



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



Galway Healthy Cities Project  
Gaillimh Tionscnamh na gCathracha Sláintiú

## Towards a more age-friendly Galway City

### Checklist of Essential Features of Age-Friendly Cities

The Galway Healthy Cities Forum (which is part of the Galway City Development Board) would like to get your views on how Galway can become a more age friendly city. A checklist of essential age-friendly features has been developed by the World Health Organization's Global Age-Friendly Cities project.

The checklist is intended to be used by individuals and groups interested in making their city more age friendly. For the checklist to be effective older people must be involved as full partners. In assessing a city's strengths and gaps, older people will describe how the checklist of features matches their own experience in Galway city.

We are therefore inviting older people to give their views on Galway City on a range of age friendly features which include:

- a. Outdoor spaces and buildings** (page 2- 12Qs)
- b. Transportation** (p5 - 17Qs)
- c. Housing** (p9 - 7Qs)
- d. Social participation** (p11 - 8Qs)
- e. Respect and social inclusion** (p13 - 9Qs)
- f. Civic Participation and employment** (p15 - 8Qs)
- g. Communication and information** (p17 - 11Qs)
- h. Community support & health services** (p20 -12Qs)

The information will be used to identify specific actions that need to be undertaken to make Galway a more age friendly city.

The information is confidential.

If you have any questions please contact:  
Evelyn Fanning, Health Promotion Services,  
HSE West, West City Centre, Seamus Quirke Rd, Galway.

Tel 091 548318 or email [Evelyn.Fanning@hse.ie](mailto:Evelyn.Fanning@hse.ie)

**A. Outdoor spaces and buildings**

*Please tick one box for each question*

**A1. Public areas are clean and pleasant.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A2. Green spaces and outdoor seating are sufficient in number, well maintained and safe.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A3. Pavements are well-maintained, free of obstructions and reserved for pedestrians.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A4. Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A5. Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A6. Drivers give way to pedestrians at intersections and pedestrian crossings.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A7. Cycle paths are separate from pavements and other pedestrian walkways.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A8. Outdoor safety is promoted by good street lighting, police patrols and community education.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A9. Services are situated together and are accessible.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A10. Special customer service arrangements are provided, such as separate queues or service counters for older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A11. Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A12. Public toilets outdoors and indoors are sufficient in number, clean, well maintained and accessible.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**A13. What are your top three priorities in relation to outdoor spaces in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

**B. Transport** Please tick one box for each question

**B1. Public transportations costs are consistent, clearly displayed and affordable.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B2. Public transportation is reliable and frequent, including at night and on weekends and holidays.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B3. All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B4. Vehicles are clean, well-maintained, and accessible, not overcrowded and have priority seating that is respected.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B5. Specialised transportation is available for disabled people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B6. Drivers stop at designated stops and beside the curb to facilitate boarding and wait for passengers to be seated before driving off.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B7. Transport stops and stations are conveniently located, accessible, safe, clean, well-lit and well-marked, with adequate seating and shelter.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B8. Complete and accessible information is provided to users about routes, schedules and special needs facilities.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B9. A voluntary transport service is available where public transportation is too limited.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B10. Taxis are accessible and affordable, and drivers are courteous and helpful.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B11. Roads are well-maintained, with covered drains and good lighting.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B12. Traffic flow is well-regulated.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B13. Roadways are free of obstructions that block drivers' vision.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B14. Traffic signs and intersections are visible and well-placed.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B15. Driver education and refresher courses are promoted for all drivers.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B16. Parking and drop-off areas are safe, sufficient in number and conveniently located.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B17. Priority parking and drop-off spots for people with special needs are available and respected.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**B18. What are your top three priorities in relation to transport in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

**C. Housing** Please tick one box for each question

**C1. Sufficient, affordable housing is available in areas that are safe and close to services and the rest of the community.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**C2. Sufficient and affordable home maintenance and support services are available.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**C3. Housing is well-constructed and provides safe and comfortable shelter from the weather**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**C4. Interior spaces and level surfaces allow freedom of movement in all rooms and passageways.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**C5. Home modification options and supplies are available and affordable, and providers understand the needs of older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**C6. Public and commercial rental housing is clean, well-maintained and safe.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**C7. Sufficient and affordable housing for frail and disabled older people, with appropriate services, is provided locally.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**C8. What are your top three priorities in relation to housing in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

**D. Social participation** Please tick one box for each question

**D1. Venues for events and activities are conveniently located, accessible, well-lit and easily reached by public transport.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D2. Events are held at times convenient for older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D3. Activities and events can be attended alone or with a companion.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D4. Activities and attractions are affordable, with no hidden or additional participation costs.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D5. Good information about activities and events is provided, including details about accessibility of facilities and transportation options for older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D6. A wide variety of activities is offered to appeal to a diverse population of older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D7. Gatherings including older people are held in various local community spots, such as recreation centres, schools, libraries, community centres and parks.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D8. There is consistent outreach to include people at risk of social isolation.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**D9. What are your top three priorities in relation to social participation in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

## **E. Respect and social inclusion**

Please tick one box for each question

**E1. Older people are regularly consulted by public, voluntary and commercial services on how to serve them better.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E2. Services and products to suit varying needs and preferences are provided by public and commercial services.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E3. Service staff are courteous and helpful.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E4. Older people are visible in the media, and are depicted positively and without stereotyping.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E5. Community-wide settings, activities and events attract all generations by accommodating age-specific needs and preferences.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E6. Older people are specifically included in community activities for “families”.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E7. Schools provide opportunities to learn about ageing and older people, and involve older people in school activities.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E8. Older people are recognised by the community for their past as well as their present contributions.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E9. Older people who are less well-off have good access to public, voluntary and private services.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**E10. What are your top three priorities in relation to respect and social inclusion in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

## **F. Civic participation and employment**

*Please tick one box for each question*

**F1. A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F2. The qualities of older employees are well-promoted.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F3. A range of flexible and appropriately paid opportunities for older people to work is promoted.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F4. Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F5. Workplaces are adapted to meet the needs of disabled people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F6. Self-employment options for older people are promoted and supported.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F7. Training in post-retirement options is provided for older workers.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F8. Decision-making bodies in public, private and voluntary sectors encourage and facilitate membership of older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**F9. What are your top three priorities in relation to civic participation and employment in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

## **G. Communication and information**

*Please tick one box for each question*

### **G1. A basic, effective communication system reaches community residents of all ages.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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### **G2. Regular and widespread distribution of information is assured and a co-ordinated, centralised access is provided.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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### **G3. Regular information and broadcasts of interest to older people are offered.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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### **G4. Oral communication accessible to older people is promoted.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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### **G5. People at risk of social isolation get one-to-one information from trusted individuals.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**G6. Public and commercial services provide friendly, person-to-person service on request.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**G7. 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.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**G8. Print and spoken communication uses simple, familiar words in short, straight-forward sentences.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**G9. Telephone answering services give instructions slowly and clearly and tell callers how to repeat the message at any time.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**G10. Electronic equipment, such as mobile telephones, radios, televisions, and bank and ticket machines, has large buttons and big lettering.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**G11. There is wide public access to computers and the Internet, at no or minimal charge, in public places such as government offices, community centres and libraries.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**G12. What are your top three priorities in relation to communication and information in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

## **H. Community and health services**

*Please tick one box for each question*

**H1. An adequate range of health and community support services is offered for promoting, maintaining and restoring health.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H2. Home care services include health and personal care and housekeeping.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H3. Health and social services are conveniently located and accessible by all means of transport.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H4. Residential care facilities and designated older people's housing are located close to services and the rest of the community.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H5. Health and community service facilities are safely constructed and fully accessible.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H6. Clear and accessible information is provided about health and social services for older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H7. Delivery of services is co-ordinated and administratively simple.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H8. All staff are respectful, helpful and trained to serve older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H9. Economic barriers impeding access to health and community support services are minimised.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H10. Voluntary services by people of all ages are encouraged and supported.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H11. There are sufficient and accessible burial sites.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H12. Community emergency planning takes into account the vulnerabilities and capacities of older people.**

Strongly Agree	Agree	Neither agree/disagree	Disagree	Strongly Disagree
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Please give examples if possible based on your selection

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**H13. What are your top three priorities in relation to community and health services in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

**I. Overall after looking at your priorities in each of the eight themes what are your top three priorities in Galway City that you think something realistic can be done about in the next 3-6 months?**

1<sup>st</sup> priority \_\_\_\_\_

2<sup>nd</sup> priority \_\_\_\_\_

3<sup>rd</sup> priority \_\_\_\_\_

**Please return completed questionnaires by **December 17th** to**

**Evelyn Fanning, Health Promotion, West City Centre Seamus Quirke, Rd, Galway**

**If you have any questions please telephone 091 548318**

*Thank you*

*Please turn over*

[Next steps](#)

If you would like to be involved in any way following the results of this research you can contact us on 091 548318 or email [Evelyn.Fanning@hse.ie](mailto:Evelyn.Fanning@hse.ie)

You may also like us to give us your details

Name:
Address:
Tel:
Email:

*Thank you*