



Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council

**Report to Housing SPC**

**Date: Wednesday 8<sup>th</sup> December 2021**

**Item No. 5iii**

## Dublin City Council Housing SPC Working Group on Services to Older People

### Activity Report

1st December 2021

The Working Group on Services to Older People was established in November 2020 as a result of an original proposal initiated by Councillor Mary Freehill. It reports to the DCC Housing SPC and also links with the programme work of the DCC Local and Community Development Committee particularly in relation to the National Age Friendly Strategy and the Healthy Ireland Programme.

The group aims are:

- a) To recommend democratic structures of governance and participation that would include elected members, staff and representation of older people.
- b) To examine, service delivery and best method of engagement that would reach all older people in the DCC area.
- c) To develop public policy proposals under national Age Friendly strategy and Healthy Ireland programme and within context of COVID19 recovery - with the focus being on which Dublin City Council services can be adapted, enhanced, or proposed, in order to improve quality of life.

The members of the Working Group are as follows:

- Councillor Mary Freehill, Chairperson of Group
- Councillor Alison Gilliland, Lord Mayor of Dublin, Chairperson Housing SPC
- Councillor Mary Callaghan, DCC Elected Member
- Councillor Donna Cooney, DCC Elected Member
- Councillor Anne Feeney, DCC Elected Member
- Councillor Niall Ring, DCC Elected Member
- Councillor Mannix Flynn, DCC Elected Member
- Dáithí Downey, Chief Officer DCC LCDC

**Meeting 9: 18th November 2021, 12:00pm – 14:00pm Virtual meeting via Zoom.**

**Elected members present:** Lord Mayor Alison Gilliland, Cllr. Mary Freehill, Cllr. Niall Ring, Cllr. Donna Cooney, Cllr. Mary Callaghan

**Elected members apologies:** Cllr. Anne Feeney, Cllr. Mannix Flynn

**DCC staff present:** Dáithí Downey, Beatrice Casserly, Eimear McCormack, Kieran Yeow, Peter Mulvihill, Sophia Brennan,

**DCC Staff Apologies:** Síle McNulty Goodwin

- Councillor Mary Freehill, Chair of WG, reviewed minutes of the meeting held in the Mansion House with the Lord Mayor, the NTA, the NDA and DCC on 28th October. This meeting focussed on matters regarding public seating at bus shelters and public transport.

The meeting was held with the Lord Mayor Alison Gilliland, Dr Gerald Craddock (Chief Officer Centre of Excellence in Universal Design) Ruth O'Reilly (Senior Built Environment Advisor), Anne Graham (Chief Executive Officer, National Transport Authority), Naomi Rooney (Transport Accessibility Officer, NTA), Councillor Mary Freehill, Chair of Services to Older People WG), Brendan O'Brien, (A/Executive Manager Traffic Department), Dáithí Downey (Chief Officer LCDC) and Beatrice Casserly, Dublin Regional Age Friendly Manager).

(a) Centre of Excellence in Universal Design

A presentation was made by Ruth O'Reilly (CEUD) and circulated to members thereafter. Guidance on the provision of seating at bus shelters is referred to within the presentation. Currently, one in eight people are aged over 65 years and data shows that over 65% of this cohort may have a disability. Issues including dealing with pain and stamina are often overlooked and can impair mobility. Adequate height, arm rest and size should be considered when designing seating at bus shelters.

(b) National Transport Authority

Anne Graham informed the group that here to fore the provision of bus shelters was primarily the responsibility of contracted bus companies. However, the National Transport Authority (NTA) are now taking over this role.

The NTA are aware that there are many bus shelters with inadequate seating. The Authority are carrying out an audit of all bus stops throughout the country. There are approximately 5,000 bus stops in the greater Dublin area alone. However, the NTA is committed to providing seating where feasible as it is location dependent.

Where bus stops do not have a shelter, it will be necessary to review the planning process and collaborate with the relevant local authority. The local authority carries out this task on behalf of the NTA. The *Bus Connects* project is including bus shelters as part of the project's planning process.

Seating design is the remit of JCDecaux. Currently, there is a back-log in the provision of new bus shelters. The NTA does not envisage reducing the size of existing bus shelters and they will finance the provision of appropriate seating.

The NTA agreed to include the CEUD in the conversation relating to seating design. It was agreed to use the outbound bus stop on Whitefriar Street as a test case for good seating design. A case study will be developed and proposed by the Working Group. This group agreed to meet again in six months (date tbc).

**Action agreed** is to progress this case study on new design options for public realm and seating at public transport bus stops for Whitefriar St (Dublin Bus stops 1355 and 4456) on R114 (Aungier St)

**Update 1** - Dáithí Downey, Chief Officer DCC LCDC updated the WG regarding the WHO *Partnership for Healthy Cities* initiative. Dublin City Council is required to agree an 'implementation plan'. The core proposal is to undertake a comparative study of 'walkability audits' between Dublin and a selection of cities in the Partnership.

**Action:** The Chief Officer LCDC will draft the proposed implementation plan in collaboration with the *Partnership for Healthy Cities*. This will be brought back to the Working Group for their review. It will also be an action item for the LCDC.

**Presentation:** Telecare system installation programme for DCC senior citizens

Kieran Yeow (Engineer, DCC Housing) presented on DCC Housing Maintenance telecare system and it's roll-out into 2022 (with Peter Mulvihill) The current system in the 3,100 DCC units is a pull chord system. This system is not fit for purpose due to functionality, repair costs and issues around supply.

The new Telecare System was chosen because of its practical functionality (pendent can be worn around wrist or neck); an improved monitoring system/call centre and better value for money.

This new system will be rolled out on a phased basis commencing Q1, 2022 The Working Group welcomed the introduction of this new improved service and hoped that it would be rolled out quickly.

**Update 2** from Eimear McCormack, Age Friendly Healthy Homes Programme Co-ordinator.

Eimear gave a progress report stating that to date she has completed 62 assessments. There are 21 clients awaiting visits. Eimear provides home visits or phone calls depending on the person's preference due to COVID19 public health restrictions. Eimear is focusing on the Dublin 8 area and hopes to streamline 24 referrals.

Case management is an issue as many clients require more than one visit and resources are an issue. The Working Group noted that this service makes such a difference in people's lives and as a group want to support the programme and ensure that resources are available.

Eimear noted that many people expressed the wish to downsize but there were many issues preventing them availing of this option. It was noted that it would be useful to ask Housing & Community Department to make a presentation on Senior Citizen Housing and the Rightsizing policy.

**Action:** The Chief Officer to invite Housing & Community Department to make a presentation on Senior Citizen Housing models and the Right Sizing Policy. It was also agreed to invite AVA Housing to present to the group as well.

A round table discussion took place and the members considered a number of actions. The following were proposed:

1. The Working Group agreed to progress this case study on new design options for public realm and seating at public transport bus stops for Whitefriar St (Dublin Bus stops 1355 and 4456) on R114 (Aungier St)

The Chief Officer LCDC will draft the proposed implementation plan in collaboration with *Partnership for Healthy Cities*. This will be brought back to the Working Group for their review. It will also be an action item for the LCDC.

2. The Chief Officer to invite Housing & Community Department to make a presentation on Senior Citizen Housing models and the Right Sizing Policy. A decision was also made to invite AVA Housing to present to the group as well.

**Date of next meeting: Thursday 27th January 2022 from 11:30 to 12:30 on line via Zoom.**



**Dáithí Downey**  
**Chief Officer, DCC Local Community Development Committee (LCDC)**  
**Senior Executive Officer, Housing and Community Services.**