



Pilmeny Development Project
NEECAG Older People's Forum



Milan (SWO)

Report

on

'Age Friendly Cities'

Self assessment

**by older people within NE Edinburgh & Leith
Neighbourhood Partnership**

April 2010

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Background

Edinburgh became a member of the World Health Organisation (WHO) Global Age-Friendly Cities project in 2006, through the work of A City for All Ages (ACFAA) and Edinburgh's Plan for Older People. (See the WHO website for further information <http://www.who.int/ageing/en/>). The World Health Organisation (WHO) developed a Checklist of Essential Features of Age-friendly Cities.

The checklist of essential age-friendly city features is based on the results of the WHO consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. The checklist is to be used by individuals and groups interested in making their city more age-friendly and has been referred to the Neighbourhood Partnerships in Edinburgh.

For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

Report

Pilmey Development Project, NEECAG older people's forums and Milan (SWO) worked together to carry out a series of consultation/workshop sessions in early 2010, to use the Age-friendly Cities self assessment tool in relation to local services and facilities for older people & carers within NE Edinburgh and Leith neighbourhood partnership areas.

This report summarises progress to date, as well as key issues and concerns identified by local older people in relation to how 'Age Friendly' NE Edinburgh and Leith Neighbourhood Partnership is seen to be.

Way Forward

It is hoped this unique information from local older people and carers will be shared and incorporated into the new Local Community Plan and relevant local Action Plans in Leith and NE Edinburgh.

Findings

World Health Organisation (WHO) Checklist of Essential Features of Age-friendly Cities

1. Outdoor spaces and buildings

Public areas are clean and pleasant.

This varies depending on areas, but generally felt it could be better.

Noted Good outdoor spaces and building are important for older people.

Problems of litter (particularly outside/in area close to takeaways such as Greggs)

Leith walk has particular problems - dog poo, littering, vomiting.

Green spaces and outdoor seating are sufficient in number, well-maintained and safe.

Older people needs don't seem to be considered re green spaces.

Did not feel Older People's views were included in recent CEC Open space strategy consultation.

Taylor Gardens, Leith Links, the Shore, the Foot of the Walk, the Docks, the Ocean Terminal, Access to the Tally Toor(Martello Tower), the Public Walkway from the Foot of Easter Road to Seafield

highlighted as having particular access problems for older people.

Good examples of good use of open spaces were Seating in front of the new seafood restaurant at Newhaven Harbour.

Bad examples were without doubt the seating around the Foot of the Walk and within the Kirkgate shopping precinct .

Portobello needs more public seats along the Beach.

Pavements are well-maintained, free of obstructions and reserved for pedestrians.

Don't agree.

Pavements are very uneven, broken, poorly maintained and not re-instated properly after works are done.

The number of accidents/falls of pedestrians should be monitored to help identify potential pavements hazard hot-spots in the area.

Signboards on streets (pavement furniture), Leith walk fruit and vegetable stalls blocking pavement areas, bicycles tied up on pavements are still a problem

for all older people, including BME elders.

□ Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.

Don't agree. Problems of cars parking on pavements and blocking dropped kerbs. Problems of lack of gritting during winter aggravates pavements which are already slippery.

□ Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with nonslip markings, visual and audio cues and adequate crossing times.

Don't agree.

Problems for blind and disabled older people when crossings constantly changed with no warning during Tram works.

Still problems with crossing times not long enough for older people with mobility problems and cars moving off at amber at pedestrian crossings.

□ Drivers give way to pedestrians at intersections and pedestrian crossings.

Don't agree. (see above)

□ Cycle paths are separate from pavements and other pedestrian walkways.

□ Outdoor safety is promoted by good street lighting, police

patrols and community education.

Better street lighting which is regularly maintained needed as well as more visible presence of policemen on the streets needed.

Issues of large groups of schoolchildren blocking pavements outside takeaway shops at lunch time.

Fear of large groups of people (sometimes drunk) 'smoking' outside pubs, 'pub noise and disturbance, very late at night. In general lot of smoke when passing cigarette litter always on floor. (all older people felt this, particularly BME elders)

□ Services are situated together and are accessible.

Don't agree.

Services could be better – don't like phone lines.

Access difficult

□ Special customer service arrangements are provided, such as separate queues or service counters for older people.

This would be very helpful, particularly in post offices, but it is not happening currently. Older people (including BME elders) felt there is a need for a special service for older people and disabled in all parts of Edinburgh (i.e. quick queue systems in Banks, Post office, general

supermarkets and other public places for older folk)

□ Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.

This varies greatly. Mixed opinions form all older people, including BME elders.

Leith Community Centre highlighted as particularly inappropriate/difficult to access for older people.

□ Public toilets outdoors and indoors are sufficient in number, clean, well maintained and accessible.

Don't agree. Contenance issues and lack of public toilets make older people housebound and isolated.

BME elders felt strongly there are never enough public toilets or that they are not open at times they are needed. If open, they are very dirty and not in working order.

General

Environmental issues can put older people off going out (e.g. dark nights, poor street lighting, uneven pavements, Trees, slippery leaves, unsupervised cycle paths etc)

2. Transportation

□ Public transportation costs are consistent, clearly displayed and affordable.

Agree affordability is good, but better information display on buses and at bus tops in large print would be appreciated.

□ Public transportation is reliable and frequent, including at night and on weekends and holidays. **Disagree.**

Buses go off or are much less frequent in evenings after 6pm – so deters older people to go out at night.

Christmas/New Year bus Service need to be improved and timetables re this out much earlier.

Buses should be more available on public holidays.

Buses often overcrowded in peak hours - more needed during these hours.

□ All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

Leith is quite well served – but older people having increasing problems getting to Edinburgh Royal Infirmary by bus from this area.

No bus goes directly to crematorium for Portobello or Leith.

□ Vehicles are clean, well-maintained, accessible, not overcrowded and have priority seating that is respected.

□ Specialized transportation is available for disabled people.
Not enough available and disabled taxis are very expensive.

□ Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off .
Varied experiences.

All older people, including BME elders, felt Bus drivers are too often in a rush and examples given of older folk falling in/off buses that break too quickly.

Thistle card should be reissued and drivers reminded of code of practice.

□ Transport stops and stations are conveniently located, accessible, safe, clean, well lit and well-marked, with adequate seating and shelter.

**Disagree.
Bus shelters often vandalized.**

No seating provided in bus shelters for disabled/frail older people.

Written Information at bus stops should be in large print.

□ Complete and accessible information is provided to users about routes, schedules and special needs facilities.

□ A voluntary transport service is available where public transportation is too limited.
Not enough voluntary transport is available due to high demand from older people.

□ Taxis are accessible and affordable, and drivers are courteous and helpful.

Issue of taxi cards only provide one return journey per week and still expensive. Taxicard still £3 after 3 years.

Some taxi drivers really good, but still some taxi drivers very rude and unhelpful, (particularly if passenger disabled) which really puts off depressed, isolated older people wanting to go out again.

□ Roads are well-maintained, with covered drains and good lighting.

**Disagree.
Many blocked drains/gullies which overflow badly when it rains – particularly where Tram works are. This makes crossing road virtually impossible in some streets.**

Street lighting still a problem.

□ Traffic flow is well-regulated.

- Roadways are free of obstructions that block drivers' vision.
- Traffic signs and intersections are visible and well-placed.
- Driver education and refresher courses are promoted for all drivers.
- Parking and drop-off areas are safe, sufficient in number and conveniently located.
- Priority parking and drop-off spots for people with special needs are available and respected.

This is a constant problem and does not seem to be policed/monitored well

General transport points not covered in checklist:

The public never given enough information about trams in Edinburgh and why they are to be very useful.

Trams are costing too much to tax payer and small business's being affected.

Trams are causing great disruption now and even when finished there will be problem of lack of tram stops and lack of seating inside trams.

Trams – more stops and seating needed

3. Housing

□ Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.

□ Sufficient and affordable home maintenance and support services are available.

Care and Repair Edinburgh highly praised for its service and support. Generally felt more affordable and trustworthy tradesman are needed.

Private property older BME residents felt they don't get adequate help in maintaining their home (i.e. repairs etc)

□ Housing is well-constructed and provides safe and comfortable shelter from the weather.

This varies throughout area.

□ Interior spaces and level surfaces allow freedom of movement in all rooms and passage ways.

□ Home modification options and supplies are available and affordable, and providers understand the needs of older people.

This depends on house, many older people cannot get adaptations to their homes as they are not suitable, don't have enough space or are too expensive. Many providers don't understand their needs.

Good to see Telecare communication devices for the Home. (E.g. Monitored movement Pass key don't have to break the door down)

Public and commercial rental housing is clean, well-maintained and safe.

Washing /maintaining common areas, stairs a big problem, especially for frail older people and disabled people.

Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.

Disagree.

Lack of sheltered or disabled friendly housing in area and huge demand, making impossible waiting times for suitable housing. Many local older people die before a suitable house becomes available. Shortage of affordable Sheltered Housing & older people need bungalows!

Older people felt more local Sheltered or Supported accommodation would help them preserve their own way of life. It helps those with disabilities live in the community, stops isolation and means someone keeps an eye on them; it maintains independence and keeps older people out of care homes.

4. Social participation

Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.

Events are held at times convenient for older people.

Older people prefer daytime not evenings

Activities and events can be attended alone or with a companion.

Activities and attractions are affordable, with no hidden or additional participation costs.

BME elders felt Turkish baths (public) too expensive, if reasonable for older person then would go more often.

All sports activities should be free for older people

High cost of Theatres put them out of reach for older people

Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.

A wide variety of activities is offered to appeal to a diverse population of older people.

Need for more courses for BME older people in Edinburgh.

- Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.

- There is consistent outreach to include people at risk of social isolation.

5. Respect and social inclusion

- Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.

NEECAG older people's forum gets older people and careers in the know about what is going on and consultations that are taking place.

- Services and products to suit varying needs and preferences are provided by public and commercial services.

- Service staff are courteous and helpful.

- Older people are visible in the media, and are depicted positively and without stereotyping.

Media is still negative stereotyping older people

Government TV Advert 'See the Person – not the Age' is good.

Older People are invisible in the media – need to improve media presentation and image of older people.

- Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.

- Older people are specifically included in community activities for "families".

- Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.

- Older people are recognized by the community for their past as well as their present contributions.

Overall feeling that older people get good respect in area.

- Older people who are less well-off have good access to public, voluntary and private services.

6. Civic participation and employment

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.

- The qualities of older employees are well promoted.

A range of flexible and appropriately paid opportunities for older people to work is promoted.

Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.

Workplaces are adapted to meet the needs of disabled people.

Self-employment options for older people are promoted and supported.

Training in post-retirement options is provided for older workers.

Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.

Many BME elderly find it hard to find work due to their age.

BME Elderly find it harder to get job because of their ethnic origin.

7. Communication and information

A basic, effective communication system reaches community residents of all ages.

Lack of communication – not reaching older people.

Regular and widespread distribution of information is assured and a coordinated, centralized access is provided.

Lack of area based information on what is going on nearby (can be difficult to locate info this way in Get Up and Go)

Local Information packs would be a good idea for all older people/carers

Regular information and broadcasts of interest to older people are offered.

Oral communication accessible to older people is promoted.

BME Elderly find it hard due to ethnic background read and write. Many would find it easier if the information was read out in their native language, as many of them do not read English.

People at risk of social isolation get one-to-one information from trusted individuals.

Public and commercial services provide friendly, person-to-person service on request.

Citizens Advice Bureau good.

No age friendly information on buses.

Printed information – including official forms, television captions and text on visual displays – has

large lettering and the main ideas are shown by clear headings and bold-face type.

Get up & Go Booklet good

- Print and spoken communication uses simple, familiar words in short, straightforward sentences.
- Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.
- Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.
- There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centers and libraries.

8. Community and health services

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health.

Adequate range of health and community services has a long way to go to improve.

- Home care services include health and personal care and housekeeping.

- Health and social services are conveniently located and accessible by all means of transport.

- Residential care facilities and designated older people's housing are located close to services and the rest of the community.

- Health and community service facilities are safely constructed and fully accessible.

- Clear and accessible information is provided about health and social services for older people.

Languages very important in every cultural society – difficult via NHS 24 LINE.

Interpreters sometimes arranged but do not appear due to illness and to get another appointment can take up to six months.

- Delivery of services is coordinated and administratively simple.

Mental health appointments very hard to get and have to wait a long time to get to see someone in health service.

- All staff are respectful, helpful and trained to serve older people.

Access to see Doctor is fine - access to the chosen Doctor is the problem.

Overall - *'Doctors do not listen to what we really want to say about our health issues'*

Doctors time limit very short. Most pharmacists say will not help, as it is not their job.

Economic barriers impeding access to health and community support services are minimized.

If you need medicine, Doctor suggests buy your own if under 60 years of age. Not possible on low income.

Voluntary services by people of all ages are encouraged and supported.

There are sufficient and accessible burial sites.

Community emergency planning takes into account the vulnerabilities and capacities of older people.

Access to NHS Services such as NHS 24 problematic - to many times having to repeat personal details to many different people.

**Additional
GENERAL POINTS:
Portobello NEECAG**

Portobello needs a principal store Shopping

Portobello needs a good shoe shop and a haberdashery shop.

Lack of Toilets at the Prom

No shelters at Portobello Promenade

Portobello Old Town Hall should be done up as a Theatre / Cinema.

There should be a Hovercraft in Portobello, but it needs to be near to a Cafe and Toilets.

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Lack of Christmas lights in Portobello.**

St Margarets Railway Yard Portobello, problems with train diesel engines being left on all night.