

Age-friendly Belfast Update



June 2015

Translink first to sign Age-friendly Belfast Charter

The Belfast Strategic Partnership (BSP) recently launched its Age-friendly Belfast Charter, asking Belfast organisations to sign up to help make it easier for older people to use services across the city. Translink were the first organisation to sign-up to the charter.

The charter has been produced in response to older people in Belfast, who highlighted four key areas set out in the Charter:

1. Customer Care – older people would like staff in stores to be friendly, polite and give them extra time when needed
2. Communication – information on services should be straightforward and easy to find. Older people should be visible in advertising and depicted positively
3. Accessibility and signage – older people should be able to move easily around premises
4. Valuing an ageing workforce – older staff have training opportunities and support to stay in the workplace.

Signing up is easy. Here are three simple steps:

1. A senior member of your organisation signs the charter agreement (see Charter for details) and returns to the Age-friendly Belfast team.
2. Your organisation is issued with a certificate and sticker to display.
3. Feedback to the Age-friendly Belfast team should be provided on a regular basis.

Encouraging all Belfast organisations to sign-up to the charter, Healthy Ageing Coordinator, Elma Greer, said: “We are very positive about this charter –we feel that it will make a real difference to older people in Belfast through organisations taking some simple actions to remove barriers to inclusion”.

The Age-friendly Belfast team is working with a range of partners to implement the charter.



Gordon Milligan, Translink Chief HR & Corporate Services Officer, said:

“We want to ensure our services meet the needs of everyone including older people. By signing

the Age Friendly Belfast Charter we are demonstrating our commitment to providing services that offer accessibility, excellent customer care and high quality passenger information.

“Over 2000 of our drivers are trained in dementia awareness as well as training to meet the needs of older people.

“We realise the important role public transport plays in the lives of many older people across Northern Ireland and we will continue to work hard to ensure we offer attractive services for everyone.”

The Age-friendly Belfast Charter can be viewed at:

www.makinglifebettertogether.com

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Recognising Older Volunteers

The Age-Friendly Belfast Older Volunteer Awards for 2015 will be opening for nominations in early September. Now in their 5th year these Awards recognise and celebrate the impact volunteers, aged 60 and over, make through their gift of time to our city's organisations and groups.

Awards will be presented in five categories:

Older Volunteer of the Year Award – this award recognises an individual volunteer whose contribution over the last 12 months (October 2014 to September 2015), has made a significant difference to the organisation, services users or other volunteers around them.

Marie Mathews Participation Award – this recognises an individual volunteer who is a perfect example of volunteering, either through their participation as a volunteer or through their involvement as a volunteer encouraging others to Participate.



The Arts and Culture Award – this recognises an individual volunteer who gives their time in the arts and cultural sector.

Team or Group Award – this recognises a team or group of volunteers delivering a specific project, programme or working within the same section or part of a group or organisation.

Intergenerational Award – this award recognises a team or group of volunteers who support or deliver a project involving different age groups.

The Older Volunteer Awards are supported by Volunteer Now and as part of Belfast City Council's work to make Belfast an Age-Friendly City.

If you would like more information call Tracy Mawhinney on 9032 0202 ext 3775 or email mawhinneyt@belfastcity.gov.uk

'More money in your pocket' Stormont launch

Age NI recently launched their new *More Money in Your Pocket* guide.



Image caption: Linda Robinson (Age NI), Gerry Mallon (Danske Bank) and Roy Beck launching the new *More Money in Your Pocket* guide for older people at Stormont Castle.

Four in ten older people in Northern Ireland tell us that they are struggling to get by on their income.

Many have to make difficult choices about how to stretch

limited resources often foregoing items or opportunities that most people take for granted.

'*More Money in Your Pocket*' is a simple guide that increases people's understanding of the support available and signposts to Age NI freephone Advice Service.

To download a copy, visit <http://www.ageuk.org.uk/northern-ireland/get-involved/campaign/claiming-all-benefits-more-money-in-your-pocket/>

Alternatively you can telephone Age NI Advice team on **0808 808 7575** for further information.

VE Day Big Lunch

The Big Lunch teamed up with Northern Ireland War Memorial for a street party commemorating the welcome of peace in Europe on VE Day and to remind people what life was like in the era of 1945.



Lily Crawford from the Short Strand enjoying the VE day Big Lunch hosted at NI War Memorial Belfast

A time of huge shortages, separation and loss, everyone pulled together as a community to share food, celebrate peace and remember those who would never come home. The Greater Belfast Seniors Forum were invited to take part.

Age– friendly Neighbourhoods



Step into Summer



Active people are more likely to live longer, live healthier lives and keep their independence. Even 10 minutes of exercise a day can make a difference. Walking is a perfect example of a moderate intensity activity.

It's free, it carries a low risk of injury and is accessible regardless of age, location or income. Walking is a realistic goal for inactive people and creates opportunities for social contact and support.

Have a look on Belfast City Council website where they offer a number of different walking routes in our parks www.belfastcity.gov.uk/parksandopenspaces/walking.asp

If you'd be interested in joining an existing walking group or attending Walk Leader Training to enable you to lead walks in your local area, please contact Margaret Devlin-Hania from the Belfast HSC Trust by emailing Margaret.devlin_hania@belfasttrust.hscni.net or call 9504 6580.

Free Training Sessions on alcohol and/or drug awareness



Addiction NI offer free training sessions to older peoples groups (55+) on alcohol and/or drug awareness (including prescription medication). These sessions are interactive, fun and informative for any group, helping them think through their alcohol and/or drug use.

Up to four sessions can be delivered lasting up to 1 hour each. A shorter course can also be designed to meet the needs of your group. We are now taking bookings for the courses and invite groups to contact us on 90 330499 or 90664434. Addiction NI also

provide counselling for anyone who is concerned about their own or someone else's substance use. This service is offered to anyone aged 18+.

To refer yourself contact us on one of the above numbers or go to our website at www.addictionni.com

DID YOU KNOW:

Currently, 10 million people in the UK are over 65 years old and this number is projected to nearly double, to around 19 million, by 2050.

The Missing Million - Recommendations for Action

The Missing Million research, undertaken by the [International Longevity Centre UK \(ILC-UK\)](http://www.ilcuk.org.uk) with Business in the Community and PRIME, has identified more than a million people aged over 50 who are forced out of work involuntarily.

The research has also found that barriers to returning to work, such as age-related bias

and poor understanding among employers of the needs of older workers, are leading many to seek self-employment.



The Missing Million Recommendations for Action



This, the third and final report in the series, highlights major themes and provides

recommendations for business and government to help people to stay in work for longer.

You can download a copy of this publication from: http://www.ilcuk.org.uk/index.php/publications/publication_details/the_missing_million_recommendations_for_action



Age– friendly image



World Elder Abuse Awareness Day

Belfast City Council is committed to supporting World Elder Abuse Awareness Day and will sign the Declaration on prevention of Elder Abuse on 17th June.

The Council believes that Belfast's seniors are valued members of society and that it is our collective responsibility to ensure they live safely and with dignity.

Abuse of older people is a tragedy inflicted on vulnerable seniors and an ever-increasing problem in today's society that

crosses all socio-economic boundaries.



Combating abuse of older people will help improve the quality of life for all seniors and will allow seniors to continue to live as independently as possible

and contribute to the life and vibrancy of Belfast.

Belfast's seniors are guaranteed that they will be treated with respect and dignity to enable them to continue to serve as leaders, mentors, volunteers and important and active members of this community.

We are all responsible for building safer communities for Belfast's seniors. The wellbeing of Belfast's seniors is in the interest of all and further adds to the wellbeing of Belfast's communities.

WARNING! Scams - Don't be a Sucker

When you first send money off to a scam your details (name, address, e-mail contact details, date of birth and telephone number) will be put onto a list.

The scammers have a name for this list – they call it the **Suckers List** (as they believe that if you send them money then you're a sucker).

The scammer then sells your information onto other scammers who will try to scam you further.

Here are a few examples of scams:-

- Foreign Lotteries
- Prize Draws
- Unclaimed prizes
- Debt Recovery
- Romance
- PPI refunds
- Computer Virus
- Betting
- Investments



If you think that you have sent money off to a scam, or know of someone that has and would like some advice please contact :-

Action Fraud on Tel: 0300 123 2040.



Alternatively you can report the matter via an e-mail on the Action Fraud website.

www.actionfraud.police.uk/ or you can report to Trading Standards Service
Tel: 03001236262, or by sending an e-mail to tss@detini.gov.uk



General information



Mobile Volunteering

Volunteer Now are working with older people's groups, residential homes and Folds to promote, develop and enable participation in volunteering through mobile volunteering sessions.



benefits of volunteering at a time and place convenient to them. Volunteer Now bring the voluntary activity along to the participants so it can be undertaken in a social and fun atmosphere.

regular volunteer teams — it's win-win for all involved!

If you think you have something that could be completed for your organisation or your group would like to get involved in mobile volunteering, please contact Jill Hunter, Mobile Volunteering Development Officer on 028 90 23 20 20 or email: jill.hunter@volunteernow.co.uk

Mobile volunteering sessions allow participants to enjoy the

Mobile volunteering can help voluntary, community and charitable organisations by involving volunteers outside

Your Consumer Advice Centre has moved!

The Belfast City Council Consumer Advice Centre has been helping Consumers and Traders in Belfast for over 30 years. For the past 8 years we were based at 14 Wellington Place, Belfast.

However, since the 17th April 2015, The Consumer Advice Centre has moved to the Council offices, Ground Floor

North, Cecil Ward Building, 4-10 Linenhall Street, Belfast, BT2 8BP.

Our telephone number has also changed to Belfast (028) 9027 0525. Our email address has not changed consumeradvice@belfastcity.gov.uk.

Our opening hours will operate as normal. We are opened Monday, Tuesday and Thursday 9.30am to 4.30pm, Wednesday - 9.30am to 2pm and Friday -

9.30am to 4.15pm.

However, we would ask that you contact us before visiting the Centre as opening hours may vary over the lunchtime period due to staff shortages.

Our specialist advisors will continue to provide free, face to face, expert and independent Consumer Advice to the people of Belfast, the traders of Belfast and to those who shop in Belfast.



Belfast
City Council

Digital inclusion for tenants at Mullan Mews, East Belfast.

As part of a major digital inclusion initiative across Northern Ireland, the Housing Executive, Supporting Communities NI, Department of Finance and Personnel, MyGroupNI and M.M.C. Consulting, work in partnership in the design and implementation of a programme for digital inclusion.

Eight tenants from Mullan Mews are part of a one-year pilot which aims to break down the barriers to digital and social inclusion.



The breeze project demonstrates the benefits of going online using software that simplifies the process of using communication tools, social media, and other applications. Each tenant has been given a pre loaded, tailored to the individual, Samsung tablet. The Breeze program removes the clutter and jargon and strips it back to intuitive, user-friendly basics.

More information can be found at:

<http://www.breezie.com/>
<http://www.supportingcommunitiesni.org/>



'A city where older people live life to the full'



HEALTHY AGEING STRATEGIC PARTNERSHIP

Belfast Health Development
Unit 5th Floor, 9 Lanyon Place
Belfast
BT1 3LP

T: 028 9050 2073

Team contacts:

Anne Ross, Healthy Ageing
Project Support Officer—
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Gillian McEvoy, Senior
Environmental Health
Officer—
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Rate us!

Our vision is that Belfast will be a city where older people live life to the full. We aim to do this by creating an:

- Age-friendly image**-creating a positive view of ageing.
- Age-friendly lives**-reducing life inequalities and isolation.
- Age-friendly neighbourhoods**-creating friendly places to live in.

We carry out a short survey to measure how well we are progressing with our plan. We welcome your views and everything you tell us will be treated in confidence.

Go to www.makinglifebettertogether.com to complete the survey online or request a copy by calling 028 9050 2073

We are on the web! - www.makinglifebettertogether.com

Age NI Life Magazine is Out Now!

Age NI is delighted to bring you the third edition of Life magazine, full of information about our work, how Age NI help people to enjoy a better later life, and ways you can support the charity.

To download, visit www.ageni.org/magazine or call the Age NI office on 028 9024 5729 to receive FREE printed copies.



If you would like to be added to our mailing list for the Age-friendly Belfast Update please contact our Age-friendly Belfast team on 028 9050 2073 or email anne.ross@bhdu.org.

Retraction— In our last edition we highlighted the great work that Parkinson Support in Belfast are currently offering. We would like to inform our readers that Parkinson Support is not affiliated with Parkinson's Support UK.

Kick Start your summer with Danderball!

Would you like to play five aside football with a twist? Then Danderball could be for you!

Danderball is a slow-paced version of the beautiful game aimed at the over 50s, so if you thought your footballing days were over, then think again! It's designed to help people keep an active lifestyle and get those, who perhaps had to avoid the game due to injuries, back into playing football. Age-friendly Belfast, with support from Age Partnership Belfast, are offering taster sessions and would like to encourage older people to kick start their summer by getting involved, meeting new people and becoming part of a team.

For more information call Anne Ross on 9050 2073.

