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**Having Your Say**

1. **Introduction and Background**
2. Introductory note

The first Tipperary Age Friendly County Strategy was adopted at the December 2018 Council plenary meeting. This Strategy was in place until December 2022.

In 2023 Tipperary Age Friendly Alliance, following review of the previous strategy, identified carry over actions and also identified new areas for development across the 8 Programme areas. An Age Friendly Action Plan for 2023 was agreed.

* The Overarching Objectives Tipperary Age Friendly Action Plan
* to ensure older people feel connected and engaged with their local community
* to identify opportunities for older people to engage with their County economically, culturally and socially
* to ensure greater accessibility to shops, services, amenities and buildings
* to promote positive health and wellbeing as people age
* to ensure timely, quality and accessible services are in place to support older people to live independently in their own homes and explore alternative housing options
* to promote a positive attitude to ageing and address stereotypes
* to work with and within existing community structures, businesses, networks & service providers in the County to enhance communications and build awareness of the needs of older people
* to build the capacity of older people to effectively engage with the systems, services and decisions that affect them.
* To plan for the ageing future population to provide for future needs
* Utilise and encourage available national grant schemes like RAPID, CLár, Town & Village Renewal, Community Enhancement Program Schemes to advance and advocate Age Friendly Projects
* To ensure delivery of transport systems and services that meet the varied needs of older people and enable them safe access to fully participate in all areas of life, engage with services and supports and interact socially. Delivery of mixed modes of transport should all be person-centred, affordable and fully accessible.
* To ensure information reaches older people and is delivered in an efficient and accessible manner.

1. Tipperary Local Economic and Community Plan 2024-2029

It is the intention that Age Friendly is embedded in the Tipperary County Development Plan and also the Tipperary Local Economic and Community Action Plan 2024-2029.

Tipperary Local Economic and Community Plan (LECP) is a tool for delivering actions from national and regional strategies at a local level. It is designed to integrate actions and initiatives related to economic and community development in Tipperary into a single unified strategy. The strategy conforms with the Regional Spatial and Economic Strategy for the Southern Region.

The Tipperary Age Friendly Action Plan will complement the Implementation Plan for the Tipperary LECP 2 year implementation plans.

1. Tipperary Older Peoples Council Consultation

* Build support and interest among older people and other stakeholders in the Age Friendly Programme
* Give older people and their organisations a strong sense that their views will influence the final strategy
* Identify how the various stakeholders and older people and their organisations can contribute to the programme
* Identify mechanisms by which the older adults in Tipperary can become genuine partners in the ongoing design and delivery of services in the county
* Gain expressions of interest to participate in Tipperary Older Peoples Council
* Ensure that the priorities and ambitions of all key stakeholder groups, particularly older people and their organisations are reflected strongly in the Age Friendly Action Plan for Tipperary

This report is a summary of the views and opinions expressed during the consultation workshop which was designed to inform the development of the Tipperary Age Friendly County Initiative and the Age Friendly County Strategy. Future engagement with the Older Peoples Council will occur with opportunities to input into actions over the lifetime of the action plan.

1. List of Themes discussed

The consultation was framed around 6 main themes; but also allowed for individual issues to be discussed and recorded; these include:

1. **Home:** remaining in your home when you are less mobile and in need of support; access to quality supported and sheltered housing, access to residential homes, access to nursing homes, access to home supports and home help
2. **Engagement in your Community**: engagement and involvement with family and friends; for example, opportunities for volunteering, opportunities for participation and community involvement, opportunities for participation in sport, leisure, and sporting events, opportunities for participation in the arts
3. **Physical Environment, Outdoor Spaces, Public Services, Transport, Public Spaces**: street lighting, seating, level accessible pavements, access to parks and gardens; consultation in respect of town planning and access to information on town planning; availability of accessible, good quality, consumer goods and services; access to transport, availability of public transport, and parking; traffic; sufficient time for traversing at pedestrian crossings; safety and security – feeling safe where you live and out and about in the country
4. **Community Support and Health Services**: initiatives to promote healthy living; facilities and supports for dealing with older people living with chronic health conditions; access to good quality health care facilities and services in your local community/ access to community‐based, good quality healthcare facilities and services, access to good hospital services in the county
5. **Income:** opportunities for older people to set up businesses, opportunities for older people to remain working after 65 if they so wish, opportunities for flexible working; and information on income and entitlements
6. **Communication and Information:** information on what’s going on in your county, Public Service information, Voluntary Service information, Citizens Information; ensuring the Age Friendly County initiative is an informative, inclusive and consultative body
7. Key Questions

The workshops were organised, so as to encourage participants to contribute to discussions on the above six themes, using the following 4 questions:

1. What is good about each topic in XXX?

2. What would improve each topic in XXX?

3. What can you yourself do to improve each topic in XXX?

4. What can others do to improve each topic in XXX?

1. **Summary of items raised in the Consultation with the Older Peoples Council**
2. **Housing**

**Theme remaining in your home when you are less mobile and in need of support**

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| --- | --- |
| What is Good | * Happy in our own surroundings * Good service when Home Supports available * Age Friendly Homes supports * If you qualify for Home homes this can assist * Family where possible can support * Supports there, with adaption grants * Availability of Home Supports in certain areas |
| What Can be Improved | * Note enough services for both healthy and frail people * Facilities and supports should be available to prevent falls * A range of housing options should be available * Homecare supports need to be improved * Agencies need more staff to meet the demands * Housing adaptation grant process to be made easier * Information to be more available to older people * Speed of installation of required adaptations * More Home Supports staff required |
| What can you do | * Plan ahead * Make your wishes known, write them down * Be a good neighbour, be able to support your neighbours * Future Proof your home * Share information with friends * Upgrade- plan ahead |
| What Can Agencies Do | * Innovation in Housing Developments * Look at population figures and projections for change in Age Profiles * Support low housing maintenance – Care and Repair service previously carried out by the Local Development Companies * Promote and extended the Trusted Tradesmen Code of Conduct * Pay staff well, provision of training and education to encourage people into the sector * Allocate on the basis of need in a timely fashion * Promotion of grants via relevant bodies * Allocate appropriate housing faster to Older People when mobility becomes an issue * Agencies like ALONE, Healthy Homes, Age Friendly lobby the government for additional grants and workers to complete works |

**Theme access to quality supported and sheltered housing,**

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| --- | --- |
| What is Good | * 4 locations in Thurles |
| What Can be Improved | * Available to view other housing options so people can imagine their life and living in a different setting * Housing Trusts are a possible option e.g. see British Housing Trusts * More are needed * Planning in lieu with the Council’s downsizing * Increased access as supply is limited across the county * Not enough sheltered housing * The Lions Club renovated housing in Thurles but lack of information on how to access this housing * Build more |
| What can you do | * Seek advice from the Citizens Information |
| What Can Agencies Do | * Lions Club, Sue Ryder great providers to date, finance such groups to provide further housing in the county |

**Theme access to residential homes,**

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| --- | --- |
| What is Good | |
| What Can be Improved | * More homes needed in public sector and health sector * More Nursing Homes |
| What can you do | |
| What Can Agencies Do | * Provide more accommodation in intellectual disability sector * Reduce costs to Older People/Review of the Fair Deal Scheme |

**Theme access to nursing homes, access to home supports and home help**

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| What is Good | * Some very good nursing homes in the county with high quality care |
| What Can be Improved | * Consideration for people who are completely alone, i.e. people who have no family to support them * There needs to be more access to beds, access to home helps and homecare supports * Improve Sláintecare, more personnel * Older People don’t know where to get information, unsure of who to ask |
| What can you do | * Lobby for same * Promote Age Friendly Homes * Ask for information |
| What Can Agencies Do | * HSE needs more funding, less bureaucracy * Review Fair Deal to account for Home Care * GP’s to take more responsibility for ensuring Older People have access to information on Home Supports, Occupational Therapy, Public Health Nurse etc |

1. **Engagement with Your Community**

**Theme engagement and involvement with family and friends; for example, opportunities for volunteering**

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| What is Good | * Loads of current opportunities * Family Supports * Tipperary Library Service * Local Community Groups * Depends on where you live, some communities have good opportunities * All is good * Activities currently available – Active Retirement, Men’s Sheds, ICA |
| What Can be Improved | * Communication in an Age Friendly Way * Better advertising * Before Covid there were more opportunities for engagement * Ensure Posters are big and Older people can read them * Garda Vetting should apply on an annual basis * All organisations should accept/require this * Promote opportunities for Volunteering and availability * Information on how to contact local organisations * Presenting your skills and assuming level of responsibility |
| What can you do | * Engage with our older community * Share information with friends * Older People are currently in clubs to let their friends know and offer lifts/transport * Volunteer time to join groups * Communicate what is going on in your area & tell others * Approach organisations with ideas for volunteering * Be specific about what you want |
| What Can Agencies Do | * Communicate * Ensure all older people are aware of all opportunities in their area * Garda Vetting on an annual basis * Promotion and Advertising * Library Service for Promotion of Activities * Create awareness of the facilities and wants of older people |

**Theme opportunities for participation and community involvement**

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| What is Good | * Seek them Out * Opportunities are there but sometimes older people don’t know * There are lots of opportunities |
| What Can be Improved | * Transport for Night Events * People need encouragement to join with groups, numbers have deteriorated since Covid * Transport Opportunities * Intergenerational Involvement * More inclusion, use a person’s knowledge and experience |
| What can you do | * Members of groups should turn up for meetings * Look at other places for ideas * Avail of the services that are there |
| What Can Agencies Do | * Organise and finance activities |

**Theme opportunities for participation in sport, leisure, and sporting events**

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| What is Good | * There are good opportunities |
| What Can be Improved | * No Cash and EventBrite limiting options for participation – Provide Alternatives * Older People that live alone are less likely to go to events on their own * Thurles Men’s Shed numbers have deteriorated, and they are also looking to build a Women’s Shed network in 2024 * Transport for attending events |
| What can you do | * have hard copy of application for events |
| What Can Agencies Do | * Partner with Tipperary Sports Partnership for sports activities * Provide paper-based application forms * Take cash for events * All agencies and services working with older people to ensure that they are aware of clubs, events, points of interest for older people * Make staff available at community level to visit groups and give exercise classes |

**Theme opportunities for participation in the arts**

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| What is Good | * Quite Good * Good opportunities for participation |
| What Can be Improved | * Tipperary ETB promote and advertise more to increase awareness of opportunities * GP’s to ensure they are proactive in letting Older People know of events in their area * Making them accessible and available * Improvement always an option * Opportunities for creativity * More of Mobile Music Machine type engagement which truly brought the arts to the community |
| What can you do |  |
| What Can Agencies Do | * Sharing of information – e.g. secondary schools * More visibility of Gardai on the streets * Local Link Transport linkages |

1. **Physical Environment, Outdoor Spaces, Public Services, Transport, Public Spaces**

**Theme street lighting, seating,**

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| What is Good | * Street lighting in main towns |
| What Can be Improved | * Rural villages & smaller towns not good. Some positive response from Tipperary County Council, some poor response rates * Accessibility of side streets and lanes * Stronger lighting at roundabouts * Position of seating in sheltered & well-lit areas * Trees that obstruct footpaths * Street lighting * Insufficient seating |
| What can you do | * Provide information on who and how to contact the Council * Provide more lighting in rural areas * Extend town lighting * Lobby Government * Complain to Council |
| What Can Agencies Do | * Advertise who to contact in the Council * Provide more lighting and maintenance * Consult with older people * Look at universal design * Lobby Government & public reps |

**Theme level accessible pavements,**

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| What is Good | * Some areas have improved * Sloped areas development |
| What Can be Improved | * Raising awareness of lack of accessibility * Repair old paving bricks for level ground * Clearly marked crossings |
| What can you do | * Provide yellow marker to show steps & raise in pavements * Request walkability study * Lobby Government |
| What Can Agencies Do | * Provide more parking spaces to avoid parking on pavements * Build a by-pass to keep traffic out of town centre |

**Theme access to parks and gardens;**

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| What is Good | * River Suir Blueway * Walking and Woodland Walks |
| What Can be Improved | * Lighting, bins, monitoring of anti-social behaviour * Park development * Anti-social behaviour * National strategy not always suitable for all |
| What can you do | * Encourage community involvement |
| What Can Agencies Do | * More Garda presence * Provide clean river walks * Provide more parks and gardens in built-up areas * Provide more recreational grounds |

**Theme consultation in respect of town planning and access to information on town planning;**

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| What is Good | * Planning permission advertised locally * Information available in library and Council offices * The whole concept of consultation for town planning |
| What Can be Improved | * Explanation of the various plans displayed * Make it more accessible * Listening to what people have to say, especially hard-to-reach people * More public toilets * More larger parking spaces * Communication of plans |
| What can you do | * Pass on information to raise awareness |
| What Can Agencies Do | * Greater transparency * Provide shorter, clearer, concise information |

**Theme availability of accessible, good quality, consumer goods and services;**

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| --- | --- |
| What is Good | * Free parking in Dunnes, Tesco * Free delivery of shopping for OAPs after 3 pm * Bus service * Good in rural areas * Large variety available |
| What Can be Improved | * Parking in towns * Information re businesses in town centres * Transport services in rural areas for these services * More repair options * Circular economy * Improve accessible parking spaces * More pedestrian crossings |
| What can you do | * Lobby for parking spaces |
| What Can Agencies Do | * Provide OAP parking for those with mobility issues * Provide clearer information on bus timetables etc * More wheelchair accessibility for wheelchairs * Improve communications |

**Theme access to transport, availability of public transport, and parking; traffic;**

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| What is Good | * Good in some areas * Age friendly parking spaces in some areas * Train service |
| What Can be Improved | * More public transport in rural areas * Public transport for those with mobility issues * More rural areas covered * Cost of parking * Accessibility on public transport |
| What can you do | * Highlight issues as they arise * Lobby for by-pass * Identify deficits in this area |
| What Can Agencies Do | * Rural Link could increase days and routes * Get articulated lorries out of town centre * HSE arrange more hospital transport |

**Theme sufficient time for traversing at pedestrian crossings**

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| --- | --- |
| What is Good | * Flashing green man easy to identify |
| What Can be Improved | * Not always enough time to cross the road * More pedestrian crosses needed * Flashing beacons, ramps |
| What can you do | * Be aware of issues for older people * Assist older people when crossing if needed * Provide high-vis jackets |
| What Can Agencies Do | * Traffic light systems instead of pedestrian crossings * Provide safety and awareness campaigns * More consideration on location of crossings |

**Theme safety and security- feeling safe where you live and out and about in the country**

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| What is Good | * Some communities have good neighbours * Neighbourhood Watch Scheme * Most people feel safe * Lighting & alarms * Technology |
| What Can be Improved | * Lighting, footpaths * More housing options for older people * Education re respect for people & their properties * Personal alarms * CCTV & Lighting * Markings at bus stop for people with sight problems * More Gardai & CCTV |
| What can you do | * Provide better security in our homes to increase feelings of safety * Provide security |
| What Can Agencies Do | * More Garda presence * Provide funding for security systems for elderly * Muintir na Tíre * Text Alerts |

1. **Community Support and Health Services**

**Theme initiatives to promote healthy living;**

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| What is Good | * Walking Group * Training * Yoga * Healthy Eating HSE Programmes * Silver Arch FRC Programmes * Active Retirement participation * SEAI grant opportunities if you have the means to avail of same * Once in the system services can be good, * Exercise Classes, swimming, aqua aerobics, line dancing etc |
| What Can be Improved | * Health Promotion * Get family Resource Centre for Templemore and Thurles * “Healthier” homes saving energy in housing * More GP’s to ensure you can get appointments * More Home Supports, Community nurses etc * Information more freely available on how to access grants etc * Rates for older people reduced * Provide transport * Promote opportunities |
| What can you do | * Seek information from Public Health Nurse * Spread the word * Be proactive in taking care of your own health * Ensure you have your home adapted to suit your needs * Encourage people to attend |
| What Can Agencies Do | * Provide more facilities and grants for provision of facilities * Funding of health services * Health Promotion |

**Theme facilities and supports for dealing with older people living with chronic health conditions**

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| --- | --- |
| What is Good | * Social Prescribing service * Day Care Centres * Meals on Wheels * Age Friendly Event in TUS campus helped raise awareness * Lots of support services |
| What Can be Improved | * Agencies to promote available resources * Promote availability of free or complimentary services * Age Friendly Parking spaces, * Personal helper for people that are incapacitated * Provision of Toilets in public spaces * Not many supports locally in some areas, some areas have support groups but older people don’t know where to find them/link with * Everyone with a chronic health condition should have a case worker who coordinate their care * Leisure and sports facilities that promote use by older people * Information needed to access help * More support groups at local level |
| What can you do | * Educate to help others * Ask shops to use their toilets * Attend groups as and when possible to alleviate chronic health conditions * Approach local health services and inform them of your needs and how you can work with them |
| What Can Agencies Do | * Lobby agencies to provide toilets, seating and assistance * Better advertising of supports * Facetime or video for emergency calls or phone consultations |

**Theme access to good quality health care facilities and services in your local community**

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| What is Good | * Good availability * Very good with plenty of access * Local pharmacies can be very supportive |
| What Can be Improved | * Getting on the doctor/GP patient list * Some practices not accommodating new patients with capacity * Pharmacies need to provide seating * Advertising * More local community care services * Better access to ambulance services * Promotion and use of the day care services * Community assessment and community rehab * Access could be better * Better discharge planning – family education and buy in |
| What can you do | * Prevention is better than a cure, mind yourself and be proactive in minding your health * Seek advice |
| What Can Agencies Do | * Promote availability of services via printed media, TV and radio * Promote ICPOP services * Transport to and from appointments is key to Older People minding their health * Text messages are not good for appointments * Education of your illness and supports for your family members |

**Theme access to community‐based, good quality healthcare facilities and services,**

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| What is Good | * Good quality once accessed * New Primary Care Centre Provision across the county * Shannon Doc is a good service * Care Doc is not as prompt * Home physio visits are good |
| What Can be Improved | * Access is delayed by limited doctors and specialists * Phones not manned/Shannon Doc/Access to attend * Lack of services, home supports shortages * More services for the Primary Health Care units |
| What can you do | * Take care of your own health, seek medical advise faster |
| What Can Agencies Do | * Improve health services overall |

**Theme access to good hospital services in the county**

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| --- | --- |
| What is Good | * None * Nenagh Clonmel and Cashel Limited * Hospital services can be good if you are in hospital |
| What Can be Improved | * Improved levels of care as required * Privacy * Customer client/user focus * Transport needs to be improved * Older People should not be left alone in hospitals, an advocate should be with them until admitted and on discharge * Emergency care * Waiting lists * Caredoc information locations and opening hours * Primary care centres expansion of services * Information regarding local injury units and medical assessment units |
| What can you do | * Lobby TD’s and local reps for Health Funding * Keep yourself out of hospital * Be aware of your health care , prevent falls and look after yourself |
| What Can Agencies Do | * Local Link incorporating routes to hospitals * HSE to ensure older people are not left alone in hospitals especially in A&E * Vaccination programmes e.g. shingles vaccine |

1. **Income**

**Theme opportunities for older people to set up businesses,**

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| --- | --- |
| What is Good | * Opportunities for people over 65 to remain working * Experience in Men’s & Women’s sheds * Experience, confidence & maturity in older people * Bank of knowledge & experience & talent already available |
| What Can be Improved | * Technology & Online banking * Bank closures * IT Skills and learning courses * Information opportunity for investment * Availability of financial access information * Shorter working hours – incentive to continue working * Support for business plans |
| What can you do | * Share knowledge relevant to business opportunities * Empower older people * Provide information from banks and other businesses * Lobby Government |
| What Can Agencies Do | * Have designated business consultants and working groups to set up work opportunities for older people * ETB, Alone – facilitate information sessions * Provide advice and information with concise guidelines * Champion creating opportunities |

**Theme opportunities for older people to remain working after 65 if they so wish**

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| What is Good | * Opportunities for people over 65 to remain working * Improving knowledge while working * More opportunities now to work over 65 |
| What Can be Improved | * Companies be flexible on retirement age * Forced retirement * Opportunity to continue paying into pension * Eliminate age restrictions on public service contracts |
| What can you do | * Look at retirement age and encourage companies to be flexible * Lobby Government * Provide support, advice, encouragement |
| What Can Agencies Do | * More flexibility * Less tax on incomes of older people * Revise protocols |

**Theme opportunities for flexible working;**

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| What is Good | * Word of mouth * Remote working * More suitable for older people * Job sharing |
| What Can be Improved | * Advertisements in Newspapers * Flexibility for 2/3 day working patterns * Willingness to employ older people * Communication on availability of entitlement |
| What can you do | * Promote working in a positive light * Remove the ‘retirement’ word * Plan for opportunities * Encourage work, rest & play |
| What Can Agencies Do | * Ensure advertising is reaching a broader audience * Provide state subside for part-time OAP works and to encourage employers * Career guidance for older people |

**Theme information on income and entitlements**

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| --- | --- |
| What is Good | * Citizens Advice for information * Information available online at Citizens Advice Bureau * Plenty information available |
| What Can be Improved | * Media Advertisements, TV & Radio * Make older people aware of their entitlements * Fuel allowance for all * Information hub on where older people can be supported to access information online * Availability of a ‘human’ for access to information |
| What can you do | * Share any relevant knowledge * Threshold could be improved * Volunteer to assist in Information Hub |
| What Can Agencies Do | * Advertise locally – provide information stands in busy shopping centres * Take the lead, gather information & lobby Government * Provide basic training for older people, possible from ETB * Offer older people different ways to access information |

1. **Communication and Information**

**Theme Information on what’s going on in your county, Public Service information,**

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| --- | --- |
| What is Good | * Tipperary Library Service * Tipp FM * Local Newspaper * TV advertising is good, subtitles and text options for hard of hearing * Lots of things going on * Local radio, newsletters in church, internet |
| What Can be Improved | * Posters * Longer Notice for Events * Very poor information sharing since Post Offices have closed , Older People relied on word of mouth at the local level * Where to find information – too many platforms * Make information more visible |
| What can you do | * Promote by What’s app * Sharing of information with friends * Educate, promote clear and concise education |
| What Can Agencies Do | * Communicate * Advertising – local papers for Older People who are not online * Agree on a central platform to share information * Promote Inclusion * Family Resource Centre needed in Thurles area |

**Theme Voluntary Service information**

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| What is Good | * Notice in Church leaflets * Local bodies good to share information * Tipperary Libraries great to share information * Local Active Retirement and ICA groups sharing information |
| What Can be Improved | * More advertising * Marketing Services * Public consultation on services * Local radio and newspaper is good for sharing information |
| What can you do |  |
| What Can Agencies Do | * Age Friendly have more exhibitions like annual EXPO * Information evenings, phone numbers to be shared to ensure that Older People know what voluntary services are in their area |

**Theme Citizens Information;**

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| What is Good | * Very Good * Excellent service, very accessible * Very accessible and helpful, face to face engagement * Excellent citizens advice centres in the county |
| What Can be Improved | * Needs to communicate more on its services * Information sharing for Older People who do not get out and about * More availability longer hours, outreach visits to smaller communities |
| What can you do | * Advise People to access them * Help improve communication and consultation, awareness of service * Use the service ourselves and refer friends and family |
| What Can Agencies Do |  |

**Theme ensuring the Age Friendly County initiative is an informative, inclusive and consultative body**

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| --- | --- |
| What is Good | * Days like today * Age Friendly Event in TUS campus is good for information sharing * Gives access to information * We can put our views forward |
| What Can be Improved | * Stand and advertising in shopping centres * Information sharing |
| What can you do |  |
| What Can Agencies Do |  |

1. **Next Steps**

* Copy report from the consultation to the Older Peoples Council members who attended the consultation to ensure that this was a representation of their input
* Copy report to the Executive of the Tipperary Older Peoples Council for them to review and agree
* Copy report from the consultation to the Age Friendly Alliance for them to review and to identify from these potential actions that can be undertaken by an agency or in collaboration. The Age Friendly interagency Alliance will have to consider the items raised together with the overarching objectives and also actions identified in the 2023 Action Plan
* Prepare 2024 -2025 Age Friendly Action Plan in tandem with the LECP implementation plan

1. **List of Consultation**

Tipperary Older Peoples Council Anner Hotel 4th December

Tipperary Age Friendly Alliance 14th December (zoom)