



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Report to Housing SPC

Date: Wednesday 14th September 2022

Item No. 6iii

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

Activity Report

9th September 2022

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
- Bruce Mc Devitt, Age Friendly Regional Manager DCC

**Housing SPC - Services to Older People Working Group
Meeting held on 7th July 2022 from 11:30am to 12:30pm**

Virtual Meeting via Zoom

	Organisation
Present:	
Dr Alison Gilliland	DCC Elected Representative
Mary Freehill	DCC Elected Representative (Chairperson)
Mary Callaghan	DCC Elected Representative
	DCC Elected Representative
	DCC Elected Representative
Also Present:	
Pauline Treacy	Assistant ICT Manager, Transformation Unit
Bruce McDevitt	Age Friendly Regional Manager – Dublin City
Eimear McCormack	Healthy Age Friendly Homes Coordinator – Dublin City Area
Sophia Brennan	DCC Community and Social Development
Apologies:	
Donna Cooney	DCC Elected Representative
Anne Feeney	DCC Elected Representative
Nial Ring	DCC Elected Representative
Mannix Flynn	DCC Elected Representative

Transport

1. Update from Cllr. Alison Gilliland regarding the bus shelter seat at White Friar Street:

Cllr. Gilliland advised the Working Group that Anne Graham, Chief Officer NTA email clarification was as follows:

When the NTA examined that location there were a number of space constraints. The shelter is narrow and there is a footpath drain in the location. Therefore, the NTA could not provide the option used in their new shelters which is a deeper, higher seat with arm rests. However, the design allowed space for wheelchair users and buggies to be sheltered in the remaining part of the shelter.

The NTA are about to trial the provision of seating at bus stops where there is no shelters and will provide more information of those trial locations when they are agreed.

This correspondence was noted.

2. Update from DCC Corporate Transformation Unit on service delivery to our older customers.

Pauline Treacy, Assistant ICT Manager, Corporate Services & Transformation Department updated the members regarding Dublin City Council's current and future service delivery approach and standards.

Pauline advised the working group that the Transformation Unit is responsible for developing the strategic customer focus service delivery standards. It is also implementing a set of projects, which were identified in consultation with departments as key drivers for change in the organisation.

DCC provides a wide range of contact points and communication channels. The Unit are going out to tender for the redesign of the Wood Quay Atrium Area, providing improved facilities for customers including new seating and toilets, self service areas and a single accessible point of contact on the ground floor. It will take approximately two years to deliver this project.

The members highlighted the need to standardise language across all sections - in particular replacing '*customer*' with '*citizen*' or similar as being discussed within the Transformation Unit with regard to services.

The members highlighted areas for potential immediate attention

- Digital Inclusion - i) Could DCC provide a grant to purchase a user friendly simplified tablet. ii) Could DCC provide training through libraries or outreach to those who don't engage with DCC services and supports? It would be transformative especially for persons from socio economic deprived areas.
- Non Digital Services - Improve telephone services for people with hearing/cognitive challenges etc. Could DCC provide a dedicated age friendly telephone resource, as many older people are frustrated if services are only available online.

The Unit is reviewing the Customer Services Action Plan 2018 - 2020 and aims to identify specific actions to help DCC improve its customer service. This process has been delayed by the challenges of Covid. Members were invited to forward any recommendations / comments for inclusion in the new Plan by September to Pauline Treacy.

Action 1: A copy of the current Customer Services Action Plan will be circulated to the members. Any recommendations/comments should be forwarded to Pauline Treacy, Corporate Services Transformation Unit.

Action 2: Digital Inclusion: It was suggested that it be proposed to Dublin Public Libraries that they act as a starting point in relation to future / additional Digital Inclusion Programmes.

3. Age Friendly Budget– securing a budget for proposed age friendly projects next year was proposed by the Chair.

The members discussed what kind of age friendly projects that they could focus on.

➤ **Road/path maintenance and repairs:**

It was stated that it is often older people who are injured due to falls on poorly maintained surfaces. Reporting of such incidence is low. There is a higher density of older people living in areas like Glasnevin and Harolds Cross for example. Members queried if a pilot road/pavement repair project could be prioritised for these areas.

Members also indicated that they would like an update from the Roads Department in relation to Roads and Pathways in relation to maintenance and repairs.

- **Public seating:** The members discussed as to how to proceed. A decision was made to submit a motion to both the Arts SPC and the Traffic SPC regarding seating design/height/provision of arm rests. However, due to standing orders (This motion can only be submitted to one SPC). The Chair directed the motion as below.

Action 3: Draft a motion on behalf of the Working Group and submit same to the Arts Culture & Leisure SPC; That this SPC agrees to ensure that public seating is designed in a manner that is appropriate to meet the needs of persons with mobility difficulties; namely that seating provided is of a design allowing for varying heights and constructed with arm rests to facilitate standing up.

- Age Friendly Homes: The WG further discussed AVA Housing and if the WG could support this housing model or whether national support via the Minister is required i.e. changing the adaptation grant model to facilitate home owners utilising the AVA Housing Scheme. Cllr. Gilliland offered to seek further clarification from AVA Housing as to what support would be of assistance.

Action 4: Councillor Alison Gilliland to consult with AVA Housing as to what support the Working Group could provide to assist in promoting this initiative.

5. Sláintecare Healthy Communities Programme update.

Bruce McDevitt gave an update: Two staff members have been appointed and are familiarising themselves with the role. A further two staff will be taking up their positions by the end of August.

Sláintecare Healthy Communities is a three year initiative which seeks to address and overcome the deficit in primary care programmes. There is close collaboration with the HSE and other stakeholders. There are nineteen areas identified throughout Ireland which will benefit from community enhancement funding, four are within Dublin's administrative area. They are Ballymun, Finglas/Cabra, Darndale and Ballyfermot.

The WG asked why other areas are not being included in this programme. Bruce McDevitt to seek clarification.

The CRES Department is supporting a partnership initiative between Dublin City Council and the HSE in St. Catherine's Community Centre, Dublin 8. The Centre is hosting a COPD FITT Maintenance Rehabilitation programme in collaboration with St. James Hospital and linking in with CHO 7, providing tailored gym and exercise classes for patients that have completed the Phase 3 Rehabilitation Programmes in the relevant hospitals.

Action 5. Bruce McDevitt to arrange a visit for the Working Group to St. Catherine's Community Centre.



Bruce Mc Devitt

Bruce Mc Devitt, Age Friendly Ireland – Regional Manager – Dublin City