



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



Aoisbhó
CATHAIR BHAILE ÁTHA CLIATH
Age Friendly
DUBLIN CITY

Introduction

Dublin City Council, in collaboration with the Dublin City Age Friendly Alliance and the City's Older Peoples Council's is carrying out a survey to consult and hear the views of older people (55 years and over) living in Dublin City. The information gathered will help identify key priorities for the City to ensure that infrastructure, services and activities continue to be developed to assist in meeting the needs of the City's citizens as we grow older.

Overview of Survey

Participation in this Survey is voluntary and should take no more than 20 minutes to complete. The information gathered will be used for the purpose of developing a new age friendly strategy for Dublin City. The information provided will hopefully assist in the understanding of what are the key themes and actions considered important by the citizens of the City.

The information gathered in this survey will be done so in accordance with the policies of Dublin City Council and within the EU General Data Protection Regulation (GDPR) requirements.

Please take a few minutes to complete the following survey (which will be open for submissions until Friday, 26th September).

Thank you for taking the time to complete this survey. We greatly appreciate your input.

General Information

1. Please confirm the following (required field)

I have read the above information and I voluntarily agree to participate in the survey

**Only choose one option.*

☐ Yes

2. What Age group to do you belong to?

**Only choose one option.*

☐ Under 55

☐ 65-79

☐ Over 90 years

☐ 55-64

☐ 80-89

☐ Prefer not to say

3. Where in Dublin City do you currently reside?

**Only choose one option.*

- | | |
|--|--|
| ☐ Dublin 1 | ☐ Dublin 2 |
| ☐ Dublin 3 | ☐ Dublin 4 |
| ☐ Dublin 5 | ☐ Dublin 6 |
| ☐ Dublin 6W | ☐ Dublin 7 |
| ☐ Dublin 8 | ☐ Dublin 9 |
| ☐ Dublin 10 | ☐ Dublin 11 |
| ☐ Dublin 12 | ☐ Dublin 13 |
| ☐ Dublin 17 | ☐ Outside Dublin City – Fingal |
| ☐ Outside Dublin City – South Dublin | ☐ Outside Dublin City – Dun Laoghaire Rathdown |
| ☐ Outside Dublin City – other county | ☐ Outside Ireland – different country |

4. How long have you lived in Dublin City? (optional)

**Only choose one option.*

- | | |
|---|--------------------------------------|
| ☐ 30 years and longer | ☐ 20 to 29 years |
| ☐ 10 to 19 years | ☐ 5 to 9 years |
| ☐ 0 to 5 years | ☐ Not applicable |

5. What gender are you? (optional)

**Only choose one option.*

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ Prefer not to say

Transportation

6. How would you rate transport provision in Dublin City (optional)

Please write a number between 1 and 5.

1 = Very Unsatisfactory, 3 = Average, 5 = Very Satisfactory .

7. Please tick your viewpoint in relation to each statement below: (optional)

Please tick your viewpoint in relation to each statement below

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. Public transportation costs are consistent, clearly displayed, and affordable.	☐	☐	☐	☐	☐
2. Public transportation is reliable and frequent, including at night and on weekends and holidays.	☐	☐	☐	☐	☐
3. All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.	☐	☐	☐	☐	☐
4. Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.	☐	☐	☐	☐	☐
5. Specialised transportation is available for disabled people.	☐	☐	☐	☐	☐
6. Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.	☐	☐	☐	☐	☐
7. Transport stops and stations are conveniently located, accessible, safe, clean, well- lit and well-marked, with adequate seating and shelter.	☐	☐	☐	☐	☐
8. Complete and accessible information is provided to users about routes, schedules and special needs facilities.	☐	☐	☐	☐	☐

9. Roads are well-maintained, with covered drains and good lighting.	☐	☐	☐	☐	☐
10. Traffic flow is well-regulated.	☐	☐	☐	☐	☐
11. Roadways are free of obstructions that block drivers' vision.	☐	☐	☐	☐	☐
12. Traffic signs and intersections are visible and well-placed.	☐	☐	☐	☐	☐
13. Driver education and refresher courses are promoted for all drivers.	☐	☐	☐	☐	☐
14. Parking and drop-off areas are safe, sufficient in number and conveniently located.	☐	☐	☐	☐	☐
15. Priority parking and drop-off spots for people with special needs are available and respected.	☐	☐	☐	☐	☐

8. Recommendations - Transportation (Good Practice) (optional)

What is working well - that could be replicated elsewhere ?

9. Recommendations - Transportation (Improvements) (optional)

What could be improved and how could it be improved ?

Housing

10. How would you rate housing provision in Dublin City - particularly for citizens as we age ?
(optional)

Please write a number between 1 and 5.

1 = Very unsatisfactory, 3 = Average, 5 = Very Satisfactory .

11. Please tick your view in relation to the statements below (optional)

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.	☐	☐	☐	☐	☐
2. Housing is well-constructed and provides safe and comfortable shelter from the weather.	☐	☐	☐	☐	☐
3. Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.	☐	☐	☐	☐	☐
4. Home modification options and supplies are available and affordable, and providers understand the needs of older people.	☐	☐	☐	☐	☐
5. Public and commercial rental housing is clean, well-maintained and safe.	☐	☐	☐	☐	☐
6. Sufficient and affordable housing for older people and people with disabilities with appropriate age - related services, is provided locally.	☐	☐	☐	☐	☐
7. Good options available to citizens who choose to right size in relation 'age friendly' housing – within their community – 'living in place'	☐	☐	☐	☐	☐

12. Recommendations - Housing (optional)

What is working well that can be replicated elsewhere ?

13. Recommendations - Housing (Improvements) (optional)

What could be improved and how could it be improved ?

Social Participation

14. Social Participation (optional)

How would you rate social participation opportunities in Dublin City?

Please write a number between 1 and 5.

1 = Very unsatisfactory, 3 = Average, 5 = Very satisfactory .

15. Social Participation - Please tick your view to the statements below (optional)

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.	☐	☐	☐	☐	☐
2. Events are held at times convenient for older people.	☐	☐	☐	☐	☐
3. Activities and events can be attended alone or with a companion.	☐	☐	☐	☐	☐
4. Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.	☐	☐	☐	☐	☐
5. A wide variety of activities is offered to appeal to a diverse population of older people (sports, arts, community, library, outdoor events etc...)	☐	☐	☐	☐	☐
6. Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.	☐	☐	☐	☐	☐
7. There is consistent outreach to include people at risk of social isolation.	☐	☐	☐	☐	☐

16. Recommendations - Social Participation (Good Practice) (optional)

What is working well that can be replicated elsewhere?

17. Recommendations - Social Participation - Improvements (optional)

What could be improved and how could it be improved?

Respect and Social Inclusion

18. How would you rate respect and social inclusion within services across Dublin City?

(optional)

Please write a number between 1 and 5.

1 = Very unsatisfactory , 3 = Average , 5 = Very satisfactory .

19. Respect and Social Inclusion - Please tick your view to the statements below (optional)

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.	☐	☐	☐	☐	☐
2. Services and products to suit varying needs and preferences are provided by public and commercial services.	☐	☐	☐	☐	☐
3. Service staff are courteous and helpful.	☐	☐	☐	☐	☐
4. Older people are visible in the media and are depicted positively and without stereotyping.	☐	☐	☐	☐	☐
5. Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.	☐	☐	☐	☐	☐
6. Older people are specifically included in community activities for "families".	☐	☐	☐	☐	☐
7. Schools provide opportunities to learn about ageing and older people and involve older people in school activities.	☐	☐	☐	☐	☐
8. Older people are recognized by the community for their past as well as their present contributions.	☐	☐	☐	☐	☐
9. Older people with lower incomes have good access	☐	☐	☐	☐	☐

to public, voluntary and private services.

10. Older people feel safe at home and where they live

☐ ☐ ☐ ☐ ☐

20. Recommendations - Respect and Social Inclusion - (Good Practice) (optional)

What is working well that can be replicated elsewhere?

21. Recommendations - Respect and Social Inclusion (Improvements) (optional)

What could be improved and how could it be improved?

Civic Participation and Employment

22. How would you rate civic participation and employment opportunities within Dublin City? (optional)

Please write a number between 1 and 5.

1 = Very Unsatisfactory, 3 = Average, 5 = Very satisfactory .

23. Civic Participation and Employment - Please tick your view to the statement below
(optional)

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.	☐	☐	☐	☐	☐
2. The qualities of older employees are well-promoted.	☐	☐	☐	☐	☐
3. Self-employment options for older people are promoted and supported.	☐	☐	☐	☐	☐
4. Workplaces are adapted to meet the needs of disabled people.	☐	☐	☐	☐	☐
5. Training in post-retirement options is provided for older workers.	☐	☐	☐	☐	☐
6. Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.	☐	☐	☐	☐	☐

24. Recommendations - Civic Participation and Employment (Good Practice) (optional)

What is working well that can be replicated elsewhere?

25. Recommendations – Civic Participation and Employment (Improvements) (optional)

What could be improved and how could it be improved?

Communication and information

26. How would you rate communication and information services within Dublin City?

(optional)

Please write a number between 1 and 5.

1 = Very unsatisfactory , 3 = Average, 5 = Very satisfactory .

27. Communication and Information - Please tick your view to the statement below (optional)

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. A basic, effective communication system reaches community residents of all ages.	☐	☐	☐	☐	☐
2. Regular and widespread distribution of information is assured, and a coordinated, centralised access is provided.	☐	☐	☐	☐	☐
3. Regular information and broadcasts of interest to older people are offered.	☐	☐	☐	☐	☐
4. Oral communication accessible to older people is promoted.	☐	☐	☐	☐	☐
5. People at risk of social isolation get one-to- one information from trusted individuals.	☐	☐	☐	☐	☐
6. Public and commercial services provide friendly, person-to-person service on request.	☐	☐	☐	☐	☐
7. Printed information – including official forms, television captions and text on visual displays have large lettering and the main ideas are shown by clear headings and bold-face type.	☐	☐	☐	☐	☐
8. Print and spoken communication uses simple, familiar words in short, straight- forward sentences.	☐	☐	☐	☐	☐
9. Telephone answering services give instructions slowly and clearly and tell	☐	☐	☐	☐	☐

callers how to repeat the message at any time.

10. Electronic devices such as phones, radios, televisions, bank and ticket machines, have large buttons and big lettering.

☐	☐	☐	☐	☐
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11. There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.

☐	☐	☐	☐	☐
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12. Public and commercial services provide friendly, person-to-person service on request

☐	☐	☐	☐	☐
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28. Recommendations - Communicaton and Information (Good Practice) (optional)

What is working well that can replicated elsewhere

29. Recommendations - Communication and Information (Improvements) (optional)

What could be improved and how could it be improved ?

Outdoor spaces and buildings

30. How would you rate the outdoor spaces and buildings in Dublin City? (optional)

Please write a number between 1 and 5.

1 = Very unsatisfactory, 3 = Average , 5 = Very satisfactory.

31. Outdoor spaces and buildings - Please tick your view to the statement below (optional)

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. Public areas are clean and pleasant.	☐	☐	☐	☐	☐
2. Green spaces and outdoor seating are sufficient in number, well-maintained and safe.	☐	☐	☐	☐	☐
3. Pavements are well-maintained, free of obstructions and reserved for pedestrians.	☐	☐	☐	☐	☐
4. Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.	☐	☐	☐	☐	☐
5. Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.	☐	☐	☐	☐	☐
6. Drivers consistently yield to pedestrians at intersections and pedestrian crossings.	☐	☐	☐	☐	☐
7. Cycle paths are separate from pavements and other pedestrian walkways	☐	☐	☐	☐	☐
8. Outdoor safety is promoted by good street lighting, police patrols and community education.	☐	☐	☐	☐	☐
9. Services are situated together and are accessible.	☐	☐	☐	☐	☐

10. Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.

☐ ☐ ☐ ☐ ☐

11. Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

☐ ☐ ☐ ☐ ☐

32. Recommendations - Outdoor Spaces and Buildings (Good Practice) (optional)

What is working well that can be replicated elsewhere ?

33. Recommendations - Outdoor Spaces and Buildings (Improvements) (optional)

What could be improved and how could it be improved ?

Community and health services

34. How would you rate community and health services within Dublin City ? (optional)

Please write a number between 1 and 5.

1 = Very unsatisfactory, 3 = Average , 5 = Very satisfactory .

35. Community and health services - Please tick your view to the statement below (optional)

For each row, mark one circle with a cross to indicate your preference.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1. An adequate range of health and community support services is offered for promoting, maintaining and restoring health.	☐	☐	☐	☐	☐
2. Health and social services are conveniently located and accessible by all means of transport.	☐	☐	☐	☐	☐
3. Residential care facilities and designated older people's housing are located near essential services and the rest of the community.	☐	☐	☐	☐	☐
4. Health and community service facilities are safely constructed and fully accessible.	☐	☐	☐	☐	☐
5. Clear and accessible information is provided about health and social services for older people.	☐	☐	☐	☐	☐
6. Delivery of services is coordinated and administratively simple.	☐	☐	☐	☐	☐
8. All staff are respectful, helpful and trained to serve older people.	☐	☐	☐	☐	☐
7. Economic barriers impeding access to health and community support services are minimised.	☐	☐	☐	☐	☐
8. Voluntary services by people of all ages are encouraged and supported.	☐	☐	☐	☐	☐
9. There are sufficient and accessible burial sites.	☐	☐	☐	☐	☐

10. Community emergency planning takes into account the vulnerabilities and capacities of older people.	☐	☐	☐	☐	☐
11. Good access to hospital appointments	☐	☐	☐	☐	☐
12. A good local ambulance service	☐	☐	☐	☐	☐

36. Recommendations - Community and Health (Good Practice) (optional)

What is working well that can be replicated elsewhere?

37. Recommendations - Community and Health (Improvements) (optional)

What could be improved and how could it be improved?

Final Summary

38. In your opinion, what are the three most important areas where change is needed to improve the lives of older people over the next 5 years? (optional)

Thank you for taking the time to complete this survey.

Your input has been successfully submitted.

If you would like more information on the Dublin City Age Friendly Programme you can do so by visiting the following webpage [Age Friendly City | Dublin City Council](#)

If you would like to make an open submission in relation to the Dublin City age friendly strategy you may do so by emailing agefriendly@dublincity.ie by the 26th September

If you would like to make, contact via telephone - you may do so by calling 01-2225286.

If you have completed a hardcopy form in a public library - please return the completed form to your local librarian.

If you have completed a hardcopy form through your Older Peoples Council - please return your form to your local age friendly programme manager or you can return it (via post if you wish) to : Dublin City Age Friendly Programme, Culture, Community, Leisure and Area Services, Community & Social Development Section, Ormond Buildings (Floor 2) , 31-36 Ormond Quay Upper, Dublin 7, Republic of Ireland.

Please contact the Dublin City Age Friendly Programme if you require a copy of this Survey in large print or braille. If you would like to make, contact in relation to same you may do so via telephone - by calling 01-2225286 or via email agefriendly@dublincity.ie