

TO:	CHAIR AND MEMBERS COMMUNITY and PROTECTIVE SERVICES COMMITTEE MEETING ON NOVEMBER 15, 2016
FROM:	LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES
SUBJECT:	AGE FRIENDLY LONDON YEAR THREE PROGRESS REPORT AND IMPACT ASSESSMENT

RECOMMENDATION

That, on the recommendation of the Managing Director of Neighbourhood, Children and Fire Services, this report **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Report to the Creative City Committee, April 27, 2010
- Report to the Community and Neighbourhoods Committee, June 14, 2011
- Report to the Community Services Committee, October 22, 2012, Age Friendly London Three Year Action Plan
- Presentation to the Community and Protective Services Committee, February 18, 2015, The Age Friendly London Network
- Report to the Community and Protective Services Committee, October 20, 2015, Age Friendly London Year Two Progress Report

BACKGROUND

Introduction

The Age Friendly London initiative began in 2010 when London became the first city in Canada to Join the World Health Organization’s Global Network of Age-Friendly Cities. After achieving this milestone, a community-driven Three Year Action Plan was developed, which outlined strategies to make London a more Age Friendly City from June 2013 – June 2016. The Age Friendly London Network (AFLN), launched in May 2013, is the volunteer-driven group responsible for implementing the Action Plan. London’s vision of an Age Friendly London is “A diverse, vibrant, caring, and health community, which empowers all individuals to age well and have opportunities to achieve their full potential”.

For the past three years, the AFLN has been implementing Action Plan strategies to improve the overall age-friendliness of London. In June 2016, the AFLN celebrated the end of its third and final year of Action Plan implementation. In order to assess the impact of their work on the overall age friendliness of London, the AFLN completed a comprehensive Impact Assessment that began in October 2015 and concluded in October 2016. The results of this Impact Assessment are reported here and provide information that will help shape the development of a new Age Friendly Action Plan for 2017 – 2019. Since June, it has been the decision of the working groups to continue work on their ongoing strategies while a new action plan is being developed.

The Age Friendly London initiative contributes to the strategic area of “Strengthening our Community”. The implementation of the Age Friendly London Action Plan supports the strategies of creating “Caring and Compassionate Services” and a “Healthy, Safe and Accessible Community” identified in the City of London Strategic Plan. Specifically, The Age Friendly London Action Plan addresses the need to “Support all Londoners to age well and have opportunities to reach their full potential”.

The purpose of this report is to:

- 1) Highlight the year three accomplishments of the AFLN
- 2) Provide an overview of the Impact Assessment research and results
- 3) Describe next steps for the Age Friendly London initiative

1. Year Three Accomplishments of the Age Friendly London Network

The Age Friendly London Network (AFLN) is a community-based network of volunteers responsible for implementing the Age Friendly London: Three Year Action Plan. The AFLN is comprised of eight working groups: 1. Outdoor Spaces & Buildings; 2. Transportation; 3. Housing; 4. Social Participation; 5. Respect & Social Inclusion; 6. Civic Participation & Employment; 7. Communication & Information; 8. Community Supports & Health Services. The City of London provides the backbone support to the AFLN, which includes day-to-day management and administrative support. The AFLN currently has 122 working group members including representatives from 80 organizations, agencies, and businesses.

Highlights of Year Three Accomplishments:

- Created an Age Friendly Business checklist and resource guide. This guide will help businesses make age-friendly changes to improve access for older adults.
- Updated the print resource, London & Area Transportation Information, to help older adults find accessible, alternative and volunteer transportation options.
- Completed research on innovative housing options for older adults, supporting working group members to advocate for more housing options in London.
- Updated the Seniors Recreation & Leisure Guide to make it easier for older adults to find social and recreational programs and activities.
- Worked with retirement communities to increase public access to recreation programming at their locations, and worked with the City of London Seniors' Satellites to improve access to neighbourhood seniors' programming and events.
- Created an Anti-Ageism educational workshop to teach people of all ages how to identify and stop ageism when they see it and experience it. This workshop is now being implemented in the community and at local high schools.
- Increased the recognition of seniors in our community through nominations to the Ontario Senior of the Year and Seniors Achievement Awards.
- Created a new resources micro-site, the "go-to place" for information for older adults, in partnership with the Healthline Information Network.
- Improved access to information on home care and home supports through community partners and promoting 211 Ontario.

For a complete list of AFLN Year Three accomplishments, please see the Year Three Progress Report (Appendix 1).

2. Age Friendly London Impact Assessment

In addition to continuing to implement Action Plan strategies in 2015-2016, the AFLN also conducted an Impact Assessment of the Age Friendly London initiative. The City of London received \$49,518 in funding from the Ontario Seniors' Secretariat Age-Friendly Community Planning Grant to conduct this work. The Impact Assessment focused on the process, structure and the outcomes of the Age Friendly London initiative. This work involved members of the AFLN and older adults living in London.

Impact Assessment Process:

The input received from older adults living in London was a main focus of this assessment. This was accomplished through the use of a Community Survey and focus groups. The Community Survey was a follow-up to the baseline assessment conducted in 2013 and contained questions that corresponded to the indicators recommended by the World Health Organization (WHO) for the evaluation of the age-friendliness of a community. The Community Survey included questions related to all eight age friendly domains and additional questions on Quality of Life, Public Safety, Emergency Preparedness, and London as a Place to Live. A total of 384 older adults in London completed this Survey. The Community Survey obtained a random sample of adults age 55 and older living in London and is statistically significant with a confidence interval of 4.99. This means

that we can be 95% certain that if for example, 70% of the sample responded a certain way, that a range of 65.01% to 74.99% of the population would respond the same way. As an extra step, in order to confirm the validity and reliability of the data collected, surveys were also completed by AFLN members, individuals who attended the 2016 Age Friendly London Conference, and Spanish and Arabic speaking older adults. In order to gather the perspective of diverse populations of older adults, four focus groups were held with groups such as: persons living in low income, newcomers, and persons with disabilities.

The assessment also collected objective data from sources such as the Statistics Canada National Household Survey, the Canadian Community Health Survey, and municipally available data. This objective data provides context to the Survey results, additional information on the impact of the work of the AFLN, and helps to establish a new baseline of age-friendliness moving forward.

Highlights from the Community Survey:

- 67% of respondents rated their neighbourhood as “excellent” or “good” for walking. There was a significant increase in this rating of 13 percentage points from 2013.
- 74.5% stated that bus stops are accessible in their neighbourhood. This rating had a significant increase of 14.5 percentage points from 2013.
- 15.2% rated housing options for low income seniors as “excellent” or “good,” with the majority of older adults (50.2%) rating it as “fair”.
- 41.5% participate in group physical activities in their leisure time.
- 36.4% said they participated in educational or training opportunities in the last year.
- 92.2% reported that they feel respected and included in their community.
- 72.2% reported that they have opportunities for paid employment.
- 46.3% participated in unpaid volunteer work in the past 12 months, and volunteered an average of 16 hours per month.
- 88.7% of respondents have internet at home. 10.6% of older adults do not access the internet.
- 93.7% said their care needs are met in the home or community.
- 91.6% rated their overall quality of life as “excellent” or “good.”
- 91.3% rated London as a place to live as “excellent” or “good.”
- 86.9% reported that they feel “safe” or “very safe” in their neighbourhood. No older adults reported that they do not feel safe at all.

Although survey respondents reported that their quality of life is positive, aging is not without its challenges. Respondents also identified concerns about personal health, chronic health problems, having difficulty with daily activities, and having to slow down as their main challenges as they age. In addition, the Impact Assessment shows that some indicators may require more focus in future work, including Affordability of Housing, Participation in Leisure Time Physical Activity, and Engagement in Lifelong Learning.

Overall, the results of the assessment demonstrate the work of the AFLN is having a positive impact on the age friendliness of London and the structure and process of the AFLN successfully support age friendly work in the community. The results of the Impact Assessment are described in detail in the *Age Friendly Impact Assessment Report to the Community* (Appendix 2).

3. Next Steps: Development of New Action Plan

Now that the Impact Assessment is complete, the AFLN will move forward to develop a new community Action Plan for 2017 – 2019. This project will build on the results of the Impact Assessment and will contain specific strategies and action steps that the working groups of the AFLN can implement over the next three years. This work will occur December 2016 – April 2017. The process will involve all eight working groups of the AFLN in addition to issuing an open call to encourage more London residents to participate.

Conclusion

The community survey results and objective data presented in the Impact Assessment Report confirm that London is making progress in advancing age friendliness. The results of the assessment demonstrate that the work of the Age Friendly London Network is having an impact on the age friendliness of London, and that the strategies implemented through the Three Year Action Plan have been effective. As a community, London is headed in the right direction. London continues to be a leader in this work.

We would like to acknowledge and thank the members of the Age Friendly London Network for their hard work, dedication and selfless giving of time in making London a great place for all people.

FINANCIAL IMPACT

The Age Friendly London Impact Assessment Project and the development of the new Action Plan is fully funded by the Ontario Age-Friendly Community Planning Grant.

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APPENDIX 1 - YEAR THREE PROGRESS REPORT

APPENDIX 2 - IMPACT ASSESSMENT REPORT