groups** operating to a high standard in dlr.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---|-------------|---|
| dlrc Community & Cultural Development Department. | dlr PPN, Southside Partnership DLR & Community & Social Inclusion organisations and groups countywide | 2022 – 2026 | dlrc Grants Schemes, Dept. of Rural & Community Development funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Support, funding and training provided to Community, Age-Friendly & Social Inclusion groups, clubs, sheds, associations and organisations across dlr.



3.2.4

Support Age-Friendly projects and initiatives as part of the dlrc Creative Ireland Programme, on an annual basis.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|-------------------|--|-------------|---------------------------------|
| dlrc Culture team | dlrc Community & Cultural Development Department & dlrc Climate Action Officer | 2022 – 2026 | Creative Ireland |

Key Performance Indicators - How will we know it has been achieved?

- ✓ No's of arts and cultural events and programmes targeting older people annually.
- ✓ Library App, e-bulletins, posters, flyers, social media channels, websites and email.
- ✓ dlrc service details provided in hard and soft copy.



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Stirring Memories – Stories of Yesterday

'Stirring Memories - Stories of Yesterday', is a collaborative Dún Laoghaire-Rathdown well-being arts initiative and social oral history exhibition with participation by Day Care Centre members, dlrc Libraries, Age-Friendly Programme, storyteller and singer Helena Byrne & local musicians, funded by Creative Ireland.

Participants from 5 Day Centres took part in the project and 80+ older people contributed to the well-being, arts and oral history project. Almost 60 participants met with Helena Byrne while 30 written stories and accounts were submitted to the project.

The resulting audio-visual and online exhibition was launched in February 2022 in the Lexlcon Library, Dún Laoghaire, receiving much national and local attention and to be followed by a tour of Libraries, Day Care Centres, Nursing Homes and Community facilities across dlrc.



3.2.5

Support organisations across the county with knowledge sharing and training in the provision of supports to older people and with volunteering.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---|------------|---------------------------------|
| ALONE, dlrc Community & Cultural Development Department, dlr Age-Friendly Alliance & AFI | ALONES' Community Impact Network, Older People's Community & Voluntary groups countywide, Network of Community Facilities, dlr PPN & dlr Volunteer Centre | Ongoing | ALONE, dlrc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ ALONE Co-ordinator Training provided.
- ✓ Core Volunteer Befriending Training delivered.
- ✓ Peer-to-peer shared learning opportunities in person and online by ALONE to ensure rural access.
- ✓ Support and Case Management training delivered.
- ✓ Pilot mentoring and upskilling programme established supporting intergenerational knowledge transfer and skills sharing in Community Groups and Voluntary Boards of Management and to attract further volunteers.



Working Together

Strategic Priority 4

Building on our capacity to work in partnership to support inclusive, sustainable and environmental conditions for people as they grow older in dlr.



Objective 4.1

Based on the positive learnings from our Covid-19 experience, enhance the operational and governance arrangements of the dlr Age-Friendly Alliance to sustain collaborative ways of working.

4.1.1

Support the continued delivery of the Age-Friendly Ireland (AFI) **national programme** at a local level.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|--|------------|---|
| AFI, dlrc Community & Cultural Development Department | dlrcc and dlr Age-Friendly Alliance members. | 2022-2026 | dlrcc Grants Schemes, Dept of Rural & Community Development funding |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Staff identified for the roles of Age-Friendly Programme Manager and Age-Friendly Housing Technical Advisor and roll out of initiatives such as Age-Friendly Healthy Homes, Age-Friendly Ambassador, Age-Friendly Digital Ambassadors, Assistive Technology Programmes etc.
- ✓ Attendance of AFI representative at dlr Age-Friendly Alliance meetings.
- ✓ Dispersal of AFI newsletter & information.
- ✓ Participation in AFI initiatives, campaigns and events and sharing of best practice.



4.1.2

Establish thematic subgroups to deliver on strategic plan and its implementation.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---------------------------|---------------------------|------------|---|
| dlr Age-Friendly Alliance | | Ongoing | dlrcc & dlr Age-Friendly Alliance members |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Effective governance structures in place.

4.1.3

Monitor implementation & review of the dlr Age-Friendly Strategy 2022-2026

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---|------------|--|
| dlrcc Community Section & dlr Age-Friendly Alliance | dlrcc Interdepartmental Age-Friendly Working Group. | 2022-2026 | Subject to project funding proposals for local authority and national funding being in place |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Regular reporting, monitoring & evaluation of the dlr Age-Friendly Strategy 2022-2026.
- ✓ dlrcc Interdepartmental Age-Friendly Working Group with administration support provided by dlrcc Age-Friendly Programme.
- ✓ A flexible, coherent and convergent response to diverse policy influences achieved.

4.1.4

Engage with statutory and non-statutory agencies to assess the needs and expectations of older people and improve partnerships in common geographic areas.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|-------------------|--|------------|---------------------------------|
| An Garda Síochána | dlrcc, GOPA, dlr OPC, Community and voluntary organisations, dlr Age-Friendly Alliance | 2022-2026 | |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Cross-agency safety and security working group initiated by dlr Age-Friendly Alliance.
- ✓ Garda input to dlr Age-Friendly Magazine and Directory.
- ✓ Awareness of the support available to victims such as the Garda Victims Service Office and numbers availing of it.
- ✓ Benefits of personal safety alarms and monitoring service promoted.
- ✓ dlrcc High Security Locks Scheme delivered.



dlrcc High Security Locks Scheme



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Ronnie Delany, dlr Age-Friendly Ambassador

As part of the Age-Friendly Ireland national programme, each local authority area is invited to appoint an Age-Friendly Ambassador - an honorary role, carried out by a local high-profile person representing the Age-Friendly Programme on behalf of older people in their city/county.

Dún Laoghaire-Rathdown County Council and Age-Friendly Ireland are delighted that Ronnie Delany, Ireland's 1500m Olympic gold medallist from the 1956 Melbourne summer games and Dún Laoghaire-Rathdown resident, agreed to take on the role of Age-Friendly Ambassador for dlr in 2022.

Ronnie Delany is very well placed to be an advocate and an inspiration for the older population of dlr. His vast experience, his inspiring sporting, professional and volunteering career as well as his passion and professionalism are qualities that add greatly to the dlr Age-Friendly programme and vision for Dún Laoghaire-Rathdown as an Age-Friendly county.

Objective 4.2

Continue to jointly champion and advocate for improved policies and conditions for older people in dlr, the region and nationally.

4.2.1

Strengthen the voice of the dlr Older People’s Council (OPC) to identify, inform and influence matters of concern for older people.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|---|------------|---------------------------------|
| dlr OPC | dlrcc Community Section, dlr Age-Friendly Alliance, dlrcc Community Employment Scheme | Ongoing | dlrcc |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Increased geographical representation & marginalised older people represented on dlr OPC.
- ✓ Increased membership of older people’s groups, clubs, sheds, associations and organisations with dlr OPC.
- ✓ Improved governance, and increased capacity building and awareness raising training received and provided by dlr OPC & membership groups.





Objective 4.3

Enhance the effectiveness of the dlr Age-Friendly Alliance by working collaboratively to refine and promote its communications and messaging.

4.3.1

Collaborate with all dlr Age-Friendly Alliance members to **improve the delivery of information** to inform and engage older people in the community.

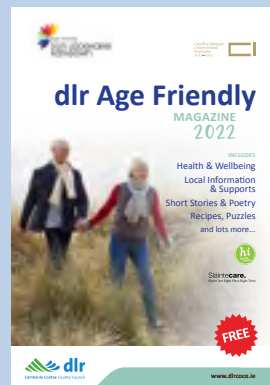
| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|--------------|-----------------------------------|------------|---------------------------------|
| dlrcc | dlr Age-Friendly Alliance members | 2022-2026 | Jointly funded |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Co-ordinated production of dlr Age-Friendly information magazines, directories and leaflets in hard and soft copy formats in plain English. Production of information videos.
- ✓ Delivery of pilot awareness raising programme about local and dlr support services and activities available to people living in designated County Council older persons accommodation.



IN FOCUS



dlr Age-Friendly Magazines

dlrcc Community Department produced Age-Friendly magazines for winter 2020 and winter 2021, funded by Creative Ireland, Healthy Ireland and Sláintecare. The magazines were developed, in conjunction with the Council's partners in the dlr Age-Friendly Alliance, as a source of information and entertainment for the County's older population during the winter months. They contained local information and supports, health and well-being information, activities and puzzles as well as short stories, poetry and recipes furnished by members of the public.



4.3.2

Deliver largescale Age-Friendly **event in dlr to showcase and celebrate age-friendly services and supports** available in the county.

| Lead Partner | Delivery Support Partners | Timescale: | Identify funding opportunities: |
|---|---|------------|--|
| dlrcc Community Section & dlr Age-Friendly Alliance members | Event venue, dlrcc Events Team, dlr Age-Friendly organisations and groups | 2023, 2025 | dlrcc & collaborative funding from dlr Age-Friendly Alliance members |

Key Performance Indicators - How will we know it has been achieved?

- ✓ Biennial event dedicated to showcasing and celebrating age-friendly services and supports available in dlr.

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dlr Age Well Expo, 2019

In June 2019, the County Council in association with the dlr Age-Friendly Alliance held the dlr Age Well Expo in the Pavilion at Leopardstown Racecourse. The event celebrated and showcased services and supports available to older people in Dún Laoghaire-Rathdown and featured appearances from legendary rally driver Rosemary Smith and author, poet and TV presenter Christy Kenneally as well as dance workshops, cookery demonstrations and 47 information stalls.

The Expo also provided an opportunity to connect, engage and hear about topics of interest, particularly around the subjects of participation, health and security which were identified in the Dún Laoghaire-Rathdown Age-Friendly Strategy 2016-2020.

The event was attended by approximately 2,000 people.



Monitoring and Review

Dún Laoghaire-Rathdown County Council in its co-ordinating role, together with the Chairperson and members of the dlr Age-Friendly Alliance will ensure that the dlr Age-Friendly Strategy will be monitored and evaluated in several ways. The dlr Age-Friendly Alliance will jointly oversee the implementation of this strategy via its established governance structures. The Alliance will work closely with dlrc, dlr Older People's Council and Age-Friendly Ireland to ensure that agreed actions are implemented with due regard for the availability of resources.

We will assess our progress against the dlr Age-Friendly Alliance aims and objectives; whether we are demonstrating progress towards the strategy's mission; whether activities are being implemented as planned; whether the strategy is meeting the needs of its beneficiaries; whether we are using our resources efficiently and to the greatest effect; the extent to which we can demonstrate its impact against the agreed service performance indicators with our Council departments and key stakeholders.

Internally, we will measure and evaluate the effectiveness of the strategy's progress against the requirements of our corporate goals and objectives. Progress will be monitored regularly by the dlrc Age-Friendly team, who will report to the dlr Age-Friendly Alliance and the Community, Culture and Wellbeing Strategic Policy Committee.

The implementation plan will also enable us concentrate on any new risks, opportunities or challenges which must be mitigated and addressed. Regular reports will be made to the dlr Age-Friendly Alliance to reflect the status and progress of the strategy and the work of the Alliance.



Appendix I

Dún Laoghaire-Rathdown Age-Friendly Strategy
2022-2026, Public Consultation Report

Dún Laoghaire-Rathdown Age-Friendly Strategy 2022-2026 Public Consultation Report

The consultation ran from 06/11/2020 to 09/02/2021

Responses to this survey: 621

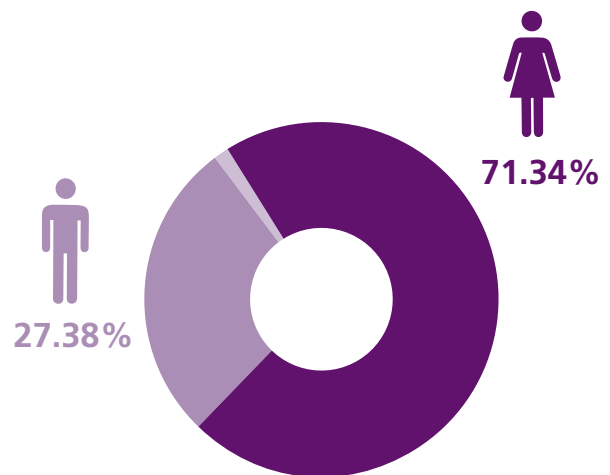


1. Participant Profile

a) What gender are you?

There were 621 responses to this question

| Option | Total | Percent |
|----------------|-------|---------|
| Female | 443 | 71.34% |
| Male | 170 | 27.38% |
| Rather not say | 8 | 1.29% |



b) Which age group do you belong to?

There were 621 responses to this question

| Option | Total | Percent |
|----------------|-------|---------|
| Under 55 | 46 | 7.41% |
| 55 – 60 | 74 | 11.92% |
| 61 – 69 | 223 | 35.91% |
| 70–79 | 229 | 36.88% |
| 80 – 90 | 41 | 6.60% |
| Over 90 | 5 | 0.81% |
| Rather not say | 3 | 0.48% |



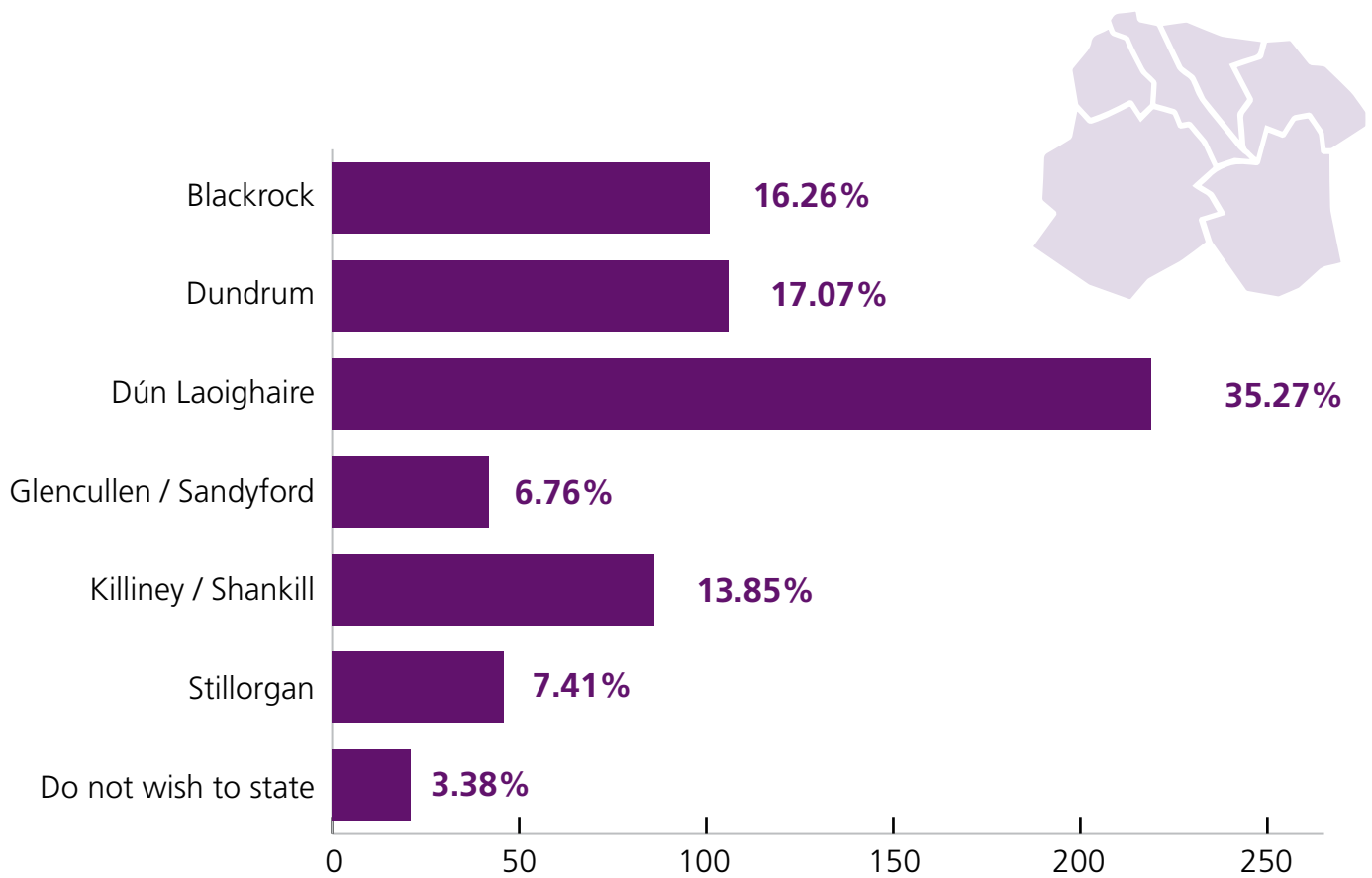
c) Do you currently live?

There were 621 responses to this question

| Option | Total | Percent |
|--------------------------------------|-------|---------|
| With Spouse / Partner/ family member | 437 | 70.37% |
| Alone | 177 | 28.50% |
| Rather not say | 6 | 0.97% |
| Other | 1 | 0.16% |
| In a Nursing Home | 0 | 0.00% |

d) Which Dún Laoghaire-Rathdown Electoral Area do you currently live in?

There were 621 responses to this question





2. Social Participation

a) Do you take part in any of the below activities in your area?

There were 613 responses to this question, 8 respondents did not answer this question. There were 995 options selected in total – Multiple Choice

| Option | Total | Percent |
|-------------------|-------|---------|
| Social | 278 | 27.94% |
| Community | 207 | 20.80% |
| Voluntary | 193 | 19.40% |
| None of the above | 159 | 15.98% |
| Church | 158 | 15.88% |

b) Are you a leader in your community?

There were 610 responses to this question, 11 respondents did not answer this question.

| Option | Total | Percent |
|----------------|-------|---------|
| Yes | 92 | 15.08% |
| No | 492 | 80.66% |
| Rather not say | 26 | 4.26% |



c) If you don't already, would you be interested in participating in any of the groups below?

There were 577 responses to this question, 44 respondents did not answer this question

There were 2383 options selected in total – Multiple Choice

| Option | Total | Percent |
|---|-------|---------|
| Active Retirement group | 215 | 9.02% |
| Arts / Culture / Languages | 236 | 9.90% |
| Bridge Club | 94 | 3.94% |
| Church / Religious group | 53 | 2.22% |
| Day Care Centre | 27 | 1.13% |
| Environmental activities / awareness | 185 | 7.76% |
| Gardening / Outdoor activities | 226 | 9.48% |
| Heritage / Local History | 204 | 8.56% |
| Leisure / Sports (swimming, golf, bowling etc.) | 258 | 10.83% |
| Libraries / Book Club | 232 | 9.74% |
| Men's Shed / Men's group | 51 | 2.14% |
| Music / Dance Classes | 16 | 0.67% |
| Rotary / Lions Club | 36 | 1.51% |
| Support / Counselling group | 56 | 2.35% |
| Travel group | 151 | 6.34% |
| Volunteering / local development | 172 | 7.22% |
| Women's group | 128 | 5.37% |
| None of the above | 29 | 1.22% |
| Other clubs / groups | 14 | 0.59% |



d) What would be the main reasons for you not to be able / not interested in joining a group / activity in your area? (Please select all that apply)

There were 510 responses to this question, 111 respondents did not answer this question. There were 600 options selected in total – multiple choice.

| Option | Total | Percent |
|--------------------------------------|-------|---------|
| This question does not apply to me | 302 | 50.33% |
| Don't have time | 80 | 13.33% |
| Don't know anyone | 59 | 9.83% |
| Anxious / afraid to join a new group | 43 | 7.17% |
| Can't afford to join | 33 | 5.50% |
| Caring responsibilities | 30 | 5.00% |
| Unable due to health reasons | 22 | 3.67% |
| Other reasons | 19 | 3.17% |
| Don't like to socialise | 6 | 1.00% |
| No Transport | 6 | 1.00% |

e) Are you aware of any of the following supports / services / events for older people supported by Dún Laoghaire-Rathdown County Council?

There were 599 responses to this question, 22 respondents did not answer this question

There were 1383 options selected in total – multiple choice

| Option | Total | Percent |
|---|-------|---------|
| Heritage events | 227 | 16.41% |
| Libraries / Arts Programmes for older people | 224 | 16.20% |
| Bealtaine Festival | 204 | 14.75% |
| None of the above | 184 | 13.30% |
| dlr Directory of Services & Activities for Older People | 122 | 8.82% |
| dlr Festival of Inclusion | 98 | 7.09% |



| Option | Total | Percent |
|--|-------|---------|
| Senior Alert Scheme | 89 | 6.44% |
| DLR Sports Partnership activities | 74 | 5.35% |
| dlr Age-Friendly Alliance | 69 | 4.99% |
| Garda Older Persons Association (GOPA) | 50 | 3.62% |
| dlr Older Peoples Council (dlr OPC) | 42 | 3.04% |



3. Communication

a) Are you kept up to date about what's happening in your area?

There were 602 responses to this question, 19 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 316 | 52.49% |
| No | 286 | 47.51% |

b) If you needed to find out information related to ageing (either for yourself or a family member), please select 3 options from the list below of the sources of information that you would most likely use:

There were 615 responses to this question, 6 respondents did not answer this question

There were 2100 options selected in total – Multiple Choice

| Option | Total | Percent |
|---|-------|---------|
| Internet | 395 | 18.81% |
| Family / Friends | 257 | 12.24% |
| Library | 174 | 8.29% |
| Healthcare Providers (Health Centre, GP's, Hospital etc.) | 161 | 7.67% |
| Dún Laoghaire-Rathdown County Council | 144 | 6.86% |
| Local newspapers & magazines | 143 | 6.81% |
| DLR Times | 129 | 6.14% |
| Active Retirement groups | 112 | 5.33% |
| National newspapers & magazines | 110 | 5.24% |
| National Radio | 103 | 4.90% |
| Social Media | 98 | 4.67% |
| Church / Religious groups | 63 | 3.00% |
| TV | 60 | 2.86% |



| Option | Total | Percent |
|--|-------|---------|
| Age-Friendly Ireland | 50 | 2.38% |
| An Garda Síochána, Community Policing Unit | 39 | 1.86% |
| Local Radio | 27 | 1.29% |
| Community Groups / Associations | 11 | 0.52% |
| Citizens Information | 10 | 0.48% |
| None of the above | 8 | 0.38% |
| Other | 6 | 0.29% |



4. Access to Outdoor Spaces and Public Buildings



a) How would you rate the opportunities to access outdoor spaces and public buildings in Dún Laoghaire-Rathdown?

There were 615 responses to this question, 6 respondents did not answer this question

| Option | Total | Percent |
|-----------|-------|---------|
| Excellent | 128 | 20.81% |
| Very Good | 268 | 43.58% |
| Good | 148 | 24.07% |
| Fair | 57 | 9.27% |
| Poor | 14 | 2.28% |



b) What actions could Dún Laoghaire-Rathdown County Council take in order to improve the opportunities for older people to enjoy our public spaces?

There were 465 responses to this part of the question, 156 respondents did not answer this question.

There were 697 Actions/Themes mentioned in total – free text question

| Option | Total | Percent |
|---|-------|---------|
| Public Seating <i>(includes: more public seating, more sheltered seating)</i> | 112 | 16.07% |
| Parking <i>(includes: more car parking, more dedicated Age-Friendly parking, cheaper parking)</i> | 92 | 13.2% |
| Facilities / Amenities Management <i>(includes: improve facilities, more bins, park improvements, wheelchair access, dog areas, outdoor cleaning, designated times for elderly, water fountains, handrails, removal of graffiti, drop-off parking, safer exits from parks)</i> | 78 | 11.19% |
| Communications <i>(includes: more advertising, more information, better signage)</i> | 75 | 10.76% |
| Cycling <i>(includes: restricting cyclist infrastructure (negative), improving cyclist infrastructure (positive), encouraging cyclists to use a bell)</i> | 69 | 9.9% |
| Other reasons <i>(includes: enforcing rules, policing/safety, more volunteers, less disruptive public events e.g. concerts, being treated with respect, access to Balally shopping centre, pedestrianisation of areas, golf course, housing, safely crossing the road)</i> | 64 | 9.18% |
| Public Toilets | 58 | 8.32% |
| Footpaths | 53 | 7.6% |
| Organised Activities | 37 | 5.3% |
| Public Transport | 33 | 4.73% |
| Don't Know | 26 | 3.73% |



5. Transport and Mobility

a) Do you think that it is easy for older people to get around the Dún-Laoghaire Rathdown area?

There were 602 responses to this part of the question, 19 respondents did not answer this question.

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 341 | 56.64% |
| No | 261 | 43.36% |



b) How would you rate your access to public transport in your area?

There were 612 responses to this part of the question, 9 respondents did not answer this question

| Option | Total | Percent |
|-----------|-------|---------|
| Excellent | 110 | 17.97% |
| Very Good | 174 | 28.43% |
| Good | 179 | 29.25% |
| Fair | 109 | 17.81% |
| Poor | 40 | 6.54% |



c) What (if anything) would help to improve your access to public areas and services in Dún Laoghaire-Rathdown?

There were 600 responses to this question, 21 respondents did not answer this question

There were 1453 options selected in total – Multiple Choice

| Option | Total | Percent |
|---|-------|---------|
| Improved pavements and walking routes | 415 | 28.56% |
| Designated Age Friendly Parking | 341 | 23.47% |
| Improved public transport to services in DLR | 266 | 18.31% |
| More designated parking for disabled drivers | 153 | 10.53% |
| Improved cycling routes | 115 | 7.91% |
| More free bicycles / tricycles available for the public | 94 | 6.47% |
| Other | 41 | 2.82% |
| None of the above | 17 | 1.17% |
| Improved Public Amenities | 11 | 0.76% |



6. Housing

a) What would be the most important factors for you in considering rightsizing (moving to an appropriately sized house)?

There were 608 responses to this question, 13 respondents did not answer this question

There were 1568 options selected in total – Multiple Choice

| Option | Total | Percent |
|--|-------|---------|
| Near services / shops etc. | 338 | 21.56% |
| Same location / Neighbourhood | 334 | 21.30% |
| Near public transport | 307 | 19.58% |
| Not applicable, I do not intend on rightsizing my home | 217 | 13.84% |
| Near to community amenities | 192 | 12.24% |
| Living closer to family members | 129 | 8.23% |
| Other reasons (Please specify below) | 33 | 2.10% |
| Availability | 12 | 0.77% |
| I have already rightsized my home | 6 | 0.38% |

b) Do you feel that there is enough information available to you about rightsizing your home and the grants that are available?

There were 563 responses to this question, 58 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 88 | 15.63% |
| No | 475 | 84.37% |





7. Civic Engagement and Discrimination

a) Have you ever suffered discrimination in the county on the grounds of age?

There were 614 responses to this question, 7 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 67 | 10.91% |
| No | 547 | 89.01% |

b) Are you aware of the Irish Senior Citizens Parliament?

There were 617 responses to this question, 4 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 177 | 28.69% |
| No | 440 | 71.31% |



8. Covid-19

a) How have you been coping with the restrictions associated with the Covid 19 pandemic?

There were 617 responses to this question, 4 respondents did not answer this question

| Option | Total | Percent |
|-----------------|-------|---------|
| Very well | 152 | 24.64% |
| Well | 192 | 31.12% |
| Fairly well | 227 | 36.79% |
| Poorly | 30 | 4.86% |
| Not coping well | 16 | 2.59% |

b) What supports and services would help you to cope better with living with Covid 19?

There were 364 responses to this question. Out of 621 respondents, 257 did not answer this question.

There were 407 Supports /Themes mentioned in total – free text question

| Response Issue / Theme | Total | Percentage |
|--|-------|------------|
| None / Unsure | 81 | 19.91% |
| Improved Outdoor, Public Spaces & Amenities <i>(Designated Times for the elderly, More seating, Improved Cycling Routes, More Parking, Rearranging current parking spaces, Walking systems, Widen footpaths, Crowd Management.)</i> | 51 | 12.53% |
| Health & Social Support <i>(Loneliness and Social Support; Home Help; GP support; More interaction with Health Services; Mental Health Support; Community Support; Counselling Services)</i> | 50 | 12.28% |



| Response Issue / Theme | Total | Percentage |
|---|-------|------------|
| Other <i>(Cost of Living / Financial worries; Improved Vaccine/Testing regime; Covid restriction suggestions/concerns, Improving TV guide, Environmental worries)</i> | 41 | 10.07% |
| Easing/Enforcement of Restrictions | 39 | 9.58% |
| Communications & Information <i>(Lack of info on services available; more comms on supports & activities; better info on what's available; more info in post etc.; more positivity in news; Clearer information on restrictions)</i> | 35 | 8.59% |
| Civic, Social Inclusion & Discrimination <i>(Not Being left Behind; Attitudes & Values; Advocacy – esp. people without family support; Inclusiveness etc.)</i> | 34 | 8.36% |
| Digital Access & Technology <i>(Digital Support Training; Accessibility Internet; More online activities/supports; Funding for technology)</i> | 27 | 6.63% |
| Shopping & Delivery of Supplies <i>(Later Designated Shopping times for elderly; enforcement of mask wearing & designated hours; Free Delivery; More online delivery slots; More assistance with shopping deliveries)</i> | 28 | 6.88% |
| Social Participation <i>(Restarting of Activities/Groups; Entertainment Ideas)</i> | 12 | 2.95% |
| Libraries <i>(Reopening of Libraries; Improvements to book drop schemes; Praising of Libraries)</i> | 9 | 2.21% |



9. Business and Employment

a) How would you rate the overall “age-friendliness” of local businesses in Dún Laoghaire-Rathdown?

There were 607 responses to this question, 14 respondents did not answer this question

| Option | Total | Percent |
|-----------|-------|---------|
| Excellent | 56 | 9.23% |
| Very Good | 218 | 35.91% |
| Good | 248 | 40.86% |
| Fair | 71 | 11.70% |
| Poor | 14 | 2.31% |

b) How would you rate access to Employment Opportunities for older people in Dún Laoghaire-Rathdown?

There were 483 responses to this question, 138 respondents did not answer this question.

| Option | Total | Percent |
|-----------|-------|---------|
| Excellent | 3 | 0.06% |
| Very Good | 20 | 4.14% |
| Good | 101 | 20.92% |
| Fair | 189 | 39.15% |
| Poor | 170 | 35.22% |



10. Digital Access and Technology

a) Do you have access to the internet in your home?

There were 615 responses to this question, 6 respondents did not answer this question.

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 601 | 97.23% |
| No | 14 | 2.28% |

b) Please advise from the below list what reason (if any) you do not use technology or/and do not have access to the internet?

There were 399 responses to this question, 222 respondents did not answer this question.

There were 453 options selected in total – Multiple Choice

| Option | Total | Percent |
|--|-------|---------|
| Not applicable to me | 364 | 80.35% |
| Have a smartphone / tablet, but don't know how to use it | 28 | 6.18% |
| Don't know how to use / access it | 23 | 5.08% |
| Other | 13 | 2.87% |
| Can't afford internet access | 9 | 1.99% |
| Can't afford to buy technology | 9 | 1.99% |
| No equipment – smartphone / laptop etc | 5 | 1.10% |
| No interest in accessing / using technology | 2 | 0.44% |



c) How and where do you mostly access the internet? Please select the device(s) and location(s) where you mostly access the internet below

Option – Smartphone.

Out of 621 respondents 81 did not select this option.

There were 540 options selected in total – Multiple Choice

| Location were respondents access Internet on their Smartphone | Total | Percent |
|---|-------|---------|
| At home | 469 | 86.85% |
| Free WiFi points | 33 | 6.11% |
| Do not use | 20 | 3.70% |
| Other | 13 | 2.41% |
| Local Library | 5 | 0.93% |
| Local Community Centre | 0 | 0.00% |

Option – Tablet/Ipad

Out of 621 respondents 81 did not select this option.

There were 540 options selected in total – Multiple Choice

| Location were respondents access Internet on their Smartphone | Total | Percent |
|---|-------|---------|
| At home | 383 | 81.49% |
| Free WiFi points | 69 | 14.68% |
| Do not use | 12 | 2.55% |
| Other | 4 | 0.85% |
| Local Library | 2 | 0.43% |
| Local Community Centre | 0 | 0.00% |

*Option – Laptop/Computer**Out of 621 respondents 75 did not select this option.**There were 546 options selected in total – Multiple Choice*

| Location were respondents access Internet on their Smartphone | Total | Percent |
|---|-------|---------|
| At home | 489 | 89.56% |
| Free WiFi points | 31 | 5.68% |
| Do not use | 12 | 2.20% |
| Other | 7 | 1.28% |
| Local Library | 5 | 0.92% |
| Local Community Centre | 2 | 0.37% |

d) Would you like to take part in training on accessing the internet and using digital technology?*There were 596 responses to this question, 25 respondents did not answer this question.*

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 205 | 34.40% |
| No | 391 | 65.60% |



11. Community Support and Health Services

a) Did you feel lonely or Isolated before Covid-19 arrived?

There were 612 responses to this question, 9 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 67 | 10.95% |
| No | 545 | 89.05% |

b) What services and supports would help you when feeling lonely and isolated?

There were 254 responses to this question, 367 did not answer this question

There were 305 Supports / Themes mentioned in total – free text question

| Response Issue / Theme | Total | Percent |
|---|-------|---------|
| Social Activities & Events | 83 | 27.21% |
| Don't know / Not Applicable | 53 | 17.38 |
| Health & Home Support | 31 | 10.16% |
| Lifting Covid Restrictions | 28 | 9.18% |
| Phone line / Talk to someone | 27 | 8.85% |
| Other: | | |
| (Family & neighbours support, Shopping, Food bank, part-time job, community housing, parking, noise, financial worries) | 27 | 8.85% |
| Outdoor | 18 | 5.90% |
| Information & Communications | 14 | 4.59% |
| Digital Supports | 13 | 4.26% |
| Library Services | 11 | 3.61% |



c) Do you know who to contact should you need to avail of local health services in your area, e.g. home support, Meals on Wheels, Day Care Centres etc.

There were 601 responses to this question, 20 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 245 | 40.77% |
| No | 356 | 59.23% |

d) Are you aware of other HSE funded services in your area such as befriending or advocacy services?

There were 609 responses to this question, 12 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 95 | 15.60% |
| No | 514 | 84.40% |



12. Safety and Security

a) Do you feel safe in your own home?

There were 616 responses to this question, 5 respondents did not answer this question

| Option | Total | Percent |
|----------------|-------|---------|
| Yes | 576 | 93.51% |
| No | 35 | 5.68% |
| Not Applicable | 5 | 0.81% |

b) Are you aware of the over 65's Senior Alert Scheme in operation in DLR?

There were 612 responses to this question, 9 respondents did not answer this question

| Option | Total | Percent |
|--------|-------|---------|
| Yes | 140 | 22.88% |
| No | 472 | 77.12% |



13. General Feedback and Comments

a) What do you think will be the main issues impacting on the lives of older people in Dún Laoghaire-Rathdown over the next 5 years?

There were 476 responses to this question, 145 respondents did not answer this question. There were 994 Issues/Themes mentioned in total – free text question

| Response Issue / Theme | Total | Percentage |
|---|-------|------------|
| Health & Social Support (Access to healthcare & timeframe; Loneliness, Isolation & Mental Health; Lack of service provision; Increased Home Supports-Home Help, MOW; Ageing Population; Post Covid etc.) | 175 | 17.61% |
| Transport & Mobility (Parking; Traffic; Public Transport; Cycling; Safe Walking; One Way Systems etc.) | 165 | 16.59% |
| Outdoor, Public Spaces & Planning (Footpaths & Pavements; Parks & Green Spaces; Cycle lanes; Outdoor Activities; Toilets, Dogs, Litter etc.) | 131 | 13.18% |
| Housing (Lack of appropriate downsizing options near services & supports; Access to affordable & appropriate housing; Nursing Homes; Assisted living etc.) | 106 | 10.66% |
| Other (Cost of Living / Financial worries; Climate change & Environment; Ageing Population; Worried about Dependents; Don't Know) | 90 | 9.05% |
| Social Participation (Social Isolation & loneliness; suggested Activities, Age appropriate, Community & Intergenerational, Free & Accessible, Improved Communication etc.) | 90 | 9.05% |



| Response Issue / Theme | Total | Percentage |
|---|-------|------------|
| <p>Safety & Security</p> <p>(Anti-Social Behaviour-Public Spaces, DART etc.; Safe & Secure at home and out & about; Community Policing; Crime, burglary etc.)</p> | 53 | 5.33% |
| <p>Covid 19</p> <p>(Restrictions; Impacts on Health System; Fallout from Covid; Loneliness, Isolation, Anxiety; Going back to normal etc.)</p> | 47 | 4.73% |
| <p>Digital Access & Technology</p> <p>(Digital Literacy Skills; Keeping Up with Technology; Access to online shopping/banking; Access to Technology etc.)</p> | 39 | 3.92% |
| <p>Business, Employment & Development in/of DLR</p> <p>(Local businesses nearby; Age Friendly Banking, Shopping etc.; Development in DLR; Business required-maintenance, cleaning etc.; Dún Laoghaire as Dementia Friendly Town etc.)</p> | 37 | 3.72% |
| <p>Civic, Social Inclusion & Discrimination</p> <p>(Not Being left Behind; Attitudes & Values; Advocacy – esp. people without family support; Inclusiveness etc.)</p> | 34 | 3.42% |
| <p>Communications & Information</p> <p>(Lack of info on services available; more comms on supports & activities; better info on what's available; more info in post etc.)</p> | 27 | 2.72% |



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