



Age Friendly York - Domains

Please see key below for clarification of “()”

1a. Getting out and about – Your Journey

Live Well York information and advice section: [Getting out and about](#)

Transport is:

- Reliable, well-maintained, frequent clean and well lit (t)
- accessible has priority seating and not-overcrowded (t)
- set up to facilitate boarding and waits for passengers to be seated (t)
- set up to ensure drivers are courteous and helpful (t)

Location is:

- situated with shelter available for pick up points (t)
- clearly displayed (t)
- set up to reach all parts of York with has good connections (t)

Routes are:

- well maintained with good lighting (t)
- well-regulated with good traffic flow (t)

Pavements are:

- well maintained, free of obstructions and reserved for pedestrians (OS)
- non-slip, wide enough for wheelchairs and have dropped curbs to road level (OS)
- separate from cycle paths (OS)
- well lit (OS)

The journey provides:

- sufficient toilets that are clean, well-maintained and accessible (OS)
- sufficient seating which are well maintained and safe (OS)
- sufficient pedestrian crossings which are safe for people with different levels and types of disability, with non-slip markings, visual and audio clues and adequate crossing times.(OS)
- a positive walking experience with drivers giving way to pedestrians at intersections and pedestrian crossings (OS)

- a positive experience by cycle paths being separate from pavements and other pedestrian routes (OS)

1b. Getting out and about – Your Destination

Live Well York information and advice section: [Getting out and about](#)

- Public areas are clean and pleasant (OS)
- Green spaces sufficient, outdoor seating well maintained (OS)
- Venues – easy to reach, accessible, well lit, conveniently located (SP)

2a. Your Time (Leisure)

Live Well York information and advice section: [Community activities, community events](#)

- A range of flexible options for older volunteers is available, with training, recognition, guidance and compensation for personal costs (CP)
- Decision making bodies in public, private and voluntary sectors encourage and facilitate membership of older people (CP)
- Voluntary services by people of all ages are encouraged and supported (C&H)
- Community wide settings, activities and events attract all generations by accommodating age-specific needs and preferences (R&S)
- Older people are specifically included in community activities for “families” (R&S)
- Schools provide opportunities to learn about ageing and older people and involve older people in school activities (R&S)
- Events are held at convenient times (SP)
- Events can be attended alone or with a companion (SP)
- Activities affordable with no hidden cost (SP)
- Good information about events and activities is provided (SP)
- A wide variety of activities is offered to appeal to a diverse population of older people (SP)
- Gatherings that include older people are held in a variety of local community spots, such as recreation centres, schools, libraries, community centres and parks (SP)

- There is consistent outreach including people at risk of social isolation (SP)

2b. Your Time (Employment)

Live Well York information and advice section: [Education, Training and Employment](#)

- A range of flexible and appropriately paid opportunities for older people to work is promoted (CP)
- Discrimination on the basis of age alone is forbidden in the hiring, retention, promotion and training of employees (CP)
- Work places are adapted to meet the needs of disabled people (CP)
- Training in post-retirement options is provided for older workers (CP)
- Self-employment options for older people are promoted and supported (CP)

3. Your access to information

Live Well York information and advice section: [Information & Advice](#)

- A basic, effective, communication system reaches community residents of all ages (C&I)
- Regular widespread distribution of information is assured and a coordinated centralised access is provided (C&I)
- Regular information and broadcast of interest to older people are offered (C&I)
- Oral communication accessible to older people is promoted (C&I)
- People at risk of social isolation get one-to-one information from trusted individuals (C&I)
- 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. (C&I)
- Print and spoken communication uses simple, familiar words in short straight-forward sentences (C&I)
- Telephone answering services gives instructions slowly and clearly and tell callers how to repeat the message at any time. (C&I)
- Electronic equipment such as mobile telephones, radios, televisions. And bank and ticket machines, has large buttons and big lettering (C&I)

- 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. (C&I)

4. Your Home

Live Well York information and advice section: [You and Your Home & Housing](#)

- Sufficient affordable housing is available in areas that are safe and close to services and the rest of the community (H)
- Sufficient and affordable home-maintenance and support services are available (H)
- Housing is well constructed and provides safe and comfortable shelter from the weather (H)
- Interior spaces and level surfaces allows freedom of movement in all rooms and passageways (H)
- Home modification options and supplies are available and affordable, and providers understand the needs of older people (H)
- Public and commercial rental housing is clean, well-maintained and safe (H)
- Sufficient and affordable for frail and disabled older people, with appropriate services, is provided locally (H)

5. Your Services

Live Well York information and advice section: [Services & Products](#)

- An adequate range of health and community support services is offered for promoting, maintaining and restoring health (C&H)
- Home care services include health and personal care and housekeeping (C&H)
- Health and social care services are conveniently located and accessible by all means of transport (C&H)
- Residential care facilities and designated older people's housing are located close to services and the rest of the community (C&H)
- Health and community service facilities are safely constructed and fully accessible (C&H)
- Clear and accessible information is provided about health and social services for older people (C&H)
- Delivery of services is coordinated and administratively simple (C&H)

- All staff are respectful, helpful and trained to serve older people (C&H)
- Economic barriers impeding access to health and community support are minimised (C&H)
- There are sufficient and accessible burial sites (C&H)
- Community emergency planning takes into account the vulnerabilities and capacity of older people (C&H)
- Services and products to suit varying needs and preferences are provided by public and commercial services (R&S)
- Service staff are courteous and helpful (R&S)
- Older people who are less well-off have good access to public, voluntary and private services (R&S)
- Services are situated together and are accessible (OS)
- Public and commercial services provide friendly, person-to-person services on request (H)

Cross-cutting

- The qualities of older employees are well promoted (CP)
- Older people are visible in the media and are depicted positively and without stereotyping (R&S)
- Older people are regularly consulted by public, voluntary, and commercial services on how to serve them better (R&S)
- Older people are recognised by the community for their past as well as their present contributions (R&S)

Key

These statements link to the following World Health Organisation Domains:

T – Transportation

OS – Outdoor space and buildings

SP – Social Participation

CP – Civic Participation and Employment

C&I – Communication & Information

R&S – Respect and social inclusion

H – Housing

C&H – Community and health services