

To the Lord Mayor and
Members of Dublin City Council

Report No. 116/2018
Report of the Chief Executive



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Customer Service Action Plan 2018-2020 & Customer Charter

The Customer Service Action Plan 2018-2020 and Customer Charter update the Council's existing Customer Action Plan and Charter, taking account of changes in the sectoral, legislative and wider technological environments.

The Customer Service Action Plan and Customer Charter set out the standards of customer service that the public can expect to receive when dealing with the City Council, set out what is expected from our customers and describe how customers can complain if standards have not been met. Specific actions are identified that will assist in improving our customer service.

Progress on implementation of the actions will be reported to Council as part of the Annual Report process.

Resolution:

That this Council notes the contents of this report.

Owen P. Keegan
Chief Executive
2nd May 2018

Customer Service Action Plan 2018 - 2020

This Customer Service Action Plan sets out the standards of customer service which you can expect when dealing with the City Council and also sets out what is expected from you. It identifies specific actions to help us improve our customer service, explains how you can complain if you feel our standards have not been met and describes how we will monitor our performance.

Our services are delivered through a wide range of contact points and channels including telephone, website/online, public offices and written correspondence. Dublin City Council is committed to providing a quality service to all its customers through these channels and improving this service wherever possible.

Dublin City Council

Dublin City Council is the democratically elected local authority that governs Dublin City.

Dublin City Council's vision for the City is that it is:

"The best place in which to be, to live, to work to do business and to enjoy. A city that has everything by being friendly, progressive, different and brilliant"
(Vision for Dublin City, Corporate Plan 2015-2019)

Our mission statement in the Corporate Plan commits that:

"Dublin City Council will provide quality services for its citizens and act to promote Dublin's distinct identity in a way that acknowledges our past and secures our future"

We provide essential services to the public, visitors and business including:

- Housing and Community Services
- Planning and Property Development Services
- Roads and Transportation Services
- Environmental Services
- Culture, Recreational and Economic Services
- Local Enterprise Service
- Dublin Fire Rescue and Emergency Ambulance Service

The City Council provides services directly and also works with a broad range of local, regional and national bodies in making the city a better place to live, work and visit.

In addition to providing these services, a fundamental role of democratically elected local government is to represent local communities by voicing local concerns and responding to local needs.

Our Customers

Our external customers are residents, businesses, communities and visitors to whom we provide a service. Other external customers include government departments, statutory bodies, voluntary bodies and other groups with whom we interact.

Our internal customers are individual employees, departments and the Elected Members of the City Council.

Developing the Customer Service Action Plan

This Customer Service Action Plan has been developed in the context of the following:

- The City Council's Corporate Plan 2014-2019 recognises the changes occurring in our external social, economic and technological environment and identifies the continuing requirement to adopt a customer-centred approach to service delivery. It acknowledges that the City Council needs to be flexible and adaptable to the changing ways in which customers expect to engage with us and access our services.
- Public and local government reform programmes require local authorities to become more efficient in the delivery of services, to give commitments to service standards and increase engagement with customers, to take advantage of developments in new technologies and the changing expectation of customers that has arisen because of this.
- Engagement on the Customer Service Action Plan through surveys of customers/citizens, Elected Representatives and staff identified where we can change and improve our customer service to better meet expectations. The actions set out in this Plan have been developed from the priority issues raised in responses we received. These issues are: making it easier to contact us, access our services and find information; giving a faster response to customers; providing more online services while making sure there is choice for customers; communicating in clearly understood language and improving our web-site and information for customers.
- Our obligations under legislation that impacts on how we deliver our services to customers including;
 - Human Rights and Equality Commission Act 2014
 - Equal Status Acts 2000-2015
 - Disability Act 2005
 - Official Languages Act 2003
 - Irish Sign Language Act 2017
 - Data protection legislation
 - Freedom of Information legislation

Our commitment to Quality Customer Service

We are committed to delivering quality customer service. Our commitments and the actions we will carry out to maintain and improve the quality of our customer service, are set out below.

1. Quality Service Standards

Our Customer Charter outlines the nature and quality of service which customers can expect when interacting with the City Council. The Customer Charter is set out at Appendix 1.

In achieving our commitments in the Customer Charter, the City Council will endeavour to provide excellent customer service through:

Telephone service

- We will answer phones quickly and courteously
- We will give the information you ask for in a helpful way
- As far as possible, we will deal with your query at your first phone call
- We will direct your call to the most appropriate person as quickly as possible
- We will give you the name and phone number of the person dealing with your query in case you need to phone again

- If we cannot give you an answer immediately, we will take your details and phone you back at a time that is convenient for you and we will give you the name of the staff member who will call you back

Visitors to our public offices

- We will be polite, courteous and fair in our dealings with you
- We will deal with your enquiries as quickly as possible
- We will respect your privacy and provide private meeting facilities, if necessary
- We will make sure that queues are kept to a minimum. If, on occasion, queues are unavoidable, we will make this known and explain the reasons
- We will keep our public offices safe, clean and accessible for all
- As far as practicable, we will have hours of service delivery standardised

Written correspondence (e-mail & post)

- We will acknowledge correspondence within 5 working days and will endeavour to reply within 15 working days or less
- We will write as clearly and simply as possible, keeping technical terms to a minimum. If we use technical terms, we will explain them
- We will give a contact name, telephone number, email address and reference number in all written correspondence
- We will notify you by 'out-of-office' email response if a staff member is absent for more than 3 working days and provide you with an alternative contact

Applications

- We will acknowledge receipt of your application and process it within agreed timeframes
- We will make a decision on your application as quickly as possible
- We will deal with all applications consistently and fairly
- We will give reasons for our decisions
- We will tell you of your right to appeal and how to appeal our decision
- We will ensure that personal data acquired by us is used only for the purpose for which it was sought

Online Services

- We will make it easy to find information, forms and publications on our web-site
- We will make it easy to submit a comment, complaint or submission on our web-site
- We will make sure our web-site meets accessibility standards
- We will continue to expand our range of online services so you can access our services at a time and place that is convenient for you
- We will issue an immediate acknowledgement of queries, applications and payments received through our online services

Services in Irish

All customers have the right to do their business with us through the Irish or English language. Our objective is to offer and provide services through both languages.

Action ID	Actions
1.1	Display our Customer Charter prominently in all our public offices and facilities
1.2	Seek independent external assessment of performance of the Customer Services Centre to help the continued delivery of quality customer service
1.3	Monitor customer feedback and complaints to identify areas for improvement

2. Equality and Diversity

We are committed to delivering a quality service to all of our customers and we will make sure that no-one is discriminated against because of their gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community. We will accommodate diversity and work to make our services more accessible for people experiencing poverty and social exclusion.

Action ID	Actions
2.1	Deliver equality awareness training to staff dealing directly with customers
2.2	Display the City Council's Age Friendly Charter in all of our public access points and on our web-site
2.3	Publish the 'Guide to Age Friendly Communication' and make training available to all frontline staff
2.4	Provide induction loop facilities at our public counters to aid customers who are hard of hearing
2.5	Assess what additional measures should be in place to meet requests for access to services through Irish Sign Language

3. Physical Access

We will provide clean, safe, accessible public offices that allow you to conduct your business with us in private when needed.

Action ID	Actions
3.1	Conduct a 'Walkability Audit' of the Civic Offices to make sure that all public counters are easy to find and to get to

4. Information

We will be proactive in providing information that is clear, timely and accurate and that meets the requirements of people with specific needs.

Action ID	Actions
4.1	Circulate the ' <i>Plain English Style Guide for the Public Service</i> ' to all staff to assist them in making our written communication easy to understand
4.2	Redesign the City Council's web-site to make it more user-friendly and ensure it meets current National Disability Authority accessibility standards
4.3	Improve our use of social media as a tool to provide timely updates on services and service interruptions
4.4	Review our application forms to simplify them and make them easier to understand

5. Timeliness and Courtesy

We will deliver quality services with courtesy, sensitivity and the minimum delay.

Action ID	Actions
5.1	Provide customer service training to staff dealing directly with customers
5.2	Give contact details including name, grade/position, phone number, email address in all interactions with customers

6. Complaints and Appeals

We will maintain a well publicised, accessible, transparent and simple to use system of dealing with complaints about the quality of service provided.

Our Customer Complaints Procedure, which also details how appeals can be made, is contained at Appendix 2 of this Action Plan.

Action ID	Actions
6.1	Deal with all complaints within the timeframes set in our complaints procedure
6.2	Publicise the Customer Complaint Procedure so that customers are aware of their right to complain

7. Consultation and evaluation

We will promote meaningful customer involvement in the development and evaluation of our services.

Action ID	Actions
7.1	Develop customer feedback mechanisms, including use of social media and online feedback tools
7.2	Make all of our public consultations available on the City Council's online consultation hub, as well as in traditional formats

8. Choice

We will continue to provide our services through a range of customer contact channels providing choice for customers so they can access services how, when and where is most convenient for them.

Action ID	Actions
8.1	Expand the range of transactions that can be carried out online so that customers can access services when it is convenient for them
8.2	Explore the potential for self-service booths in city council facilities so that we can help customers use our online services and find information

9. Official Languages Equality

We will continue to provide quality services through the official languages, including as set out in our Irish Language Scheme 2015-2018, to facilitate customers who choose to be dealt with through the official languages

Action ID	Actions
9.1	Provide staff with language awareness training and Irish language training so that we can provide service to customers in accordance with legislation

10. Better Co-ordination

We will work to develop a more coordinated and consistent approach to delivery of our customer services so that customers get accurate information about our services, regardless of how they contact us.

Action ID	Actions
10.1	Develop a catalogue of our services so that we provide consistent information on services to customers
10.2	Provide frontline staff with the service information they need so that, insofar as possible, the customer query is resolved at first point of contact

11. Internal Customer

We will support staff in their customer service role. We recognise our staff as internal customers and will provide them with the same level of courtesy, facilities and level of service as external customers. We will provide quality, timely services for Councillors that recognise their important representational and community leadership roles.

Action ID	Actions
11.1	Develop ways to acknowledge staff who are providing good customer service so that we foster and improve the quality of our service
11.2	Engage with frontline staff to identify issues and areas where we can improve our customer service
11.3	Respond to Councillor Representations as quickly and accurately as possible, within the timeframes for written communication set out in this Action Plan
11.4	Develop communication tools for Councillors so that they are informed of local events, service interruptions etc. in a timely manner

Monitoring our performance

The provision of quality customer service involves delivering a service of the highest quality to all customers and ensuring continuous improvement in the standard of the services provided. We commit to monitoring our performance by:

- seeking customer feedback and learning from customer complaints to identify areas for improvement
- assessing the impact of the actions set out in this Action Plan

We will report on progress on the implementation of this Customer Service Action Plan in our Annual Report.

Appendix 1 Customer Charter

Our commitment to you

To deliver the best possible service to you in an effective and respectful manner

Courtesy and Consideration

You are at all times entitled to be served:

- promptly and in a courteous manner
- with due regard to privacy and confidentiality
- by friendly and helpful staff

Openness and Impartiality

We will:

- deal with you in a fair and open manner
- discuss any aspect of your dealings with us
- explain how a decision was reached
- give you the information you need in a clear and easily understandable way
- hold your personal details safely and securely, in line with our data commitments
- give the name and contact details of the person dealing with your query
- publicise our complaints procedure so you are aware of what to do if you are dissatisfied with the quality of service you receive

Quality and Choice

We will:

- deal with your query at your first point of contact whenever possible
- make our services available through a range of channels so that you can access our services how, when and where it is convenient for you
- provide customer facilities that are safe, clean and accessible to all
- accommodate our customers who wish to conduct their business through Irish, sign language or other languages where possible

Our Performance

We will:

- monitor and evaluate our performance
- continue to improve the development and delivery of our services to meet your needs
- train our staff to meet your needs on an ongoing basis

What we ask of you

In order to help staff to keep our commitments, we ask that you:

- treat staff in a courteous, civil and fair manner in all your dealings with us
- have patience with us at peak times when available staff are busy
- give us feedback by making comments, complaints or suggestions about the service you receive and letting us know when we do something well
- provide full, accurate and up-to-date information

Customer Code of Conduct

Dublin City Council commits to delivering the best possible service to you in an effective and respectful manner.

In order to help us to keep our commitment, we expect that you:

- Treat staff in a courteous, civil and fair manner in all your dealings with us, whether that is in person, by phone, in writing or online.
- We will not accept:
 - the use of offensive, threatening or inappropriate language towards staff and/or members of the public
 - the use of violence or the threat of violence towards staff and/or members of the public
- The following behaviour will not be accepted in any of our facilities:
 - Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others
 - Malicious damage to and/or theft of Dublin City Council property
 - The use of alcohol and illicit drugs
 - Smoking and vaping, unless in designated areas
 - Littering
 - Photography and filming, without permission
 - Personal property being left unattended while using Dublin City Council facilities
- Children must be supervised at all times while using our facilities

Appendix 2: Customer Complaints Procedure

We try to always deal with our customers in an efficient, effective, prompt and courteous way. However, sometimes you may not be satisfied with the quality of service you receive.

There is a difference between making a complaint and reporting a fault. For example, reporting a pothole is reporting a fault. It only becomes a complaint if whatever action was promised by us does not materialise.

If that is the case, we encourage you to try and sort out any problem at local level. This is usually the quickest way to resolve a problem. Simply contact the staff member or section concerned, explain the situation to them and ask them to deal with it.

If this approach fails to solve the problem, you may lodge a formal complaint.

You can make a formal complaint in the following ways:

- Online using the online customer complaint form on our web-site
- By letter, official complaint form, email or phone to:
Customer Services Manager
Customer Services Centre
Civic Offices
Wood Quay
Dublin 8

Tel: 01 222 2222

e-mail: customerservice@dublincity.ie

Our official complaint form is available from Council Offices, libraries or our website www.dublincity.ie

- In person at any of our offices or libraries

We will place your complaint on the complaints register and send a formal acknowledgement to you within three working days. Your complaint will then go to the relevant Complaints Officer who will investigate it and respond to you within 15 working days.

If you are not satisfied with the response, you may appeal the decision to the Executive Manager of the relevant Department within 15 working days of receiving the response from the Complaints Officer. The Executive Manager will examine the complaint and the response you received and make a decision on the appeal within 15 working days.

If you are still not satisfied, you may appeal the decision to the Office of the Ombudsman. This office is completely independent of Dublin City Council.

Office of the Ombudsman
Lower Leeson Street
Dublin 2
Lo-call: 1890 223030
Tel: 01 6395600
e-mail: ombudsman@ombudsman.gov.ie
web: www.ombudsman.ie

Please note: The City Council's Customer Complaints Procedure does not apply to decisions of the City Council where there is a statutory appeals process nor does it interfere with your rights under the Freedom of Information Acts.

Appendix 3: Complaints under the Disability Act, 2005: Dublin City Council - Complaints Procedure

A person may make a complaint to the Inquiry Officer of Dublin City Council in relation to the failure of the Local Authority to comply with Section 25, 26, 27, 28 or 29 of the Disability Act, 2005.

Section 25: a public body shall ensure that its public buildings are, as far as possible, accessible to persons with disabilities.

Section 26: a public body shall ensure that its services are fully accessible to people with disabilities, where practicable and appropriate. The public body shall appoint an officer/s to provide guidance and support to help ensure that people with disabilities can access the services of a public body. In relation to Dublin City Council, contact details are at the end of this document.

Section 27: where a service is provided by that public body, the head of the body shall ensure that the service is accessible to persons with disabilities.

Section 28: where a public body communicates with one or more persons, that body shall as far as practicable ensure that the contents of the communication are in a form that is accessible to the person/s concerned.

Section 29: the head of a public body shall, as far as practicable, ensure that the whole or a part of a heritage site in its ownership, management or control to which the public has access is accessible to persons with disabilities and can be visited by them with ease and dignity.

Investigations by the Inquiry Officer will be conducted in accordance with Section 39 of the Disability Act, 2005. A report will be issued setting out the findings of the Inquiry Officer; this will include a declaration whether there has been a fault by the Local Authority in relation to the matter complained of. Where a failure is identified, the report will outline the steps to be taken to ensure future compliance.

Step 1: Making a Complaint

- A complaint must clearly outline the reason for the complaint and set out any relevant information to enable the complaint to be investigated, and the complaint should be addressed to the Inquiry Officer.
- A complaint can be in writing, in person, by e-mail or with assistance, and should state what section of the Act the complaint relates to and should also set out the cause of the complaint.
- A complaint may be made by the person, or on the person's behalf.

Step 2: Investigation of Complaints

- Receipt of a complaint will be acknowledged to the complainant as soon as it is received by Dublin City Council.
- The complaint will be examined by the Inquiry Officer to establish if it relates to an alleged failure by the Local Authority to comply with Section 25, 26, 27, 28 or 29 of the Act.
- If the complaint does not relate to Sections 25 to 29 of the Act, the Inquiry Officer will inform the complainant and give supporting reasons and, if possible, will advise on alternative avenues of redress. If the complaint is deemed valid, the Inquiry Officer will commence the investigation.

- The Inquiry Officer will then liaise with the relevant Dublin City Council department/s to investigate the complaint. The City Council department/s in question will provide the Inquiry Officer with any supporting information as possible in relation the complaint/s.
- The Inquiry Officer may seek to interview staff in relevant departments and/or the complainant. The Inquiry Officer will investigate the complaint and make a decision on what action, if any, is required by the City Council.
- The Inquiry Officer shall prepare a report setting out their findings. The report shall state the opinion of the Inquiry Officer as to whether or not there has been a failure by the Local Authority to comply with the relevant Section/s of the Act.
- The report shall also set out the steps which might have to be taken to ensure future compliance with the relevant Section, where a failure has been identified.
- The Inquiry Officer will complete this report and forward it to the complainant within 15 working days of receiving a complaint. A copy of this report will also be sent to the Access Unit, and to a senior official in the relevant department/s under investigation.

Step 3: Ombudsman

- If the complainant does not receive a response/report within the allocated 15 working day period, or if the complainant is unsatisfied with the outcome of a particular response, they may contact the Ombudsman, (see contact details below).
- The Ombudsman will initially establish whether she can examine a complaint.
- The Ombudsman will ask the public body to send a report.
- The Ombudsman may examine the files and records and may question people involved with the complaint.
- Following the Ombudsman's investigation of a complaint, he or she may conclude that a public body has failed to comply with a provision of Part 3 of the Disability Act, 2005 or a sectoral plan.
- If he or she does, they may recommend that the public body or other person (in the case of a sectoral plan) further considers the matter that led to the complaint, takes action to remedy the complaint, reduces or changes the action that led to the complaint, or tells her why it took the action.
- If the Ombudsman thinks it is appropriate, he or she may ask the head of the public body to let her know their response to her recommendation.

Contacts:

Inquiry Officer

Grainne Kelly
 Inquiry Officer
 1st Floor
 Number 3 Palace Street
 Barnardo's Square
 Dublin 2
 Tel: 01 222 3192
 E-mail: grainne.kelly@dublincity.ie

Office of the Ombudsman
 Number 18 Lower Leeson St
 Dublin 2
 Tel: 01 6395600
 LoCall: 1890 22 30 30
 E-mail: ombudsman@ombudsman.gov.ie Web: www.ombudsman.gov.ie

If you require this document in an alternative format, or would like assistance in making a complaint, please contact the Access Officer in Dublin City Council, contact details are as follows:

Pat Nestor

Access Officer

Block 4 Floor 2

Civic Offices

Wood Quay

Dublin 8

Tel: 01 222 2145

E-mail: accessofficer@dublincity.ie

Appendix 4 Freedom of Information

The Freedom of Information Acts 2014 gives you the legal right:

- To access your personal records and other official records of Dublin City Council
- To correct or update personal information held about you by Dublin City Council, where this information is incomplete, incorrect or misleading
- To be given the reasons behind any decisions taken by Dublin City Council that affect you

You can submit a Freedom of Information request in writing to us in the following ways:

- By official Freedom of Information Request Form or by letter quoting the Freedom of Information Act 2014 to:

Dublin City Council
Freedom of Information Officer
Information Management Unit
Block 3, Floor 4,
Civic Offices
Wood Quay
Dublin 8
Tel: (01) 222 3775
email: foi@dublincity.ie

The Freedom of Information Request Form is available on our web-site or from our offices.

Note: In order to avoid delays please be as specific as possible when you are requesting records.

Your request will proceed through the following steps:

- We will acknowledge receipt of your request within two weeks
- We will make a decision within four weeks (note, if the request is particularly complex or there are large numbers of records involved, this may be extended to eight weeks). In general, if we do not respond within four weeks, the Act deems your request to have been refused

If your request is initially refused or part-refused you may appeal this decision to a higher officer within Dublin City Council. Again appeal requests must be received in writing to the address above. If your request is for non-personal records a fee of €30 made payable to Dublin City Council would apply at this stage.

Information on the type of information we hold and the structure of our organisation is available in our '*Guide to the functions, structure and records of Dublin City Council*' which is available on our web-site or in hardcopy by contacting us at our office.

If you are still not satisfied, you may appeal the decision to the Office of the Information Commissioner which is an independent office with powers to review decisions made by Dublin City Council.

Office of the Information Commissioner
18 Lower Leeson Street
Dublin 2
Tel: 01 639 5689
email: info@oic.ie
web: www.oic.gov.ie

Appendix 5 Data Protection

You have the right to obtain a copy of any information about you that is held by Dublin City Council. This information could be stored on a computer or in a manual filing system.

To obtain any information about you that is held by Dublin City Council, write to us at:

Dublin City Council
Data Protection Officer
Information Management Unit
Block 3, Floor 4,
Civic Offices
Wood Quay
Dublin 8
Tel: 01 222 3775
e-mail: dataprotection@dublincity.ie

Your letter or email should state:

“I wish to make an access request under the General Data Protection Regulation for a copy of any information you keep about me, on computer or in manual form.”

Please include any details that could help us to locate your records. This might include:

- Customer account number
- Staff number
- Any other information that may help us to identify your records

Please be specific in relation to the information you are seeking.

Under the GDPR individuals can seek the following information in an access request: -

- the purposes of the processing;
- the categories of personal data concerned;
- the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing in certain circumstances;
- the right to lodge a complaint with a supervisory authority;
- where the personal data is not collected from the data subject, any available information as to their source;
- the existence of automated decision-making, including profiling, and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

We operate best practice in relation to our responsibilities under the General Data Protection Regulation. This includes:

- obtain personal data fairly from the individual by giving them notice of the collection and its specific purpose;
- obtain personal data for specified, explicit and legitimate purposes and not further process it in a manner that is incompatible with those purposes
- collect no more data than is necessary from an individual for the purpose for which it will be used;
- keep the data accurate and up to date

- retain the data for no longer than is necessary for that specified purpose;
- to keep data safe and secure; and
- provide an individual with a copy of his or her personal data if they request it.

Under the GDPR individuals have the significantly strengthened rights to:

- obtain details about how their data is processed by an organisation or business;
- obtain copies of personal data that an organisation holds on them;
- have incorrect or incomplete data corrected;
- have their data erased by an organisation in certain circumstances
- object to the processing of their data by an organisation in certain circumstances;
- not to be subject to (with some exceptions) automated decision making, including profiling.

For information on data protection, visit the website of the Data Protection Commission at www.dataprotection.ie

Right of Compliant to the Office of the Data Protection Commission

If you are not satisfied with the outcome of the response you received from Dublin City Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commission who may investigate the matter for you.

The Data Protection Commission website is www.dataprotection.ie or you can contact their Office at

Lo Call Number: 1890 252 231
E-mail: info@dataprotection.ie
Postal Address: Data Protection Commissioner
Canal House
Station Road
Portarlinton,
Co. Laois. R32 AP23



Dublin City Council Age Friendly Charter

This **Age Friendly Charter** is a statement of Dublin City Council's commitment to make Dublin City a great place to grow old, where everyone is valued and respected, and it is a reminder of the services that older people can expect from Dublin City Council.

In fulfilling this pledge Dublin City will work in co-operation with older people as well as the statutory, voluntary, academic and private sectors.

This charter will be reviewed on an on-going basis in line with reviews of the Age Friendly Strategy and Action plans.

We have listed the ways in which we will ensure that older people continue to enjoy life as they age, by improving our service delivery under the following nine themes that underpin the **Dublin City Age Friendly Strategy 2014–2019**:

Information

Provide older people with good, easy to understand information, about relevant services, in both printed and on-line formats in places that they visit regularly.

Find ways to provide information to isolated older people who have difficulty in leaving their homes.

Home & Community

Provide older people with attractive alternatives to existing sheltered accommodation and nursing homes and provide the supports that allow older people to remain living in their homes and communities.

Make good use of resources that are based in local communities to support older people.

Ensure that our public services are accessible to all age groups including our older citizens.

Social, Economic & Political Life

Support the Older Person's Councils to ensure that older citizens can influence the decisions which affect their lives.

Support and link older citizens into social and friendship opportunities within their communities.

Learn, Develop & Work

Support the provision of training and employment opportunities that enable older people to live full and active lives.

Support the development of volunteering opportunities to use the talent and experience of older people in the City.

Value & Respect

Recognise the diversity of older citizens and their ability to continue contributing to their communities.

Ensure that our staff treat older customers with respect, tolerance and compassion.

Healthy & Active Living

Provide older people with facilities and opportunities to continue to engage in sport and active living.

Outdoor Space & Buildings

Ensure that the needs of older people are considered when designing and maintaining outdoor spaces and buildings.

Provide adequate seating, level footpaths and ensure that the main causes of falls for older people are addressed.

Safety

Work with An Garda Síochána to deliver safety awareness education programmes for older people in their communities.

Encourage our frontline staff to be alert to changes in people's wellbeing and respond effectively.

Transport

Work with public transport providers to address the gaps in public transport which affect older people.

Ensure that the timings of pedestrian crossings are sufficient to allow older people to cross our streets with ease.