

AGE FRIENDLY GLASGOW

Consultation Document 2015

Introduction



It is predicted that in just over twenty years time, the number of Glasgow residents aged over 65 will increase by 40%. This represents a significant change in the population of the city and so it is appropriate for us to begin to plan how the needs of older citizens can be best met, both now and in the future.

In order to help us meet the needs of our current citizens and those of a changing city, in March this year Glasgow joined the World Health Organisation's (WHO) global network of Age Friendly Cities. In pledging ourselves to become "Age Friendly", we committed ourselves to making Glasgow 'an inclusive and accessible urban environment that promotes active ageing'. To achieve this, we are developing a plan of activities that challenges us to meet the needs of our older citizens, not just in the services provided by the council, but across a range of public and privately provided services across the city.

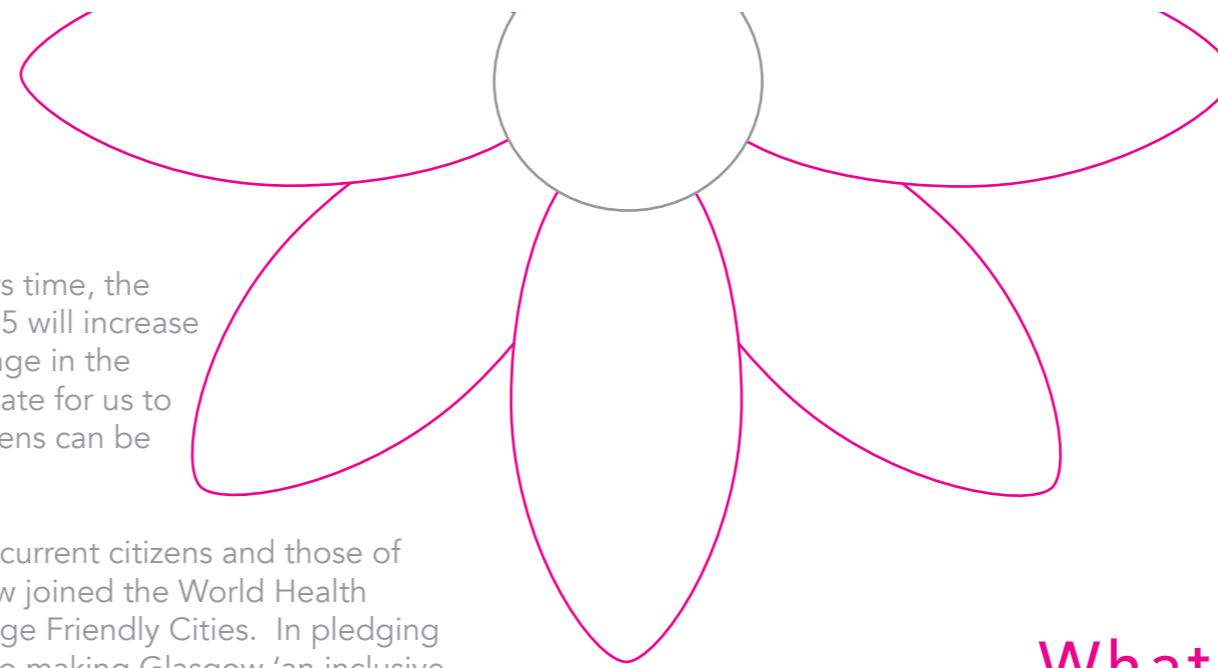
We want to ensure that age is not a barrier to participation in Glasgow and support our older residents to live independently. Many of our services are already responsive to the needs of our older residents, for example, we provide a library service that offers home delivery of books for citizens unable to visit their local library; free swimming and other sports are available to the over 60s and, recognising the vulnerability of some of our older citizens, we provide an affordable warmth payment of £100 to those aged 80 and above. We further recognise the role that our older citizens already play in the life of the city and seek to reinforce this by actively encouraging older people to volunteer, as many did as Host City Volunteers during our successful hosting of the Glasgow 2014 Commonwealth Games. But we want to take this further.

This consultation document has been created following initial consultation with a range of the city's older residents and representative organisations, however, we want to ensure that the subsequent Age Friendly Glasgow framework and action plan is as representative as possible and I would ask you to take the time to look at the identified priority areas of work and comment on the suggested actions attached to each.

We believe that being part of the WHO programme will help us to accelerate our approach and learn from good practice across the UK and further afield to deliver a world class age friendly Glasgow, but we need the contribution of your knowledge, experience and skills to help us accurately identify the concerns of our older citizens and for us to develop solutions together. Your response will inform our priorities and subsequent actions.

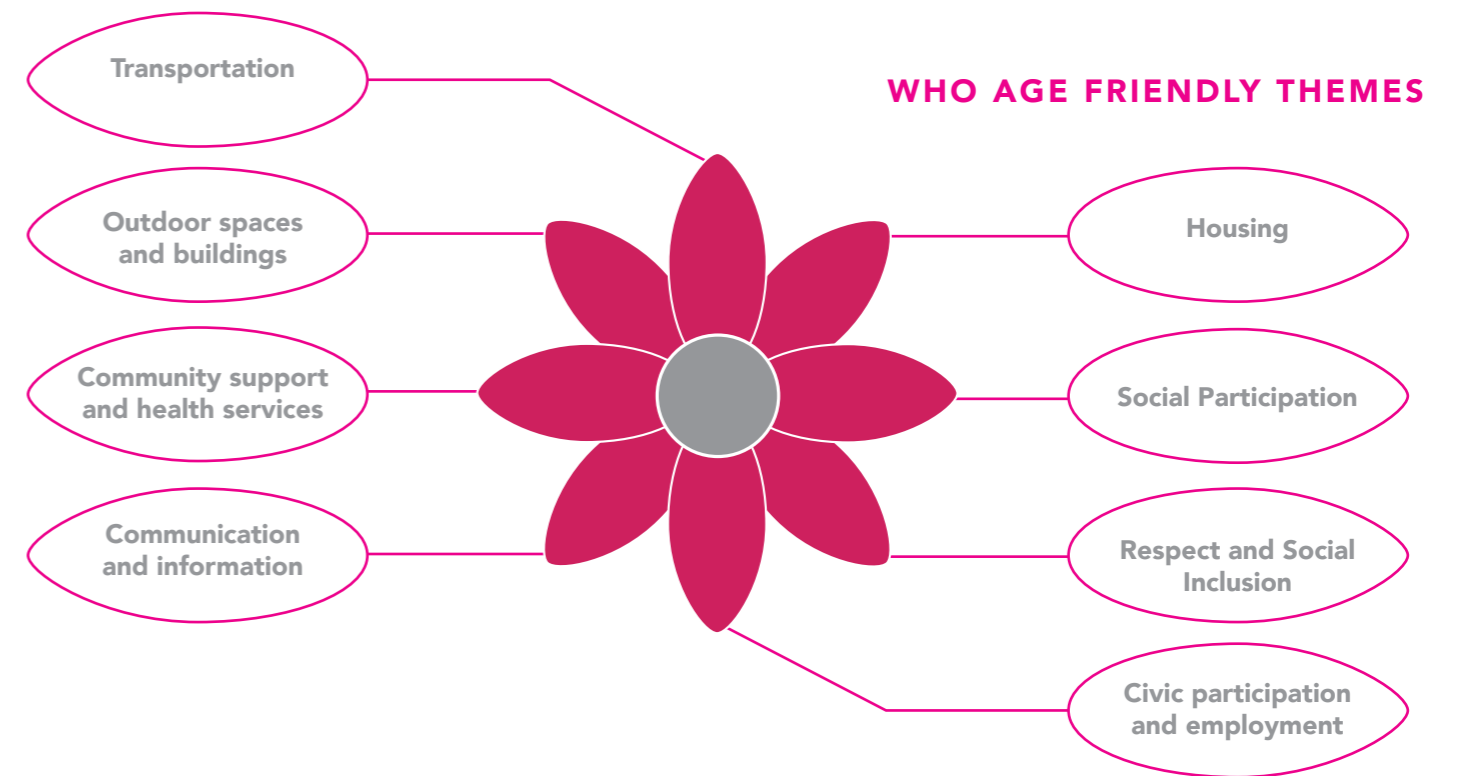
Thank you for taking the time to help us with this extremely important consultation.

Councillor Archie Graham
Depute Leader
Glasgow City Council



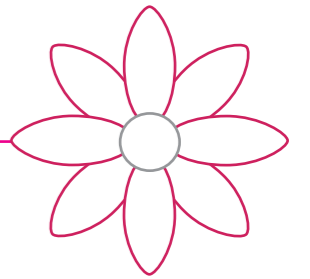
What is an Age Friendly City?

The WHO Age Friendly City programme, takes eight key themes (see below), and measures performance against standards for each with a focus on continuous improvement.



This programme has been in place since 2006 and currently includes 33 cities across the world. An Age Friendly City is defined as 'an inclusive and accessible urban environment that promotes active ageing'.

Glasgow City Council is now part of the WHO Age Friendly City programme. We believe this will help us to focus and accelerate our approach, building on the good practice we can already demonstrate and allow us to set our aspirations for older people in Glasgow at the highest possible level.



Why an Age Friendly Glasgow?

There are over 82,000 people living in Glasgow who are over the traditional retirement age of 65

These older citizens are some of the most active and engaged in our community; however some are also the most vulnerable.

In developing an Age Friendly City approach, Glasgow City Council will work with older people and their representative organisations, to identify issues and to develop solutions together to address them. Ultimately, improving older people's quality of life and addressing their needs. In particular, it is interested in how outcomes for older people can be improved through the design of places and services and ensuring the most appropriate level of care and support when required.

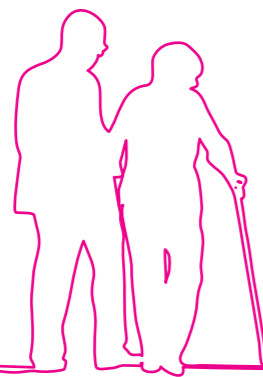
What would an Age Friendly Glasgow look like?

A preliminary consultation event was held with older people and their representative organisations in November (2014) to determine what living in an Age Friendly Glasgow would feel like. The vision for an Age Friendly Glasgow was one which was:

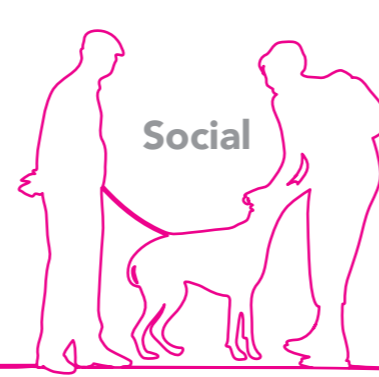
"a city to be proud of"

A place where older people feel valued

Diverse



Social



Accessible



Respectful

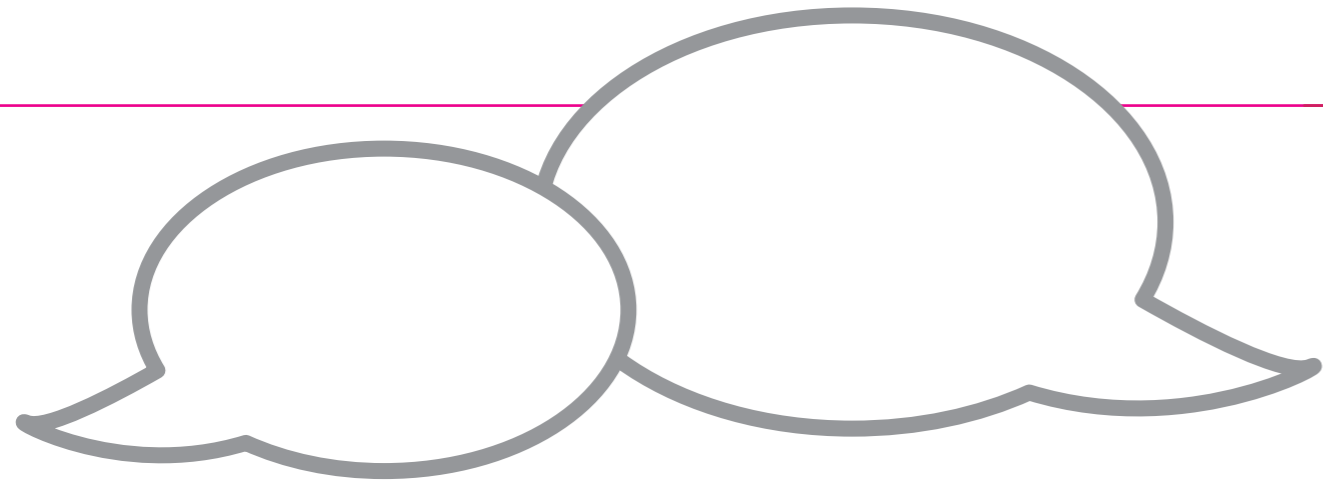


Welcoming

Inclusive

Nº4

Nº5



What did older people say they wanted?

At the consultation event a number of key priority issues were identified.

Transport

Improve availability and local services on buses and community transport.

Make sure that older people can travel to and from health appointments, social events and community services. This ensures that they do not become isolated or lonely and can maintain their independence.

Communication

Both in terms of discussing change with older people before it happens and also in signposting them to information about what is available for older people in the city.

Older people would prefer more traditional forms of communication such as The Glasgow magazine and leaflets; however they did recognise the growing use of social media.

Schemes Which Engage all Generations

Expand on the existing good work to make links between older and younger people in the city.

Making use of older and younger people's skills, providing the support they require to volunteer and make a difference in their communities.

Equality and Diversity

Ensure that any approach recognises the diverse needs and groups living in the city.

Ensure all citizens can access information and services.

Have a welcoming, inclusive approach where all in our communities can work together to make Glasgow a great place to live and grow old.

What could we do to make that happen?

At the consultation event a number of suggestions were made as to how we could make Glasgow more age friendly. These are outlined below

Communication and Information

Effective communication is essential in ensuring that older people are fully aware of the services and resources available to them, and are able to influence decisions affecting them and their community. Equally important is our commitment to ensuring we hear and respond to older people's views. No one is better able to inform us of their needs than older people themselves.

Suggestions included:

- Make sure that older people are represented during planning and consultation of policies which affect them.
- Provide appropriate sources of information for older people so that they can keep up to date with news and changes in their community and the wider city.

Transportation

The ability of older people to get around their neighbourhood and city efficiently and affordably is fundamental to their participation in the life of the city and to accessing services that impact on their quality of life.

The transport needs of our older citizens are not the same and we will work with partners to deliver transport appropriate to these needs, from bespoke door to door services, through to mainstream services.

Suggestions included:

- Take steps to provide safe and accessible transport for older people within the city by listening to problems and using this feedback to inform further strategies.
- Train transportation staff to be more aware of older people's needs and how better to support disabled citizens.



Civic Participation and Employment

We know that older people would like to have more support around employment and volunteering opportunities better tailored to their needs and interests. We also know that many older people currently provide invaluable support in the form of volunteering and unpaid work for their families and communities.

As the population ages, increasing numbers of adults are providing unpaid care to their parents and wider families. A key issue for many carers is how they can best balance work commitments with their caring roles.

Suggestions included:

- Encourage older people to take part in volunteering, promoting a range of different opportunities for different abilities and interests.
- Make sure that older people know where they can get information and support with issues associated with employment and caring responsibilities.

Social Participation

Social participation and social support are strongly connected to good health and well-being throughout life. Participating in leisure, social, cultural and spiritual activities in the community, as well as with the family, allows older people to maintain or establish supportive and caring relationships.

Suggestions included:

- Offer support and information about sport, leisure and community activities which older people can be a part of.
- Encourage and support Intergenerational campaigns which bring older people and younger generations together to share skills and experiences.



Housing

The quality and suitability of housing has a significant impact on the quality of all our lives, but in particular as people get older and spend a greater proportion of time at home. Housing condition, ease of heating, accessibility and design all play an important role in the suitability of housing and its appropriateness in later life.

Suggestions included:

- Develop an accommodation strategy allowing older people with complex needs to remain in their homes.
- Use design and new technology to offer solutions to housing issues.
- Make sure that information pertaining to housing issues which impact on older people is readily available.

Outdoor spaces and buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of older people and their ability to 'age in place'.

Suggestions included:

- Through the use of innovative design and informed policy, ensure that older people and people with accessibility issues feel welcome and comfortable in public spaces in Glasgow.
- Make the outdoor environment welcoming for older people by addressing issues around lighting, accessible toilets, suitable seating, pavement maintenance and safety.

Community Support and Health

Currently 13% of older people in the city access social work services. The needs of this population are being planned through the 'Reshaping Care for Older People' and the integration of Health and Social Care. However, we cannot forget the broader population of people who are not in contact with our social work services.

Suggestions included:

- Support older people to take up and maintain physical activity, helping them to retain their independence.
- Encourage Active Aging in the wider population.

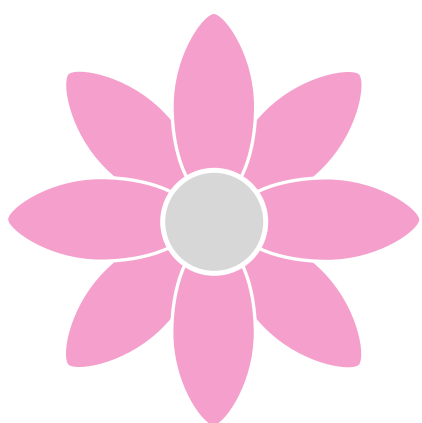
Respect and Social Inclusion

Older people have the right to be treated with respect and recognised for the contribution they make to society. And yet, older people report experiencing conflicting types of behaviour and attitudes towards them.

Suggestions included:

- Help to increase social inclusion, by supporting activity which reduces social isolation and loneliness among older people.
- Ensure older people are treated with respect and consideration in the services they receive and their wider involvement in local neighbourhoods.
- Make sure the diverse needs and views of older people are listened to and acted on.





AGE FRIENDLY
GLASGOW

For further information
phone 0141 287 0071
or visit www.glasgow.gov.uk/agefriendlyglasgow

