



# Lisburn and Castlereagh Age Friendly Strategy & Action Plan

*"An empowered, prosperous, healthy, safe  
and inclusive community"*



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## Foreword by the Mayor of Lisburn & Castlereagh City Council Alan Givan



Lisburn & Castlereagh is recognised as having an ageing population meaning that the demographic profile will change significantly over the next 10-20 years. These changes pose significant challenges

and opportunities. Failure to adapt to demographic change will result in high costs to our society. In response to this the council is committed to improving Lisburn & Castlereagh through the World Health Organisation's Age Friendly Framework, the results of which will positively impact on our citizens.

Old age can result in experiences of ill health, disability, dependence or loneliness. This is dependant not only on the functional capacities of the person but also to a large extent on the physical and social environment in which a person lives. By transforming environments into supportive and inclusive places with the right policies and services in place, local communities can help to foster the benefits of healthy ageing.

The Age Friendly initiative aims to encourage active and healthy ageing by optimising health, stimulating inclusion

and enabling wellbeing in older age. The population as a whole benefits from designing environments for older people. Interventions for delivering an Age Friendly community can help tackle some of the biggest challenges to healthy and active ageing, such as social isolation and loneliness, injuries and falls, inactivity, mental and physical ill health.

Policies, interventions and projects are needed to ensure the transformation into supportive environments for our ageing population. With this in mind the publication of this Age Friendly Strategy and Action Plan marks the beginning of a process that will see a coordinated approach being adopted by organisations and communities to create a more Age Friendly society.

I welcome this document not only as the Mayor of Lisburn & Castlereagh City Council but also as a citizen who is conscious of the responsibility we have for the health and wellbeing of everyone in our area.

I look forward to the implementation of an Age Friendly society through collaboration with our partners to make Lisburn & Castlereagh a great place to live and grow old.



## Introduction

An Age Friendly world enables people of all ages to actively participate in community activities. It is a place where everyone is treated 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. And 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 and signing up to the Age Friendly Global Network.

The World Health Organisation (WHO) has established a global network of Age Friendly cities and communities that encourage active ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people grow older. The WHO has proposed eight domains that can help to identify and address barriers to the wellbeing and participation of older

people. Key statistics on older people are included in the Age Friendly profile fig 2, page 5.

The Executive Office has outlined that Northern Ireland will be an Age Friendly region by 2021 as outlined in the Active Ageing Strategy 2015-2021. Age Friendly is also an outcome within the Programme for Government (PfG) Delivery Plan for 2018/19 under Outcome 4: To Make each council area "Age Friendly" – a place where organisations work together to enhance quality of life for people as they age.

There are eight Age Friendly domains which are designed to overlap and interact with one another. Outdoor Spaces and buildings, Transport and Housing sit within the physical environment. Social Participation, Social Inclusion and Civic Participation sit within the social environment. Communication/information, Community and Health sit within public services. The domains are illustrated in fig 1 below.



Figure 1: Age Friendly domains

# Age Friendly Profile



## Age Friendly Profile for Lisburn and Castlereagh

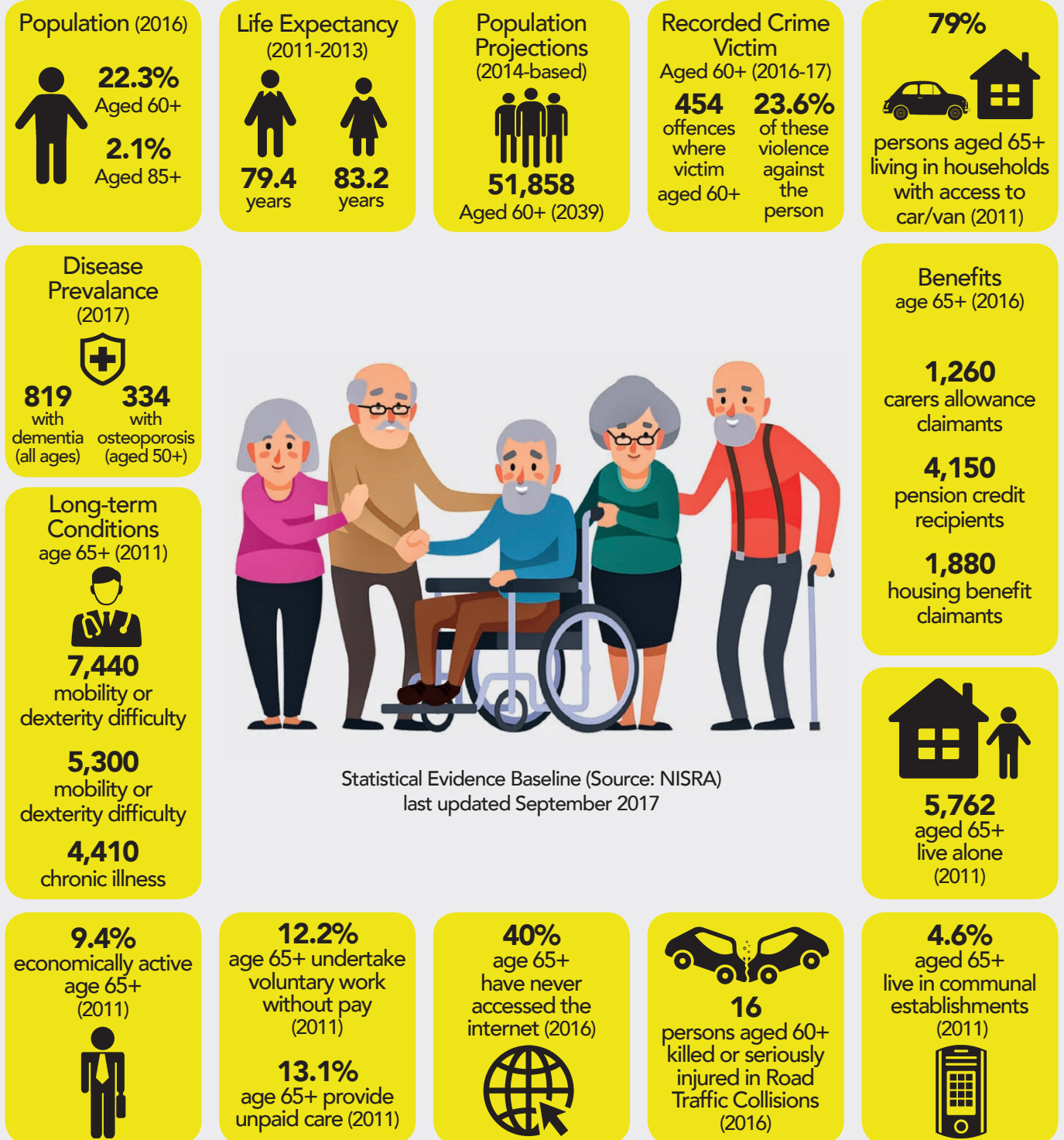


Figure 2: Age Friendly Age Profile

## Age Friendly and the Community Plan

The Community Plan for Lisburn & Castlereagh was published on 30th March 2017 as part of the statutory community planning process. The ethos of community planning is to help improve how public agencies progress together alongside local people, to plan and deliver better services. Early engagement with the public, via the Community Conversations, plus a review of statistical data, quickly identified that Lisburn & Castlereagh has an ageing population which is an important issue.

It is essential that public services and infrastructure, designed and implemented today, will still be relevant to the council's future population. In response to this the Strategic Community Planning Partnership agreed to work

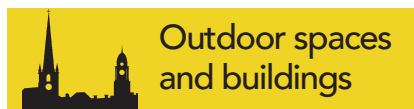
towards the World Health Organisation's Age Friendly status and in doing so agreed to establish an Age Friendly Alliance to engage with key stakeholders and the community to prepare a strategy for the area.

Lisburn & Castlereagh's Age Friendly Strategy provides a framework to help make our council area a great place to grow older and an area in which everyone, regardless of age, is valued and respected. It provides the structure for cross-sector cooperation, which is essential to improve the quality of life of our older population. The Strategy is framed around the eight Age Friendly domains as prescribed by the World Health Organisation. (Page 7).

This Age Friendly Strategy and its associated Action Plan has been informed by the Community Plan which was arrived at following a consultation process identifying high level outcomes for Lisburn & Castlereagh. It has been further supplemented by direct engagement with older people, other stakeholders and service providers.



# The WHO Age Friendly Domains: Table 1



The outside environment and public buildings have a major impact on the mobility, independence and the quality of life of older people and affect their ability to “age in place”. The recurring themes are quality of life, access and safety.



Transportation, including accessibility and affordable public transport, is a key factor influencing active ageing. Being able to move about an area (urban, rural and connections) determines social and civic participation and access to community and health services.



Housing is essential to safety and wellbeing. There is a link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people. Housing and support that allow older people to age comfortably and safely within their community are universally valued.



Social participation and social support are strongly connected to good health and wellbeing throughout life. Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to continue to exercise their independence, to enjoy respect and esteem.



The respect and inclusion of older people can depend on culture, gender, health status and economic status. The extent to which older people participate in the social, civic and economic life of where they live is closely linked to their experiences of inclusion.



Older people do not stop contributing to their communities on retirement. Many continue to provide unpaid and voluntary work for their families and communities and are a lead contributor to the economy. Age Friendly provides options for older people to continue to contribute to their communities through paid employment or voluntary work, if they so choose, and be engaged in the political process.



Staying connected with events and people and getting timely, practical information to manage life and meet personal needs is vital for active aging. Age Friendly communities have relevant information that is readily accessible to older people with varying capacities and resources.



Health and support services are vital to maintaining health and independence in the community. Civil society can provide a role in supporting the health of the community. The WHO checklist focuses on the aspects within the scope of Age Friendly.

# Planning for an Age Friendly Lisburn & Castlereagh

Becoming Age Friendly is not something that happens overnight and there are several steps, set out by the WHO, that need to be taken. The planning, implementation, evaluation and improvement aspects of Age Friendly is a continuous process as shown in figure 3.

## How will Lisburn & Castlereagh become Age Friendly?

An Age Friendly Community will:

1. Establish mechanisms to involve older people throughout the Age Friendly process.
2. Develop a baseline assessment of the age-friendliness of the area under eight domains.
3. Two years planning
4. Develop a 3 year council-wide action plan
5. Identify measurements to monitor progress against this plan.

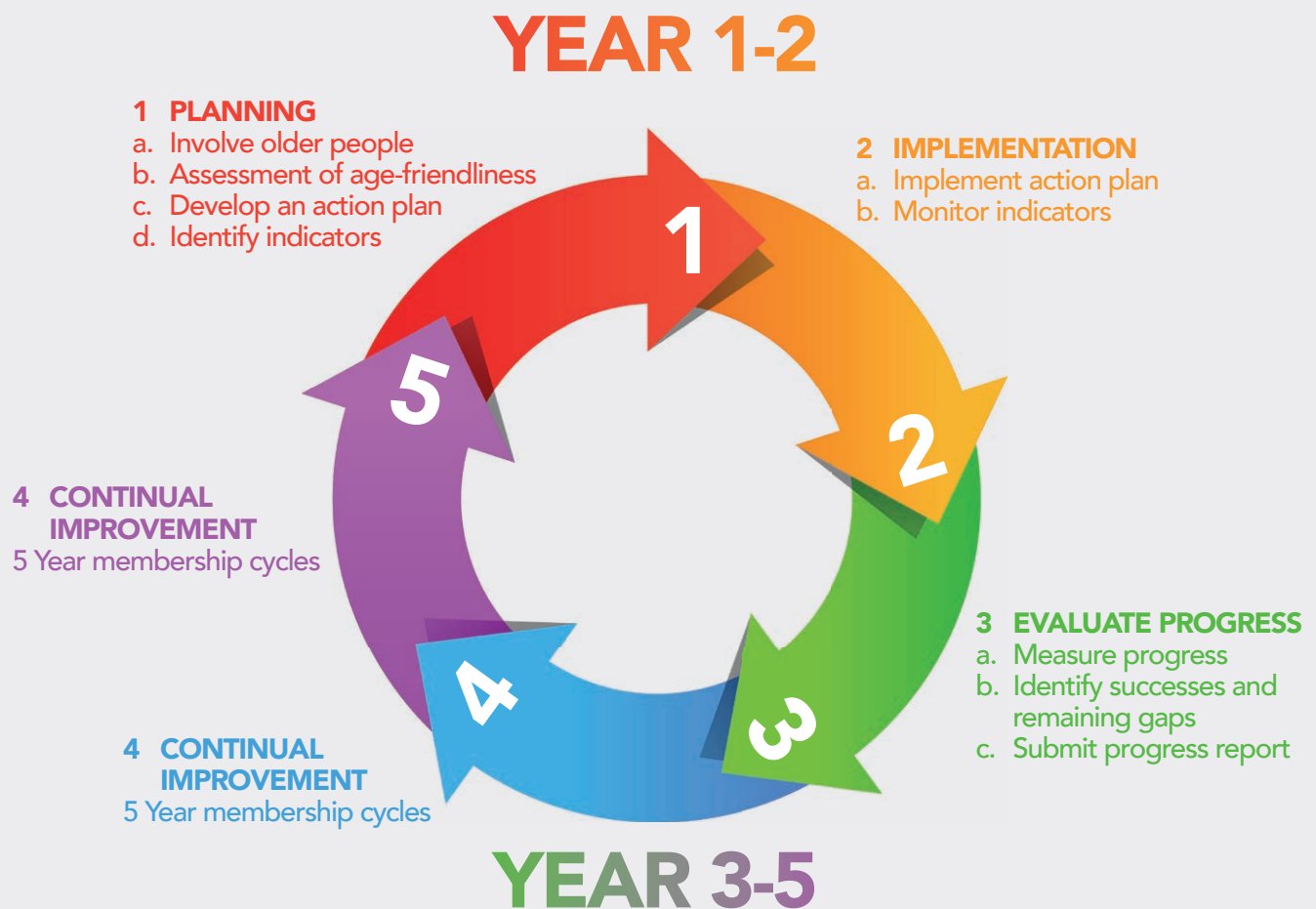


Figure 3: Age Friendly Cycle



## Age Friendly Structure

An Age Friendly Alliance has been established within the Community Planning structure, through the Lisburn & Castlereagh Strategic Community Planning Partnership. The progress of the Age Friendly Alliance is reported to the

Partnership. The Older Persons Network will have a two way process where there will be a direct link between the Age Friendly Alliance and older persons Network. The Age Friendly structure is illustrated in figure 4 below.

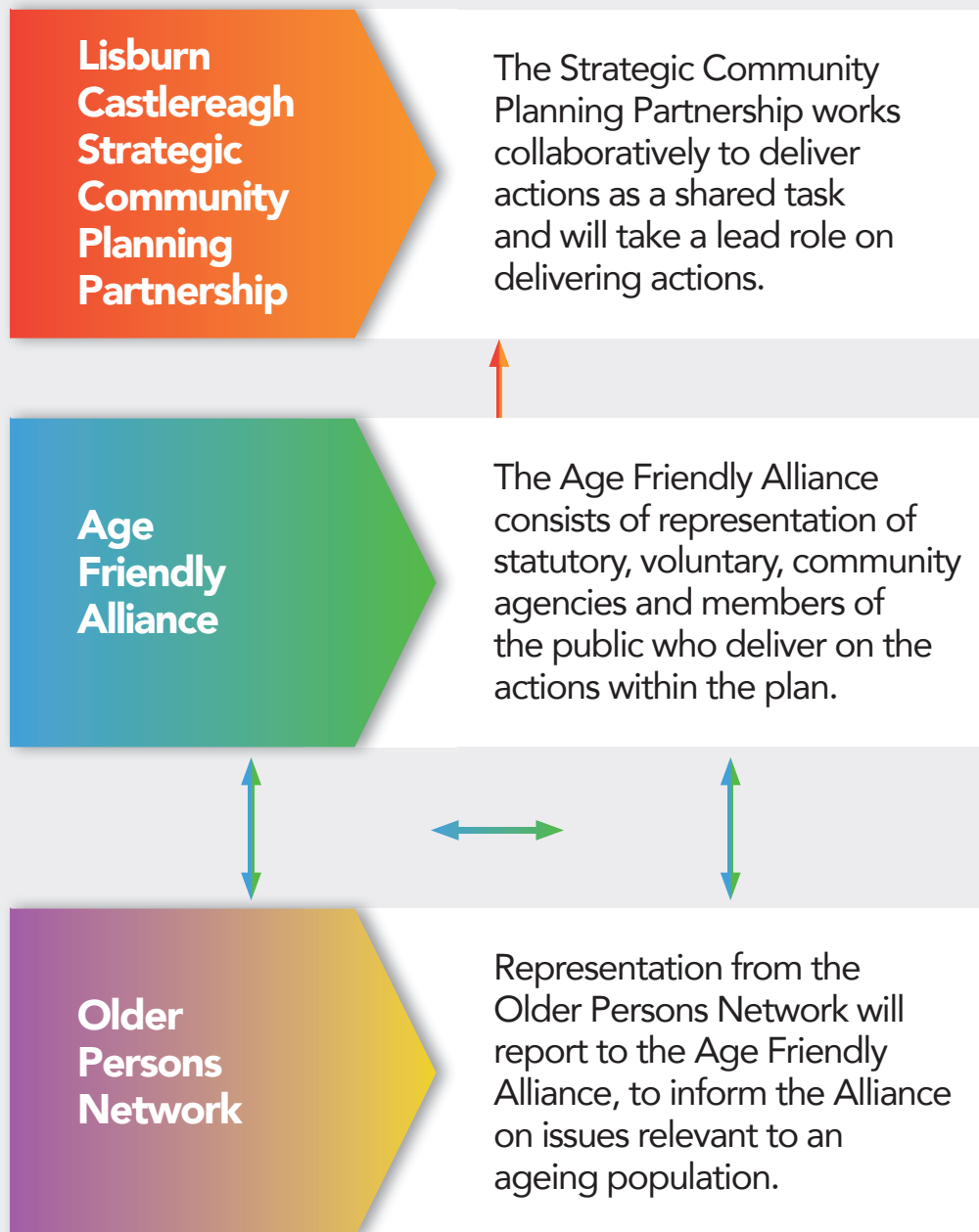


Figure 4: Age Friendly Structure

## Steps taken in Lisburn & Castlereagh

Steps towards Age Friendly Status	What have we done in Lisburn Castlereagh
Secure approval from senior leadership	<p>In 2016, Lisburn &amp; Castlereagh Strategic Community Planning Partnership agreed that an ageing population is a significant issue for this council area.</p> <p>In October 2017, Lisburn &amp; Castlereagh City Council wrote to the World Health Organisation setting out its intentions for this area to be recognised as Age Friendly.</p>
Create an Age Friendly Alliance	In 2018, Lisburn & Castlereagh Community Planning Partners established an Age Friendly Alliance to consider the evidence, develop a strategy and agree an appropriate action plan.
Consult with older people and establish an older people's steering group.	<p>The community conversations involved direct engagement with over 1,000 people, including older residents. Additional engagement has taken place with older people's groups and additional Age Friendly surveys were distributed to older peoples groups in the community.</p> <p>An Older Persons Network is currently being established to create a voice for older people in LCCC.</p>

### Priority Domains

The WHO identified eight separate domains that a locality should consider when developing actions that will help it in its aspiration to be 'Age Friendly'. Lisburn & Castlereagh Age Friendly Alliance considered all eight domains and identified which ones to prioritise for action. The following domains were identified as key priorities where the Age Friendly Alliance could have maximum impact upon. Other key issues will be addressed at a more strategic level through the Strategic Community Planning Partnership such as transport and housing. The three Age Friendly Priority areas are:



## What you told us

AF Domains	Feedback
<b>Outdoor spaces and buildings</b>	Walkability audits are high on the agenda especially in areas where a high proportion of older people are living, which could improve access to services. Assets such as benches to be kept clean to encourage resting spots for people. Getting the information in an accessible manner from facilities is also important.
<b>Transport</b>	Missed health appointments can be a direct impact from poor transport linkages, which connect people to health services. More could be done to look at areas where a high proportion of older people are living and using public transport to access services. Better communication with direct dialogue between statutory services and community groups.
<b>Housing</b>	Housing is essential to safety and wellbeing. There is a link between appropriate housing and access to community and social services and in influencing the independence and the quality of life of older people. As a basic need, the type, location and condition of housing can have a significant impact on a person's health and can help older people remain active, independent and socially included.
<b>Social participation</b>	The promotion of structured intergenerational work to help build understanding and respect through communities is key to tackling the stigma that exists between generations. Co-production between youths and older people like a youth council and older council could be key.
<b>Respect and inclusion</b>	Working together and not a silo mentality would improve on any lack of coordination on the ground. More partnership working and collaboration between agencies with shared budgets and clear signposting would ensure better social inclusion.
<b>Civic participation</b>	Better focus on volunteering and co-production with linked projects such as Linking Generations NI. More opportunities from LCCC to promote volunteering and opportunities for paid work and skills. Older people do not stop contributing to their communities on retirement and greatly contribute to the economy. However businesses must adapt to their needs.
<b>Communication and Information</b>	Slow broadband speeds were reported to more rural areas of LCCC. Cuts in funding for services is leading to much frustration for people through a lack of communication. An agreed 'one stop shop' is seen as preferable. An agreed online resource such as a Portal for Older People (POP NI) is seen as the online resource that may be able to be an online platform for information.
<b>Community and health</b>	Public services currently are under extreme pressure. A better joined up approach especially from the statutory agencies is required. There is a clear lack of direction and budget for services, it is felt that in the past early interventions for health services were seen more as second fiddle to acute care.

## Age Friendly Actions



### Social Participation

Actions	Indicators	Action Lead	Action Support	Link to the Community Plan
1. Prioritise social isolation within the Age Friendly process	<p>Mapping of services which are currently available in LCCC</p> <p>Looking at a regional approach to isolation through The Campaign to End Loneliness framework groups</p>	Safe and Well Communities Red Cross Frailty Network	SEHSCT Age Friendly LCCC	We live healthy fulfilling and long lives
2. Develop programmes that support people to adopt more active, healthy and social lifestyles resulting in better health outcomes	Arrange meeting of services delivering for our ageing population and analyse any gaps that exist to make services better i.e. through onward referrals	SEHSCT LCCC PHA	Active Ageing C-SAW GP Referral Macmillan Move More Initiative	We live healthy fulfilling and long lives
3. Establish an inter-generational network to support and develop inter-generational approaches in the Lisburn & Castlereagh area	<p>Create a network of agencies within Lisburn &amp; Castlereagh and empower them to develop their own intergenerational projects to link generations together to break down ageism</p> <p>Monitor and evaluate the work of the intergenerational networks</p>	Linking Generations NI	Age Friendly	We live healthy fulfilling and long lives
4. Improve access to our outdoor environment through maintaining of Green Flag status and ensure outdoor parks are accessible	Hold regular park and open spaces walking audits to ensure outdoor spaces are adequate for an ageing population	LCCC	Parks and Amenities	We live in attractive, resilient and environmentally friendly places



## Age Friendly Actions



### Social Participation

Actions	Indicators	Action Lead	Action Support	Link to the Community Plan
5. Social prescribing pilot that will benefit isolated people in the community	Empower 150 clients and to support greater independence, reduce reliance on primary healthcare	Resurgam Healthy Living Centre		We live healthy fulfilling and long lives
6. Provide opportunities for arts participation and recognise the contribution arts makes to wellbeing	Promote programmes that include theatre, dementia friendly screenings of films, arts and crafts, dance and photography	LCCC SEHSCT	ISLAND Arts Centre	We live healthy fulfilling and long lives
7. Support older peoples groups to get the information they need	Develop and support an older persons' network to form an action plan of speakers and agencies to present to the network to develop links with agencies and the wider public	SEHSCT	BHSCT LCCC Age NI	We live healthy fulfilling and long lives
8. Participate in national days celebrating older people i.e. International Positive Ageing Month	Form a steering group around national campaigns to ensure national campaigns and awareness days are highlighted and celebrated	LCCC SEHSCT	Alliance partners	We live in empowered harmonious, safe and welcoming communities

## Age Friendly Actions



# Communication and information

Actions	Indicators	Action Lead	Action Support	Link to the Community Plan
<p>1. Use Portal For Older People. com (POPNI.com) which is a website that signposts older people to services</p>	<p>Revamp the Portal For Older People known as POPNI.com as a Main interface for older people to receive the information they need</p> <p>Roll out training on the Portal for Older People (POPNI.com) to groups and individuals learning about being online</p>	<p>SEHSCT</p>	<p>Lisburn &amp; Castlereagh Age Friendly Partners</p>	<p>We live healthy fulfilling and long lives</p>
<p>2. A localised directory to communicate and inform older people of services in their area and a toolkit to advise community groups</p>	<p>Ensure people who do not use the internet are not left behind by ensuring a local directory on services and opportunities is distributed</p> <p>A toolkit to be produced to ensure community groups are getting the support and information they need</p>	<p>SEHSCT LCCC</p>	<p>Lisburn &amp; Castlereagh Alliance Partners</p>	<p>We live in empowered harmonious, safe and welcoming communities</p>
<p>3. Improve how information is accessed for our ageing population and how accessible facilities meet Age Friendly checklist standards</p>	<p>Ensure there is direct information for older people regarding services i.e. online information is quick and easy to find</p> <p>An audit of facilities in Lisburn and Castlereagh and communicate the importance of how information is accessed.</p>	<p>Lisburn &amp; Castlereagh Friendly Alliance</p>		<p>We live in empowered harmonious, safe and welcoming communities</p>

## Age Friendly Actions



### Communication and information

Actions	Indicators	Action Lead	Action Support	Link to the Community Plan
4. Establish/ support an older persons' Network for Lisburn and Castlereagh	<p>Hold workshops with community groups to undertake a co-production approach to the establishment of an Older Persons Network</p> <p>Create an action plan with the older persons network to ensure proactive approach</p>	LCCC	SEHSCT AgeNI BHSCT	We live in empowered harmonious, safe and welcoming communities
5. Promote a positive image of growing older in Lisburn & Castlereagh	Highlight good examples of positive ageing in Lisburn & Castlereagh area and showcase through Age Friendly promotion	LCCC	Alliance partners	We live healthy fulfilling and long lives
6. Ensure older people have a voice through support of the Pensioners Parliament	Local Pensioners Parliament to be held in Lisburn & Castlereagh to provide valuable information about the main problems older people have within Lisburn & Castlereagh	Age Sector Platform LCCC	Age Friendly	We live in empowered harmonious, safe and welcoming communities

## Age Friendly Actions



# Community and health

Actions	Indicators	Action Lead	Action Support	Link to the Community Plan
1. Work with service providers to ensure that older people are prepared for the winter months and ensure people are safe in their homes	Hold 'Be Prepared' events across the council area to ensure people are prepared for the winter months	LCCC- Home Safety Team SEHSCT	Age Friendly Red Cross AgeNI Caring Safe and Well Communities	We live healthy fulfilling and long lives
2. Protect vulnerable people by implementing initiatives to reduce crime against older people	<p>Deliver home security assessments and installation measures taken if necessary</p> <p>Develop Neighbourhood Watch Schemes and host quarterly meetings with Neighbourhood Watch Coordinators</p> <p>Deliver crime prevention initiatives including information and awareness raising sessions</p>	PCSP Lisburn & Castlereagh	PSNI	We live in empowered harmonious, safe and welcoming communities
3. Set up, coordinate and develop an approach to Dementia Friendly	<p>Build community capacity by holding Dementia Friends training in each of the 7 electoral council areas in LCCC</p> <p>Form and develop a Dementia Locality group within Lisburn &amp; Castlereagh to roll out a joined up approach to dementia</p>	Alzheimer's Society	Age Friendly Dementia NI SEHSCT BHSCT	We live in empowered harmonious, safe and welcoming communities
4. Promote use of the Just a Minute Card (JAM) within the Lisburn & Castlereagh area. Hold events to raise awareness and break down the stigma of living with dementia	<p>Host a Real Lives Matters event in the LCCC area</p> <p>Develop empowerment groups across the council area</p>	Dementia NI	NOW Group	We live in empowered harmonious, safe and welcoming communities



## Age Friendly Actions



# Community and health

Actions	Indicators	Action Lead	Action Support	Link to the Community Plan
5. Implement the Community Toilet Scheme within Lisburn & Castlereagh	Pilot 5 businesses within Lisburn & Castlereagh to trail the Community Toilet scheme to ensure people have the facilities they need to get around	LCCC		We live in empowered harmonious, safe and welcoming communities
6. Support the work of Local Commissioning Group to deliver the work of the Integrated Care Partnerships	Improve the quality of life of Care Homes by ensuring care homes and residents are fully integrated with support available in the local community.  Health & Social Care Board/Public Health Agency to prototype a dementia pathway.	Health & Social Care Board PHA		We live healthy fulfilling and long lives
7. Relaunch the Message in a Bottle campaign to ensure important medical and contact information is readily available	Produce and distribute 1000 message in a bottle units to the community within Lisburn & Castlereagh area	Lisburn & Castlereagh Age Friendly		We live healthy fulfilling and long lives
8. Implement measures to minimise injuries and deaths caused by home accidents, including fires, particularly for those most at risk	Home Safety and Optometry talks targeting older people in the Lisburn and Castlereagh Council area  Facilitate a minimum of 10 Home Safety and Optometry talks targeting older people in the Lisburn and Castlereagh Council area raising awareness of falls prevention (targeting min. 100 people)	LCCC Home Safety Team		We live healthy fulfilling and long lives


The Age Friendly plan is a live document, so will be continually edited and updated

## Measuring the Impact

The actions set out across pages 12 – 17 contain a link to the outcomes in the Community Plan. Formal reporting of the implementation of this Strategy and Action Plan will reflect these existing mechanisms.

Age Friendly Alliance members

will review the Age Friendly actions alongside the community planning actions to avoid duplication and achieve more collaborative outcomes. During Age Friendly Alliance meetings, a record will be kept of the specific Age Friendly actions being undertaken by members using the template below.

Alliance Member	Age Friendly Domain: Social Participation	Activity (Summary of progress)	WHO theme  Social Participation	Link to the Community Plan
e.g. Lisburn & Castlereagh City Council	Action 7: Participate in national days celebrating older people i.e. International Positive Ageing Month	E.g. Over 200 people attended Positive Ageing Month. 10% knew what activates existed before positive Ageing Month, 95% knowledge of activities had improved as a result of Positive Ageing Month	Social Participation	We live in empowered harmonious, safe and welcoming communities

This record will be used to communicate to stakeholders on activities that are taking place to make Lisburn & Castlereagh a welcoming place for everyone.

Throughout the process to implement these actions Age Friendly and Community Planning engagement will continue to be linked to avoid consultation fatigue. Groups will be offered opportunities to provide feedback and practical engagement on individual actions within the plan.

## Members of the Age Friendly Alliance

Lisburn & Castlereagh City Council  
Alzheimer's Society  
TADA  
SEHSCT  
BHSCT  
NIFRS  
Health & Social Care Board  
Queen's University of Belfast  
Lisburn & Castlereagh PCSP  
Lagan Valley Rural Transport  
Linking Generations NI  
ASCERT  
PSNI  
NIHE

Resurgam Trust  
Public Health Agency  
Department for Communities  
Libraries NI  
Dementia NI  
ATLAS Women's Centre  
Volunteer Now

## Glossary of terms

### **Strategic Community Planning Partnership**

Senior leaders from public sector organisation who are working together to deliver the Community Plan for Lisburn Castlereagh.

### **The Community Plan for Lisburn Castlereagh**

Also known as the Community Plan. A document setting out a 15-year vision for Lisburn & Castlereagh that all members of the Strategic Community Planning Partnership are working towards achieving.

### **The Community Conversations**

Consultations across the Lisburn & Castlereagh area to gather feedback from the public on issues that are important to them.

### **Age Friendly Alliance**

A group of representatives from specialist organisations who are collectively working together to make sure Lisburn & Castlereagh is a great place to live and grow older.

### **Age Friendly Domains**

Thematic domains agreed by the World Health Organisation that should be considered as part of the application to be designated 'Age Friendly'.

### **The World Health Organisation**

(WHO) is a specialised agency of the United Nations that is concerned with international public health. The WHO Global Network for Age Friendly Cities and Communities was established to foster the exchange of experience and mutual learning between cities and communities worldwide.

### **Thematic Action Plan Groups**

Community planning groups used to implement and review the progress of community planning actions and agree reports on progress to be presented to the Strategic Community Planning Partnership.



Age Friendly  
Lisburn and  
Castlereagh



**The Age Friendly Initiative** aims to ensure Lisburn and Castlereagh is a great place for everyone to grow older and one that is supportive, valuing and enabling for older people

**OUTDOOR SPACES AND BUILDINGS**

**TRANSPORTATION**

**HOUSING**

**SOCIAL PARTICIPATION**

**RESPECT AND SOCIAL INCLUSION**

**CIVIC PARTICIPATION AND EMPLOYMENT**

**COMMUNICATION AND INFORMATION**

**COMMUNITY AND HEALTH SERVICES**

**LCCC**

Lisburn &  
Castlereagh  
City Council

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Public Health  
Agency

*The Age Friendly Strategy and Action Plan is being led by Lisburn & Castlereagh City Council with funding from the Public Health Agency*