



<b>Title of Report:</b>	<b>Age Friendly Programme Progress &amp; Charter</b>
<b>Committee Report Submitted To:</b>	<b>The Leisure and Development Committee</b>
<b>Date of Meeting:</b>	<b>18<sup>th</sup> May 2021</b>
<b>For Decision or For Information</b>	<b>For Information</b>

<b>Linkage to Council Strategy (2019-23)</b>	
Strategic Theme	Resilient, healthy & engaged communities
Outcome	Council will work to support healthy lifestyle choices for all citizens; Council will work to develop and promote stable and cohesive communities across the Borough
Lead Officer	Head of Sport & Wellbeing

<b>Budgetary Considerations</b>	
Cost of Proposal	
Included in Current Year Estimates	<b>YES/NO</b>
Capital/Revenue	
Code	
Staffing Costs	

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

## 1.0 Purpose of Report

**The purpose of this report is to update Elected Members on the progress of the Age Friendly programme operating within Council in conjunction with the PHA and to introduce the Age Friendly Charter.**

## 2.0 Background

In June 2020, Council approved to accept the offer of funding from the Public Health Agency to recruit and host an Age Friendly Co-Ordinator for Causeway Coast and Glens.

The Coordinator role and associated programme is part of a regional initiative and runs for a two-year period (01 April 2020 – 31 March 2022).

As a result of this venture, Council has been engaging with community planning partners to develop an Ageing Well Model. This model is based on a community planning led partnership approach to supporting and promoting longer independent quality living for older people. It supports positive ageing with assistance, where 'our older people are active, respected and supported in their community'. The model also includes a partnership approach to the commissioning of ageing well services for older people in the Borough.

This integral work also identified the need for partners to work on the wider 'Age Friendly' framework which was developed by the World Health Organisation (WHO) to support the development of Age Friendly communities.

Following Council's approval to accept the PHA's 100% funding, and to facilitate this work, an Age Friendly Co-ordinator was appointed in August 2020.

The Co-ordinator's main purpose is to;

- (i) work to an agreed set of objectives as specified by the PHA.
- (ii) drive the implementation of the WHO model strategically across the Borough and work within Council and externally with other statutory and community and voluntary sector partners.

To date and in line with the agreed Terms of Reference (between the PHA and Council) the following priority objectives have been achieved:

- An agreed Age Friendly approach and process is in place within council (taking cognisance of circumstance pertaining to COVID-19).
- Completion of survey by end January 2021 (extended to end February due to Covid related restrictions) **Thereafter, the collated information will inform the Charter.**
- By 31 March 2021 explore current and future opportunities to consult and collect data from local older people to support the mapping and future planning / implementation process in Year 2.
- Consideration given to the development process for the Age Friendly Strategy.
- Throughout 2020/21 to attend and share learning at the Age Friendly Network meetings.
- Initial steps taken to establish (in Quarter 1; Year 2) an Age Friendly Alliance with relevant partners with processes in place to raise awareness and interest in the Age Friendly agenda and engagement of local people across the Council area.
- Completion of an Age Friendly Charter for the Borough.

Currently, 33,015 people in Causeway Coast and Glens are aged 60+. This is expected to rise to 51,078 by 2039. This substantial increase outlines why impetus is required for ensuring we become an Age Friendly Community.

The production of a Charter is a key step to ensuring that Causeway Coast and Glens becomes a designated Age Friendly Community and plays a significant role within Council's Age Friendly programme.

The visions detailed within the Charter derive from the opinions and thoughts of older people residing within the Borough, however, they also align with the strategic aims of the World Health Organisation, the Northern Ireland Executive's Active Ageing Strategy, Causeway Coast and Glens Borough Council's Community Plan and the United Nations Principles for Older Persons.

Council's Age Friendly programme aims to instill the inclusion of older people in all aspects of community life, remove barriers to participation, ensure access to required services and make sure Causeway Coast and Glens is an enjoyable place for older people to live.

The publication of this Charter outlines the pathway for the creation of a sustainable Age Friendly Community. It outlines the opportunity to improve the lives of older people in this area through collaborative working and placing older people at the heart of all aspects of our society.

In essence, the Charter details how our communities can be improved by being truly inclusive and recognising the valuable resource that older people can be in our area.

### **3.0 Current position**

Towards the end of 2020 and through February 2021, Council's Age Friendly Co-ordinator commissioned a Borough-wide Age Friendly survey (in line with PHA guidelines and using the expertise of Council's GIS Team) and identified strategic visions that would contribute towards making Causeway Coast and Glens an Age Friendly Community. **Please refer to Annex A for a breakdown of notable results.**

The results from this survey inform the Charter by detailing these visions together with the sharing of opinions and common issues faced by older people gathered via the Borough-wide survey.

The survey questions followed the themes set by World Health Organisation, *transport; social participation; housing; respect & social inclusion; outdoor spaces & buildings; communication & information; community support & health services; civic participation & employment*. The visions are:

- Older people in the Borough have access to safe outdoor spaces and buildings with suitable facilities.
- Older people in the Borough have access to suitable forms of transport.
- Older people in the Borough have sufficient access to affordable home maintenance services to improve home efficiency and safety.
- Older people in the Borough feel part of their local community and not isolated.
- Older people in the Borough feel heard and have a say in decision making on things that affect their lives.
- Older people in the Borough can access work and volunteering opportunities that they want.
- Older people in the Borough are able to stay connected via an effective communication system.

- Older people in the Borough have opportunities to improve their health and wellbeing and have access to appropriate health, social care and wellbeing services.

The PHA approved Charter will be printed and available for distribution from mid-May 2021 **(please refer to Annex B)**

#### **4.0 Next Steps**

Following production of the Charter the next pivotal step will be the formation of the Age Friendly Alliance. This Alliance will comprise of key Council staff, Elected Members, Age NI, PHA, Western Health & Social Care Trust, Northern Health & Social Care Trust, Translink NI, North Coast Community Transport, NI Housing Executive, Causeway Older Active Strategic Team, Causeway Over 50's Forum, Age Concern Causeway etc. (not an exhaustive list).

The bringing together of these key stakeholders and Council representatives will drive the development of the Charter visions into a tangible Action Plan and associated Strategy thereby achieving a more age friendly society through the development of practical aims and objectives (aligned to the Community Plan).

Throughout this process, Elected Members will be appraised regularly.

## **Annex A**

### **Age Friendly Programme; 2020/21 Survey, Notable Results**

- **101 responses**; good achievement considering it was an online survey directed at older people. Number of responses would have been higher had it not been for Covid restrictions which limited access to some stakeholders.
- Responses from a spread across all areas in the Borough.
- Responses from ages of 55 to over 85.
- Covid 19 restrictions may have had impact on how people responded as survey was conducted when restrictions were in place.
- Majority of respondents aware of Covid 19 symptoms, how to book a test, regulations and general information relating to this.
- Many of the themes are cross cutting. Although questions were developed for 8 themes, responses outlined that these could not be dealt with in silos. Future strategy and action plan should highlight how many themes are cross cutting. E.g., Transport and communication / information will be intrinsic to each of the other themes when strategy and action plan are developed.

#### **Theme 1 – Outdoor Spaces & Buildings**

- Almost 70% of respondents enjoy walking outdoors and exercise regularly.
- 11% of respondents do not leave the house.
- Only 21% believed there is sufficient toilets and seating areas in outside areas people visit.

#### **Theme 2 – Transportation**

- 72% of respondents drive and use own car for travel.
- 22% use public transport.
- Many qualitative responses raised issues regarding public transport in rural areas.

#### **Theme 3 – Housing**

- Just over 40% of respondents live alone.
- No access to live in sheltered accommodation due to Covid restrictions. Consultation for strategy will include face to face meetings with this cohort.
- 100% agreed that their home is safe and adapted for their needs.

#### **Theme 4 – Social Participation**

- Just under 60% belong to a group and are well engaged in community.

- Just over 15% feel isolated and disconnected from their community.

#### **Theme 5 – Respect & Social Inclusion**

- 22% think that older people are consulted by public, voluntary & private organisations on ways to serve them better.
- Just 16% agreed that inter-generational activities were planned and held.
- A number of qualitative responses also noted need for more intergenerational activities.

#### **Theme 6 – Civic Participation & Employment**

- 57% take part in civic activities that benefit the community.
- Just under 6% agree there is good employment available for older workers.
- Only 12% think that retraining opportunities are available to older people.

#### **Theme 7 – Communication & Information**

- 73% has access to the internet.
- Only 20% agree there is an effective communication system that reaches community residents.
- 55% think that a coordinated group approach to signposting to services is needed.

#### **Theme 8 – Community & Health Services**

- 63% take good care of themselves and rate their health and wellbeing as good.
- 81% eat well and have nutritional meals.
- 10% have financial worries
- Qualitative responses showed that lack of public transport provides difficulties for older people accessing health services.



**Causeway  
Coast & Glens**  
Borough Council

# **CHARTER FOR AN AGE FRIENDLY COMMUNITY**



**Public Health  
Agency**

Project supported by the PHA



**Alderman Mark Fielding**

**Mayor of Causeway Coast and Glens  
Borough Council**

# Foreword

I am delighted on behalf of Causeway Coast and Glens Borough Council to introduce the first **Charter for an Age Friendly Community** in our area.

Our community plan, 'A Better Future Together' outlines a long term vision and plan for the Causeway Coast and Glens area and all its citizens based on three main aims: A Sustainable Environment, A Thriving Economy and A Healthy Safe Community. The introduction of this Charter is part of the process of making sure older people are integral to achieving these aims.

The 8 visions detailed in this Charter are cross cutting with the key aims in our community plan. The visions were informed through a Borough wide survey with representation of all areas of Causeway Coast and Glens and they detail the aspirations for how life should be for all older people in our community.

I am very grateful to all those who participated and shared their thoughts, concerns and expectations for older people living here. This approach will be maintained in the next stages of the programme when we develop our three-year Strategy and Action Plan. The thoughts and opinions of older people will be intrinsic when developing plans for their lives.



# Introduction

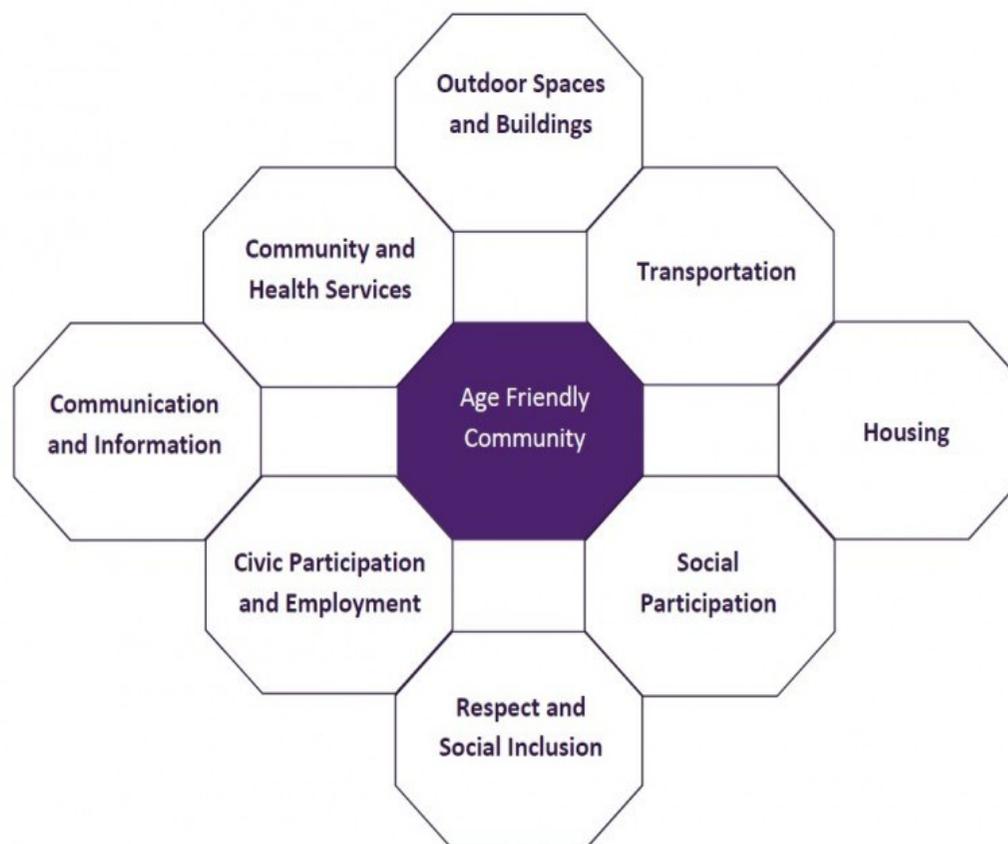
The production of this Charter is a key step to insuring that Causeway Coast and Glens is a designated Age Friendly Community.

33,015 people in Causeway Coast and Glens are aged 60+. This is expected to rise to 51,078 by 2039. This substantial increase outlines why impetus is required for ensuring we become an Age Friendly Community.

The visions detailed in this document derive from the opinions and thoughts of older people in this area but also align the strategic aims of the World Health Organisation, the Northern Ireland Executive's Active Ageing Strategy, Causeway Coast and Glens Borough Council's Community Plan and the United Nations Principles for Older Persons.

The Age Friendly programme aims to engrain the inclusion of older people in all aspects of community life, remove barriers to participation, ensure access to required services and make sure Causeway Coast and Glens is an enjoyable place for older people to live.

The next key steps in the programme will be the creation of an Age Friendly Alliance which will be representative of older people in the Borough and the development and production of a three-year Age Friendly Strategy and Action Plan. The Strategy will further enhance our commitment to the creation of an Age Friendly Community.



The publication of this Charter outlines the pathway for the creation of a sustainable Age Friendly Community. It outlines the opportunity to improve the lives of older people in this area through collaborative working and placing older people at the heart of all aspects of our society.

The Charter details how our communities can be improved by being truly inclusive and recognising the valuable resource that older people can be in our area.

## What is the Charter?

Following our Borough wide Age Friendly survey which closed at the end of February 2021, we have identified visions that will make Causeway Coast and Glens an Age Friendly Community. We will need to make long-term commitments in order to achieve these visions.

## How does it work?

The charter sets out these visions and shares opinions and common issues faced by older people gathered via the Borough-wide survey. It also makes some suggestions that may be achieved.

The survey questions followed the themes set by World Health Organisation, *transport; social participation; housing; respect & social inclusion; outdoor spaces & buildings; communication & information; community support & health services; civic participation & employment.*

The visions in this charter have been based on these themes. They were formed from information gathered from older people in Causeway Coast and Glens.

## **Our visions for an Age Friendly Causeway Coast and Glens Community**

**Older people in the Borough have access to safe outdoor spaces and buildings with suitable facilities**

**Older people in the Borough have access to suitable forms of transport**

**Older people in the Borough have sufficient access to affordable home maintenance services to improve home efficiency and safety**

**Older people in the Borough feel part of their local community and not isolated**

**Older people in the Borough feel heard and have a say in decision making on things that affect their lives**

**Older people in the Borough can access work and volunteering opportunities that they want**

**Older people in the Borough are able to stay connected via an effective communication system**

**Older people in the Borough have opportunities to improve their health and wellbeing and have access to appropriate health, social care and wellbeing services**



## **Outdoor Spaces and Buildings**

**Older people in the Borough have access to safe outdoor spaces and buildings with suitable facilities**

### **Examples of what you said:**

**“The CCGC area needs more outdoor walking spaces and good footpaths, better cycle route and more public toilets”**

**“Seating scheme planned and carried out in consultation with local groups who use the areas and taking account of Section 75 groups”**

**“More seated areas in towns and any green spaces to encourage people to sit out”**

**“Very poor toilet provision. Some suitable walking areas require seating areas”**

**“Not enough use made of public spaces to create safe public walkways & cycle lanes ... Many walks all alongside busy roads”**

**21.78% of respondents agree there is enough toilets / seating areas in the outside areas they visit**



## Transportation

Older people in the Borough have access to suitable forms of transport

### Examples of what you said:

“The reason I do not use public transport is that it is very poor in rural areas”

“No bus shelters within half a mile, it is too dangerous to stand at the side of the road waiting for a bus”

“More community transport options”

“I think that the information is there when I need to access it”

“Rural transport is always an issue”

**72.27% of respondents drive and use own car for transport**

**11.81 % of respondents agree Shelters / Timetable / Waiting area / Drivers / Seats / Location / Accessibility and Route choices are adequate**





## **Housing**

**Older people in the Borough have sufficient access to affordable home maintenance services to improve home efficiency and safety**

### **Examples of what you said:**

**“More should be done to encourage environmentally friendly measures in houses”**

**“People living alone & over 65 should get more advice & help with making their home more safe & comfortable”**

**“More widely available grants”**

**“I had a visit from COAST for home security advice which was helpful”**

**“Lack of support for green energy”**

**40.59% of respondents said they live alone**

**23.76 % of respondents agree there are sufficient & affordable home maintenance support services available**



## **Social Participation**

**Older people in the Borough feel part of their local community and not isolated**

### **Examples of what you said:**

**“Covid has had a big impact”**

**“It takes a big effort to be involved. Our community group reach out admirably”**

**More investment in arts. Insufficient cultural events (classical music, plays etc.)**

**“More investment in community transport”**

**“Being part of our local cultural group is a great benefit to many”**

**“Transport can be a big issue for those who do not drive / own a car”**

**15.84% of respondents feel isolated & disconnected from their community**

**59.4% of respondents belong to a group and are very well engaged in their community**





## **Respect and Social Inclusion**

**Older people in the Borough feel heard and have a say in decision making on things that affect their lives**

### **Examples of what you said:**

**“More regular inter-generational activities”**

**“Social isolation is common”**

**“Older people love going out together, a bus run, walk in the park or going to their local community centre. Even simple connections with neighbours help”**

**“Most people in our communities respect and care about those who are older”**

**“We should find more ways to encourage people to connect and look out for their neighbours”**

**22.77% of respondents agree that older people are consulted by public, voluntary & private organisations on ways to serve them better**

**33.66% of respondents agree that facilities have helpful & courteous staff trained to respond to older people**



## **Civic Participation and Employment**

**Older people in the Borough can access work and volunteering opportunities that they want**

### **Examples of what you said:**

**“Retraining opportunities ... such as in new technologies”**

**“Networks and organisations should be available for everyone to find easily”**

**57.42% of respondents take part in civic activities that benefit the community**

**51.49% of respondents feel that they have time and can make a difference**

**5.94% of respondents agree that there is good employment support available for older workers**



## **Communication and Information**

**Older people in the Borough are able to stay connected via an effective communication system**

### **Examples of what you said:**

**“Many over 65’s do not have a computer or smart phone”**

**“Poor rural broadband is a major issue for a lot of people”**

**“Due to my participation in community groups I receive useful information which I use to help my neighbours”**

**“Information is there ... although in different places so a coordinated approach would good”**

**20.79% of respondents agree that there is an effective communication system that reaches community residents**

**55.44% of respondents agree that a coordinated group approach to signposting to services is needed**





## **Community and Health Services**

**Older people in the Borough have opportunities to improve their health and wellbeing and have access to appropriate health, social care and wellbeing services**

### **Examples of what you said:**

**“More communication about services available”**

**“Public transport can be difficult in rural areas”**

**“There are many elderly who suffer from loneliness & depression”**

**“Hard for older people without their own transport to access facilities”**

**“Give funding to established groups who are making a difference in the areas most needed”**

**36.63% of respondents agree that health and community service facilities are safe and fully accessible for older people**

**69.3% of respondents take good care of themselves and rate their health and well-being as good**

*An Age-friendly world is a place that enables people of all ages to actively participate in community activities. It is a place that treats everyone with respect, regardless of their age. It is a place that makes it easy to stay connected to those around you and those you love. It is a place that helps people stay healthy and active even at the oldest ages. It is a place that helps those who can no longer look after themselves to live with dignity and enjoyment. Many cities and communities are already taking active steps towards becoming more age-friendly'.*

*(World Health Organization WHO).*

**Have your say:**

**To ensure we are inclusive in developing the Age Friendly Programme we want to get your thoughts .**

**Contact us on:**

**[Age.friendly@causewaycoastandglens.gov.uk](mailto:Age.friendly@causewaycoastandglens.gov.uk)**

