DRAFT STRATEGY AND ACTION PLAN

SEPTEMBER 2010

KILKENNY AGE FRIENDLY COUNTY DRAFT STRATEGY

This document outlines a new and ambitious plan to improve the lives and well being of all older adults in Kilkenny. The strategy has been developed as a result of the detailed consultation with the older people of Kilkenny and with the agencies and service providers involved in the delivery of services to older adults in Kilkenny. Having listened to the views, thoughts and opinions of all and by researching models of good practice in creating age friendly environments we have developed this first draft of the strategy for your consideration and comment.

A NEW ALLIANCE AND A NEW STRATEGY FOR OLDER PEOPLE

The draft strategy, and the very specific plans it contains, are being developed by Kilkenny's **Age Friendly County Alliance**, the newly-established partnership of

Kilkenny County Development Board

Kilkenny County Council

The Health Services Executive

An Garda Siochana

The Ageing Well Network

County Kilkenny Leader Partnership

County Kilkenny VEC

Kilkenny County Community and Voluntary Forum

The Carers Association

The 3rd Age Foundation

The Kilkenny Champions Group

Kilkenny Recreation and Sports Partnership

Kilkenny Chambers of Commerce

KCLR

Older People's Forum for County Kilkenny (to be established)

The GAA

Department of Social Protection

Maynooth NUI

A PLAN DEVELOPED WITH OLDER PEOPLE, NOT FOR THEM

Older people are at the heart of the Strategy, and your responses and contributions will be vital to developing the plan further, and to setting the priorities for action by the partners.

This draft *Strategy and Action Plan* has grown out of earlier consultations with older people and organisations working with them. It presents the vision of the new

partnership, and is intended as a clear statement of aims and approaches, and an outline of practical and cost-effective ways to achieve them.

It will now be used as the basis for fresh consultations with older people across the county, at a series of meeting taking place in October of this year.

WHY A NEW FOCUS ON OLDER PEOPLE?

The world's older population is increasing, with people living longer and healthier lives, and experiencing older age very differently from their grandparents' generation. In Ireland, though the change is happening later than in other European countries, the number of people over 65 (for decades around 11% of the population) is rising; and, may stand at around 20% of the population by 2036, and will include many more people aged over 80.

However, this does not have to represent an increased 'burden' on society; because older people can and do contribute through paid employment, unpaid volunteer work and caring.

Policies and practices everywhere have been slow to reflect these new realities; but, the Irish government has already committed itself to devising a Positive Ageing Strategy for older people. The World Health Organisation (WHO) argues that if nations, societies and communities actively plan and respond now, we will be prepared to meet this challenge successfully. Simply, they articulate the positive ageing process, as a way of thinking and working, to: "optimise opportunities for health, participation and security in order to enhance quality of life as people age".

The new action-focused strategy and plans in Kilkenny will show the rest of the southern region what is possible: bringing about change - not through greatly increased expenditure - but through imaginative use of existing resources, including the resources of older people themselves.

HOW DID THE KILKENNY INITIATIVE BEGIN?

It was launched in Kilkenny in March 2010, by Aine Brady, TD, Minister for Older People. The Kilkenny Launch, followed the Louth Age Friendly County Initiative which started in Dundalk where previously, the Dundalk Institute of Technology led the way as the Irish participants in an international project on *Age Friendly Cities* sponsored by the World Health Organisation (WHO) in 2007.

The thinking behind the strategy for County Louth has been strongly influenced by the WHO *Guidelines for an Age Friendly City* (which can be applied to communities of all sizes); and, the plans developed for Louth were based on the 8-point framework in that document. In turn, Kilkenny has adopted these same guiding principles for its strategy.

WHAT IS THE THINKING BEHIND THE STRATEGY?

The Kilkenny County strategy is grounded in sound international research and knowledge, and based on a number of important principles agreed by the partners in the Alliance, including:

- A recognition that older people are critical contributors to our society and a resource, not a burden, to society;
- Communities that find imaginative ways of capitalising on the diverse assets of older adults can find ways of addressing many of their complex challenges and providing much needed services;
- A commitment to the direct involvement of older people in deciding priorities, shaping actions, and bringing about change;
- An emphasis on improving the physical environment, and the understanding that *where* we live greatly affects *how* we live;
- An awareness that age-friendly principles and practice create environments and communities that benefit all age groups, not just older people;
- A linked-awareness that everyone has an interest in these developments, because we all hope to be 'older' in time, and hope to live in a community and a society that respects, includes and cares for us;
- A determination/commitment that Kilkenny will set standards and lead the way for other counties in the South.

WHAT'S IN THE DRAFT PLAN?

The draft plan covers eight specific areas for action to benefit older people, followed by a section on creating the right framework for getting the work done.

The eight areas are:

1. Outdoor spaces and public buildings
2. Transportation
3. Housing
4. Respect and Social Inclusion
5. Social participation
6. Communication and information
7. Civic participation and employment
8. Community support and health services

Please read this document carefully, and have your say

An Age Friendly County: Vision, Aims, Outcomes

THE VISION

In an Ireland that will be one of the greatest countries to grow old in:

- Kilkenny itself, its rural and urban environments, will be a great place to grow old in, enjoyed and appreciated by everyone for its quality of life.

Kilkenny will lead the rest of the southern region of Ireland, showing how:

- People of all ages benefit when communities are designed to be age-friendly, and when older people are enabled to live life to their greatest potential.

- Older people's talents, life experience and wisdom are valued and tapped into.

OUR AIMS

1. To improve the health and quality of life of older people in the county;

2. To increase the participation of older people in the social, economic and cultural life of the community.

3. To develop existing services and supports for older people so they become more responsive, streamlined, caring, professional and accessible, through imaginative and cost-effective partnerships;

4. To identify the steps that are required, the benefits to be gained and the lessons to be learned from such an integrated initiative by building evaluation into every stage of this process and using this to document and share best practice.

OUTCOMES

The ambition of this Strategy is that Kilkenny will be a county in which:

- Older people will be healthier, mentally and physically, have improved quality of life and will have the necessary information and transport to access the supports and services they need

- Older people will feel and *be* involved and influential in the social, economic and cultural life of their communities and be valued for their life experience, talents and contributions;

- Key stakeholders will have developed more effective ways of working in partnership in terms of planning, implementing and reviewing their services and supports to older adults.

- Feel safe and secure in their homes and everywhere they are 'out and about';

- The Alliance will have documented, evaluated and learned from every stage of this process and used this information to contribute to information on best practice at local and national level.

Checking progress: *the partners in the Alliance will carefully monitor and measure progress towards achieving these ambitious aims and objectives.*

At the outset we shall carry out a comprehensive study of older people in the county, and produce a profile of current levels of health and well-being. The study will be updated at regular intervals, so that changes and improvements can be clearly seen. The research project will also explore the views of older people on their current needs and contributions, and especially on their priorities for action. We shall produce an annual report which highlights our performance on delivery of this plan.

An Age Friendly County: the Alliance's Approach

The Alliance will achieve these aims and bring about these outcomes by working:

AT COUNTY LEVEL

➢ **Building on achievements** to date and on the plans and ambitions of organisations already working to improve the quality of life of older people in the county; and harnessing the expertise and resources of older people and their organisations to contribute to this

➢ **Ensuring the voices of older people are heard**, to inform the priorities of this Plan, through the Kilkenny Older People's Forum and the evidence from research;

➢ **Creating a number of 'supporting forums' –** an Older People's Forum, a Business of Ageing Forum, and a Service Providers Forum;

➢ **Building on existing strong and effective partnerships** and forging new ones between statutory agencies, older people's organisations and other bodies working at local level, to develop and implement a 'joined-up' Plan for older people. Cooperation between agencies will be maximised in order to provide supportive environments and high quality services;

➢ **Redesigning and improving current approaches,** and finding imaginative new ways to provide better services and supports for older people;

➢ **Using Setting ambitious but realistic targets** and measuring progress towards them, with an approach of continuous improvement ;

➢ **Changing mind-sets about ageing and older people** – moving beyond a view of older people as frail and dependent and a burden on society, to one in which older are valued for the role they play in

➢ **AT NATIONAL LEVEL**

➢ **Creating a leadership group** of senior national policy makers, to support the integrated partnership approach, and secure national recognition of the initiative;

➢ **Using the expertise and influence of national organisations** for older people and members of the Ageing Well Network to support and develop the project;

➢ **Sharing the experience and knowledge** from the Kilkenny initiative with other counties which decide to develop their own age friendly programmes;

AT INTERNATIONAL LEVEL

- **Strengthening the County Kilkenny initiative** by linking with and learning from similar initiatives in other countries.

1. Respect, Social Inclusion and Social Participation

What you have told us are the priority areas for the strategy

1. We need more volunteering opportunities and a volunteer centre. Agencies need to collaborate on a Volunteer Strategy for older people in Kilkenny.
2. Loneliness and isolation in the home is a danger for older people and in particular older men. Living alone when you are older and are no longer formally involved in your community through work can be very isolating. There are no reasons for people to meet and get together anymore. Years ago people used to call with each other and ceilidh for the evening, chat, play cards, there was more neighbourliness, that's all gone now. There are no opportunities for people to get together and meet any more; there should be a meeting place for older people.
3. There should be a drive to support people to join local groups such as Active Retirement Groups, the ICA, the GAA and Community Alert.
4. There are good things going on in Kilkenny; but it's not consistent. Some areas are better served than others in terms of interesting activities. Transport to and from these events is badly needed – access is often a greater barrier to social participation than affordability.
5. There is a need for more opportunities to meet younger people - for inter-generational programmes, opportunities and activities. There should be links between the schools and older people's groups
6. We want more opportunities for education and continued learning.

The Plan

Short Term (end 2011)

Older Peoples Forum
- The AFC office in partnership with the Age Friendl;y County Steering Group members il will set up, support and develop an Older People's Forum which is representative of members from across the county. The Forum will be represented on the Alliance.

- The Older Peoples Forum as a member of the Alliance will contribute to the action plan for Kilkenny as an Age Friendly County and inform the prioritisation of work within the plan.

Loneliness, Isolation and Being Part of the Community - Men's Clubs
- The AFC office will help establish more Men's Clubs across the city and county in a partnership initiative with the GAA, Kilkenny County Leader Partnership, Teagasc and Macra na Feirme.

- The Sports Partnership and the local Golf clubs will develop Golf taster-classes, specifically targeting older men.

Volunteering
- The AFC office in partnership with the Community and Voluntary Forum will produce proposals for developing a central volunteer service for Kilkenny Volunteers in consultation with national and local volunteering organisations and with the Carlow Volunteer centre

- The HSE, the Gardai, the County Council and Kilkenny Volunteers will establish a 'Know Your Neighbour Day' initiative.

Medium Term (2012-2014)

Growing Good Groups, Supporting and Developing Initiatives
- The AFC office will work with Kilkenny Carlow Contact to develop the KCC model across the county.

- The AFC Office will work with the relevant and innovative groups to produce proposals on what can be done to promote similar groups across the county.

- The Older People's Forum, with the support of the AFC Office will develop a comprehensive data-base of relevant groups, venues and activities across the county, in partnership the Age Friendly Steering Group members . They will explore what help can be provided to those groups to strengthen and promote membership.

Arts Initiatives
- The Library and Kilkenny Volunteers will develop a series of Kilkenny Book Clubs across the county. The Book Clubs will have a rotational review slot on KCLR.

- The Kilkenny Cinema Groups will offer a *Silver Screen* time in the mornings for older people to watch classic films.

- In recognition of the artistic flair of Kilkenny County, the Arts and Music Societies in Kilkenny will work in conjunction with the Alliance in developing:
    - Young and Old Musician of the Year Award
    - Young and Old Artist of the Year award

    The winners will be showcased at The Kilkenny Arts Festival.

Community inclusion and recognition
- The GAA, and Chamber of Commerce will establish a Hall of Fame Annual award ceremony for Older Citizens in the Community. It will be targeted at those whose good works and contributions to Kilkenny life would otherwise go unnoticed.

- The Business of Ageing will work with Kilkenny Tourism and the Chamber of Commerce to develop age friendly subsidies in shops, restaurants, hotels and visitor attractions

Intergenerational Communities
- The AFC office and the Older People's Forum will work with the Schools and Education services in Kilkenny to build age awareness into the CSPE (Civics, Social, Political Education) element of the curriculum.

- The AFC office will support thekilkenny Integration forum in the further development of the 3rd Age Foundation's Failte Isteach programme running in Kilkenny.

The AFC office and the Age Friendly Steering group will develop a Foster Grandparent Programme improve intergenerational understanding. This programme will link into existing youth, homework and childcare programmes where appropriate.

- The County Council and the AFC office will develop an intergenerational initiative involving the older people's forum and relevant youth groups. Part of this work will aim to involve the young film makers group in working with older residents on specific themes.

Lifelong Learning
- The AFC office and the Older Peoples Forum will link with Maynooth NUI campus and the County VEC to expand upon the current education programme for older people.

- The Libraries and County VEC will establish regular Gadget Days.

- The Kilkenny Leader Partnership and the VEC in partnership with the Older People's Forum will extend the Mobile Laptop Technology classes across the county.

The Kilkenny Diaries
- The Library and Arts Service will develop the Kilkenny Diarists Programme. This programme will create a mass observation of the AFC initiative as it develops but also will reflect the historical, social and sporting context for Kilkenny. The Programme will ask the diarists to submit their diaries anonymously so that the libraries can begin to document Kilkenny life through the eye of its older residents. The Alliance will seek support from the newspapers and KCLR to have a regular AFC Kilkenny diarist;

Long Term (2014-2016)

The Kilkenny Meeting Points
- The AFC office will identify a suitable venue to develop a meeting place for older adults in Kilkenny city with a further two meeting places to be identified and developed at accessible points in the north and south of the county. These meeting places will provide a range of facilities and supports including:

- Information and Advice services
- Coffee mornings
- Health and Fitness programmes
- Arts programmes
- Intergenerational programmes
- Meals
- Supports to cottage industry ventures
- A Centre for creativity

The meeting place will be run by older people and be supported by the AFC Office.

2.   TRANSPORT

What you have told us are the priority areas for the strategy

1. There is an urgent need for increased provision of public transport across the city and county.
2. There is a need to provide bus shelters with appropriate seating across the county; buses in the city need to stop in the housing estates; the length of walking distance between bus stop and housing is too great; there should be a bus stop and bus shelter adjacent to the hospital.
3. The transport plans need to consider transport links between the county and the major national treatment centres in Dublin.
4. The transport providers need to think about using their vehicles more effectively and working better together.
5. The timers at pedestrian crossings need to be extended to allow for pedestrians to get across safely.

The Plan

Short Term (end 2011)
- The Ageing Well Network will carry out research on best-practice models of transport in international Age Friendly Communities. They will use the transport audit carried out by Louth AFC to inform the actions of the Kilkenny AFC

- The Alliance will create a Working Group, involving representatives from transport providers in Kilkenny aimed at improving their services to better meet the needs of the older resident or visitor to Kilkenny. This will involve the following service providers:
  - Public transport services from Bus Eireann and Iarnrod Eireann
  - Public services providing transport such as schools, HSE, Gardai
  - Voluntary and community services from Ring a Link, Disability organisations
  - Private operators and taxis

- The Alliance will develop a Kilkenny Transport Improvement Plan incorporating short, medium and long-term initiatives aimed at improving:
  - bus routes into estates on outskirts of the city
  - bus route plans to health services
  - city and county 'hoppa bus' system
  - cost-effective use of buses across providers

Bus Shelters
- The County Council in partnership with the Older People's Forum, the Chambers of Commerce and Tourism Kilkenny will conduct a review of bus shelter provision across the county and city. When this is completed they will go on to develop a Bus Shelter Improvement Plan, aimed at ensuring that bus shelters are well positioned, clean, have

adequate seating and are well- lit; funding for the improvements will be supported by sponsorship from transport providers and businesses in the community.

Medium Term (2012-2014)

Traffic Light Timings
- Kilkenny Age Friendly County office will work with Louth AFC and the national research programme, TRIL to agree how their findings should be used to improve traffic light timings to give older people sufficient time to cross the roads safely.

Traffic-calming measures
- The County Council, the Gardai and the Older People's Forum will identify traffic safety hotspots across the city and county to inform a three-year traffic calming, improvement plan.

Local Transport Service Plan
- Kilkenny Age Friendly County office and the Older People's Forum will lead a partnership involving the Business of Ageing Forum, the rural transport initiative and the smarter travel application team at the City and County Council to build upon the current initiatives in place to enhance transport service across the county. This will include:
    - a development of discounted fare arrangements with taxis and local transport providers;
    - Gardai, GAA and Vintners Federation developing a pint and pick-up service in rural areas
    - development of a Kilkenny Volunteer Drivers Network Database
    - expanding the designated driver model with the Vintners Federation from Christmas to an all-year round initiative

Long Term (2014-2016)

Review of Bus Routes
- The Kilkenny AFC Alliance will work with Bus Eireann and others to improve routes, stop points, timetables, information at bus stops and accessibility, building on the short term initiatives and pilots run in 2011/12.

- The AFC Alliance will work in partnership with the HSE and Community Welfare Services on a generic system for travel user subsidy such as the Taxi token pilot or Kilkenny Age Friendly Travel Club Pass.

3   Home

What you have told us are the priority areas for the strategy

1. Older residents in Kilkenny should have access to appropriate supports to help them remain in their own home
2. Information on access to grants for adapting the home to meet changing needs should be readily available to everyone
3. There should be better information about the Sheltered Housing schemes and other housing options across the county
4. There is a real need for information and access to reputable tradesmen for home maintenance for older people so that they can remain in their homes
5. There is a need for Local Gardai to be more connected , involved and linked to communities, homes, schemes and groups like they used to be

The Plan

Short Term (end 2011)

Housing Action Plan for Older Residents

- The County Council, the Diocesan Trust, the Supported and Sheltered Housing Bodies will complete a review the current provision of supported housing. They will examine this against the known current and future housing need. This Review will inform the commitments in the county wide Housing Action Plan to enable ageing in place. The Housing Action Plan will be developed by the County Council in partnership with the HSE and the voluntary bodies

    The following will inform the assessment of need:
    - Older People's Forum
    - HSE Older People's Services
    - County Council Housing List
    - Kilkenny County Leader Partnership

Support Body for Voluntary Housing Organisations across the County

- The County Council and the HSE / Kilkenny Age Friendly County Alliance will conduct a review of the management and maintenance of the current voluntary sheltered housing stock. The review will result in a Long- term Maintenance and Management Plan, developed on an umbrella basis, to support the voluntary housing bodies across the county

Care and Repair Scheme

- Kilkenny Age Friendly County Alliance will initiate a partnership initiative involving the HSE, The Kilkenny County Leader Partnership, the Chambers of Commerce, the Kilkenny Volunteers and Age Action to work together to develop a county-wide Care and Repair Home Service. This will include:
  - Friendly call service
  - Small repair service and basic maintenance
  - Directory and signpost service to other helpful services

  The service will be call-centre based - allowing the cost and payment process to be managed centrally instead of having the older person paying the individual contractor. The service will also utilise the Rural Social Scheme Service and FAS schemes. The service will be promoted utilising older trades' persons in particular.

Safety in the Home

- The Gardai will develop and publish a Keep Safe in Kilkenny information sheet on prevention of crime and safety in the home.

- The Gardai will carry out a Community Alert drive across the county to re-invigorate Community Alert areas and will seek to engage older people in leading this renewal.

- The Gardai will develop and promote a text alert system for bogus callers.

- The Gardai will have a regular feature slot on the radio and in the paper to promote safety and alert listeners to current issues affecting older people.

- The Gardai will develop a register of older people in each area of the county who are most isolated and arrange a call by system with the local community garda.   The Health Promotion Team will support this initiative through the promotion of safety in the home.

Medium Term (2012-2014)

Home Adaptations

- The County Council and the HSE will develop and implement a joint planning and discharge policy for home adaptations and grants

- The County Council will review the home adaptations process with the Older People's Forum to develop a better, more efficient and timely way of delivering this service.

- The HSE, with the support of the County Council, Kilkenny County Leader Partnership and Older People's Forum will publish proposal for reconfiguring services and resource allocation aimed at enabling more older people remain living in their own homes, particularly those, who for reasons of frailty and dependency, might otherwise have had

to move to long-term nursing-home care.   This will be reflected in their respective business and action plans

Ageing In Place – Supports to remain at home
- The County Council, The HSE and The Voluntary Housing Trusts will work to develop the Dalton House Model across the county so that communities and individuals are supported to remain in their home and community and when appropriate are offered a higher supported housing option within their community.

- The HSE, The County Council and The Carers Association will develop an advice pack to support carers of older adults to ensure ageing in place is sustained.

- The HSE and Gardai - in partnership - will promote the Pendant Alarm Scheme across the county and, identify funding to support this initiative.

Home Help
- The HSE Kilkenny will put in place a national standardised guideline for the allocation of Home Help Services to ensure that services are distributed in a consistent and equitable manner across Kilkenny.

- The HSE will develop a pilot satisfaction survey of home help services to inform the improvement and development of this service

Long Term (2014-2016)

Downsizing Grant to Vacate Scheme
- The County Council in partnership with the Voluntary Housing Trusts will develop an 'incentive to vacate' scheme for tenants and residents over 65 living in family sized accommodation to enable them move to accommodation that more appropriately meets their needs, where possible within the communities they live in.

Home Choices and Information
- The HSE, County Council, Service Providers Forum will review the current information, materials and processes they follow in promoting and advising 60 plus residents on the planning and choices to be made in terms of home and support. They will revise these with input from the Older Peoples Forum so that decisions made by older residents about choice of home and support can be positive, informed and planned as opposed to reactive.

- The Health Promotion Team in partnership with HSE, County Council and Voluntary bodies will organise a series of Housing Information Days for Older People on:
    - planning for home
    - change of home and choice
    - home supports and adaptations
    - technology supports for remaining at home

- nursing homes

- The AFC Office will complete a Review of the provision of day, supported and residential services across the county to identify gaps in service or duplication for future planning. This work will be done in partnership with the County Council, Kilkenny County Leader Partnership, Voluntary Organisations, Service Providers Forum and Older Peoples Forum.

4.   Communication and Information

What you have told us are the priority areas for the strategy

1. There is a need for a county-wide approach to support and training for use of modern technology such as computer and internet training and use of mobile phones.
2. A communication strategy should be developed that utilises community newsletters, community notes, local radio for information and outreach approaches and ensures coverage across the whole county
3. A dedicated column should be developed in the local paper as well as a dedicated radio programme or slot for the voice of older people in Kilkenny.
4. Citizens Information Centre should develop outreach services across the county. There should be places where you can go to get help in filling out forms
5. There should be a one stop shop for information; and, it should be operated by a person, not an automated voice system.

The Plan

Short Term (end 2011)

Communication Strategy

- The Alliance will develop a communication strategy for the AFC initiative which will be developed in partnership with the Older Peoples Forum. The strategy will include:
    - A half page dedicated to AFC matters in the local paper which includes a weekly diary column
    - A time slot dedicated on KCLR to AFC matters with a programme run by older people for older people
    - Delivery of an Annual Report on the AFC strategy and action plan to every older resident in Kilkenny

- The AFC office will develop an information calendar of events to be issued to all residents over 65 annually

Public Meetings, Consultation and Ongoing Dialogue

- The Consultation process which commenced in July 2010 will be regularised by the Alliance through the Age Friendly Steering group with input from the Older Peoples Forum and the AFC office. This grouping will organise a series of half yearly public meetings to consult, and inform on, progress with the strategy and to get feedback on future priorities.

Medium Term (2012-2014)

Kilkenny AFC Directory of Information

- The AFC office will research and develop the AFC Kilkenny Directory. This will build upon the work already done by Kilkenny CIC in Kilkenny Life and HSE/CIC Directory of Older Peoples Services so that a fully comprehensive directory of all matters pertinent to older people is developed. The Directory will be developed by the Older People's Forum and the AFC Office.

- The County Council will include on the AFC Directory as part of its web-based information service

AFC Central Information Hub
- The Alliance and the AFC office will develop a central information and service point where older people can visit to find appropriate advice and information. This central hub will host voluntary agencies and groups that provide services to older people.

Citizens Information Centres – Outreach Services
- The CIC will work with the Older Peoples Forum on a training programme for volunteers to deliver outreach services across the county.

- The AFC office will work with the Kilkenny Leader Partnership, the VEC, the Library and Youth Services to deliver a comprehensive training programme and road show on the use of technologies such as mobile phones, internet and basic computing - an iTraining Programme. The AFC office will seed support for the programme from technology businesses in Kilkenny.

Long Term (2014-2016)
- The AFC Directory will form the basis of a Regional AFC directory.

5.   Community Support and Health Services

What you have told us are the priority areas for the strategy

1. Transport to and from the hospital needs to be improved
2. There is a need to develop a co-ordinated communication and information campaign about community support and health services in rural areas
3. Support and health services need to be better aligned to deliver a consistent delivery of services in all areas
4. We are concerned in the current climate that day centre, local hospital and local health services for older people will be reduced or cut. These services are vital to the health and well being of older people and assist them in remaining in the their home and community
5. There is a need for much better co-ordination of discharge when a person is coming out of hospital
6. There is a very real fear of supported care units closing because of HIQA standards, these units provide vital support and help older residents remain in their communities

The Plan

Short Term (end 2011)

Discharge Planning

- The HSE Kilkenny will further develop and roll-out across the county, the integrated discharge planning code of practice.

- The HSE's local Joint Implementation Team will invite a representative from the Older People's Forum on to the group to further increase the emphasis on a whole systems approach in order to deliver seamless and appropriate services for patients

Developing Integrated Care Pathways along the Continuum of Care

- The HSE's Community Intervention Team will enable and facilitate early discharge from hospital. This team will be a nurse led health professional team supported by a variety of other health professional and services. It will deliver a rapid and integrated response to patients with an acute episode of illness who require enhanced or acute intervention for a defined period of time in the home/community setting.

Health Information

- The HSE Coordinator of Older Peoples Services, Pharmacies, GP Services and Health Promotion Team and will develop a calendar of information days and events on the following topics:
    - healthy active ageing
    - support services available to older adults

- 'Getting involved' networks

Medium Term (2012-2014)

Alignment of Support and Health Service

- The HSE will reconfigure existing Community Services into Primary Care teams within Carlow /Kilkenny LHO.

- The HSE will re-configure its existing services and resources to provide a day hospital for Kilkenny and rehabilitation and assessment beds. These facilities will enable the older person to avail of specialist rehabilitative support so that they can remain living in their own home.

Health Screening Programme

- The HSE, in partnership with St Luke's Hospital and Primary Care Teams, will develop a 65 years plus annual health check prevention programme.

Leisure and Sports Facilities and GP Referral Scheme

- The Sports Partnership, The Health Promotion Team, The HSE Coordinator of Older Peoples Services, the GP Services and the Leisure Services Providers across the county will develop and implement the GP referral scheme. This Scheme will ensure that older patients with specific health conditions can better manage their health condition and prevent further ill health through a programme of exercise offered by the local leisure centres.

Long term (2014-2016)

Information

- The HSE in partnership with other agencies will establish a one-stop information support within existing day centre's across the city and county.

National Level

- The Kilkenny Age Friendly County Alliance with the HSE will present proposals to the National AFC Implementation Group and the HSE to improve appointment planning for major national hospitals.

- The HSE will present proposals at national level for addressing the problems arising from the threat of closure of many of the community homes across the County such as St Joseph's, Kilmagany which deliver key local day care services to the community but now face closure as they are subject to HIQA standards due to the residential care element of their work.

6.   OUTDOOR SPACES, PHYSICAL ENVIRONMENT AND PUBLIC SERVICES

What you have told us are the priority areas for the strategy

1. More public lighting is needed in villages, towns and in public and community facilities.
2. In the city the pavements needed to be improved, widened and with non-slip surfaces. The beautiful pavements we have are fitting for the heritage of the city but dangerous to walk on when wet.
3. Accessibility is poor if you have a disability and are a wheel-chair user or motorised car user.
4. There is a need for better pavements just outside of the villages as the roads are dangerous.
5. Traffic calming measures need to be increased in rural villages.
6. Appropriate seating and benches need to be provided across the city and county – the new benches in the city are too low and too cold.
7. Green spaces across the city and county need to be developed.
8. *Tone zones* for older people should be developed and integrated into existing recreational areas.

The Plan

Short-Term (end 2010)

Age Friendly Planning

- The Council will augment the Age Friendly Planning principles being developed by the Louth Age Friendly County Alliance take account of the challenges and limitations posed by being a Heritage City For Dearbhala to look at

- The Council together with the Older People's Forum will provide training and supports to educate planners, engineers and developers to be more aware of the specific needs of older people in using public amenities and being out and about, especially those who are frail or experiencing physical impairments such as hearing, sight and mobility. Should be a long or medium term goal

- The Older People's Forum will organise a series of briefings for planners with responsibility for drawing-up Area Development Plans; including, for instance 'walking them through' the villages and towns: highlighting the needs of older people. NOT SHORT TERM

- The Older People's Forum, with the support of the Ageing Well Networkand the Community and Enterprise Section of Kilkenny County Council, will make a submission to one Local Area Plan due for review during 2011

Pavements and streets

- Kilkenny Countyand Borough Councils will develop proposals, in cooperation with the Kilkenny Older People's Forum, the Business Forum and the Chambers, to improve the quality of pavements in the city – optimising the extent to which they are level, free from obstruction, adequately dished and non-slip.

- Kilkenny County and Borough Councils in cooperation with other agencies such as the Gardai will develop proposals for increasing the provision of pavements in the towns and villages outside Kilkenny city, prioritising those where footpaths terminate at village/town boundaries.

- The Older People's Forum will complete an audit of important public buildings where access could be improved by dishing the pavements outside and otherwise enhancing access in conjunction with the heritage Officer and the Access officer of Kilkenny County Council

Medium Term (2012 – 2014)

Public Pavements Audit and Plan

- The County Council, together with the Chambers of Commerce and a representative group of older people from both city and county will audit the pavements and walkways in the city and county, to develop a pavement improvement plan

Public Spaces and Buildings

- The Age Friendly County Alliance will establish a Working Group comprising Business of Ageing Forum, The Chambers of Commerce, The County Council and the Gardai to work in partnership to develop an age friendly programme for public spaces across city and county. The scope of the programme will include commitments to:
  - Public seating areas and improvement programme
  - Toilet facilities which are clean, accessible, well- positioned and family friendly
  - Retail and service centre operators' provision of seating
  - Potential to re-use empty buildings and streetscape through community initiatives
  - Public lighting across city and county to feed into the county development plan

Pride of Place Initiative

- The County Council will develop a pilot initiative for the Pride of Place awards as appropriate and within resources to highlighthe unique aspects of each and their specific contributions to being 'age friendly'. LONG TERM

- The County Council, in partnership with the Chambers of Commerce, Kilkenny Tourism and Volunteer Centre will lead a 'Keep Kilkenny Beautiful' initiative extended across the country. The initiative will engage with older residents in each area to so that they can are directly involved in the initiative and roll out. For Dearbhala to look at

- The County Council will take steps to extend the Tidy Towns Programme across every town in Kilkenny, seeking to ensure they include a strong focus on 'age-friendly' initiatives.

Long Term (2014 - 2016)

Parks and Green Spaces

- The County Council will conduct a Green Spaces Review, to examine how park areas, green spaces and vacant lots, could be enhanced to provide spaces and amenities aimed at attracting more older people to 'come out and stay out'. This will include elements such as:
    - creating meeting spaces in public parks which are age friendly
    - developing an age friendly park café which is run by older people for older people
    - developing a band stand outdoor concert venue
    - designating public spaces for healthy active living programmes
    - extending the walking trails already developed across the county and city with input from the Older People's forum

- The Age Friendly Alliance, with the support of the Older People's Forum and interested young people across the county, will identify unused public spaces which can be developed into community gardens and allotments on an inter-generational community programme. The intention is that produce from the gardens can become part of the Kilkenny Food Trail

7. Civic Participation, Employment and Income

What you have told us are the priority areas for the strategy

1. There should be more opportunities to remain in the workplace beyond the statutory retirement age with phased retirement options
2. There should be a retirement support programme and information campaign
3. Flexible and part time work opportunities need to be promoted and developed with employers in Kilkenny
4. There should be a national campaign to:
   - maintain the pension at its current level with no cuts
   - extend the Fuel Allowance into the summer months to reflect the climate and season in Ireland
   - reinstate the Christmas bonus
5. There should be advice and information on savings as banks are no longer to be trusted
6. Being able to make a contribution and having it recognised and feeling connected is very important

The Plan

Short Term (end 2011)

Business of Ageing Forum
- The Business of Ageing Forum will be established to alert the business community in Kilkenny to the needs, wants and desires of its older customers. The Forum will develop a consumer panel involving 500 older consumers across the county to advise and inform businesses

- The Forum will propose to the Chambers of Commerce and retailers the development of a number of initiatives such as:
    - 'discounts for cash payment system'
    - midweek senior discount day
    - delivery service to older customers

AFC Business Award
- The Chambers of Commerce will create an AFC award as part of its Annual Business Awards. The award will recognise businesses which have delivered their services in a unique age friendly manner. The Chambers of Commerce will work with the Older Peoples Forum in developing this.

Business in the Community
- The KCLR business programme will include a business of ageing element to its programming

Savings and Investment
- The AFC office and Chambers of Commerce will work with the Credit Union and the Post Offices to design an Information Campaign to promote savings opportunities available to older people and to communicate the importance of putting savings in a safe place.

- The AFC office will work with Triodos Bank, Ireland (an ethical bank which works with communities) and link it into AFC community initiatives.

Medium Term (2012-2014)

Career Opportunities and Training
- The AFC Office, in partnership with Kilkenny Leader Partnership and FAS will develop a targeted Profit from Experience programme for mature unemployed people over the age of 50

Retirement Planning
- The AFC office and the Alliance will develop a retiree pack for retiring residents in Kilkenny which prepares them for retirement, links them into volunteering opportunities, sport for life options, education and learning, cultural, social and community activities.

Mature Workers Initiative
- The Chambers of Commerce and the Business of Ageing Forum will promote the recruitment and retention of mature 60+ year old workers highlighting the flexible working options, reliability, experience, skill and expertise of the older worker.

Small Business Mentoring Service
- The AFC office will develop a matchmaking service for small businesses and start up companies matching the expertise and skills of retirees with companies needing such expertise. The mentoring service will be promoted on the Chamber of Commerce website and the County Enterprise web site.

Community Time Banks
- The AFC office will work with the Older Peoples Forum to develop a county wide community time bank. The time bank will encourage an intergenerational membership database NO Kilkenny Volunteers in Kilkenny

At National Level

The Pensions, Fuel Allowance and Christmas Bonus
- The Ageing Well Network will work with the Business of Ageing Forum to identify options for improved Pensions systems at a National level.

- The AFC office will invite Older and Bolder to work with the Older People's Forum to develop a campaign on priority issues such as pensions.

Long Term (2014-2016)

Career Change and Senior Business Development Programme

- The AFC office, The County Enterprise Board and The Business of Ageing Forum will develop an information pack and training programme for retirees who wish to start up their own business in Kilkenny.