



賽馬會齡活城市  
Jockey Club Age-friendly City

# Jockey Club Age-Friendly City Project



## Action Plan TAI PO

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CUHK Jockey Club Institute of Ageing



香港中文大學  
The Chinese University of Hong Kong

# **Jockey Club Age-friendly City Project**

## **Action Plan for Tai Po District**

CUHK Jockey Club Institute of Ageing

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## **1. Background**

By 2041, one third of the overall population in Hong Kong will be the older people, which amount to 2.6 million. The demographic change will lead to new or expanded services, programs and infrastructure to accommodate the needs of older people. Creating an age-friendly community will benefit people of all ages. Making cities age-friendly is one of the most effective policy approaches for responding to demographic ageing.

In order to proactively tackle the challenges of the rapidly ageing population, The Hong Kong Jockey Club Charities Trust is implementing the Jockey Club Age-friendly City (“JCAFC”) Project in partnership with four gerontology research institutes in Hong Kong. The project aims to build momentum in districts to develop an age-friendly community, recommend a framework for districts to undertake continual improvement, as well as arouse public awareness and encourage community participation. Eight districts have been piloted. The CUHK Jockey Club Institute of Ageing is responsible for Sha Tin and Tai Po District.

## **2. Profile of Tai Po District**

Tai Po is located in the northeast part of the New Territories. Topographically, Tai Po is encircled on three sides by the mountain. The valley areas and basins become the major grounds for human settlements. Tai Po is one of the new towns in Hong Kong since 1979. Historically, Tai Po is a market town famous for trading of agricultural and fishing products. The old market was located at the coastal plains where Tai Po River and Lam Tsuen River cross. With the expansion of commercial activities, a new market was established at the northeastern bank of Lam Tsuen River.

Tai Po is among the earliest place where Chinese migrants from Guangdong arrived. A noticeable population of Hakka people came to Tai Po before the 1970s, forming a specific community culture among the local Chinese. In addition, Tai Po is famous for its ecological diversity due to the large amount of natural landscapes. Pat Sin Leng (The ridge of Eight Immortals) is one of the many symbolic natural landmarks in Tai Po which has a great biodiversity.

### **3. Key Findings of Baseline Assessment**

In 2007, World Health Organization (“WHO”) published Global Age-Friendly Cities: A Guide. According to the Guide, “an age-friendly environment fosters active ageing by optimizing opportunities for health, participation and security in order to enhance quality of life as people age”. Eight domains were highlighted based on opinions of the elderly and caregivers. The eight domains include outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, as well as community support and health services.

The Guide provides a useful reference to articulate age-friendliness under the urban context. Central to this idea is to provide an enabling environment through a checklist of action points integral to the creation of health, wisdom, justice, social networks and economic wellbeing of older people. In addition, focus groups have been conducted based on the Vancouver Protocol, which aims to provide rich descriptions and accounts of the experiences of older persons.

Between July 2015 to January 2016, the Institute has conducted a baseline assessment to the district based on the framework of eight domains of an age-friendly city set out by the WHO. The assessment consisted of quantitative approach of survey questionnaire to 510 residents and qualitative approach of 5 focus groups.

The findings showed that residents in Tai Po were most satisfied with the domains of transportation as well as outdoor spaces and buildings in the district while there were more rooms for further improvement in the domains of community support and health services as well as civic participation and employment(Attachement 1). Residents participating in focus groups raised more specific issues in these domains such as glass ceiling in employment, mismatch between age, skills and the nature of voluntary work, costly medical fees for older people aged 60 to 69 and limited community support to older people(Attachement 2). The eight age-friendly city (“AFC”) domains and selected items in each domain are shown in the table below.

**WHO's Age-friendly City domains and relevant areas of concern included in baseline assessment**

<b>AFC domains</b>	<b>Selected items included in the domains</b>	
<b>Outdoor spaces and buildings</b>	<ul style="list-style-type: none"> <li>- Environment</li> <li>- Green spaces and walkways</li> <li>* - <b><i>Outdoor seating</i></b></li> <li>- Pavements</li> <li>- Roads</li> </ul>	<ul style="list-style-type: none"> <li>- Cycle paths</li> <li>- Safety</li> <li>- Buildings</li> <li>- Public toilets</li> </ul>
<b>Transportation</b>	<ul style="list-style-type: none"> <li>- Affordability</li> <li>- Reliability and frequency</li> <li>- Travel destinations</li> <li>* - <b><i>Age-friendly vehicles</i></b></li> <li>- Specialized services</li> </ul>	<ul style="list-style-type: none"> <li>- Priority seating</li> <li>- Transport stops and stations</li> <li>- Community transport</li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>- Affordability</li> <li>- Design</li> <li>- <b><i>Modifications</i></b></li> <li>* - Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>- Ageing in place</li> <li>- Housing options</li> <li>- Living environment</li> </ul>
<b>Social participation</b>	<ul style="list-style-type: none"> <li>- Accessibility of events and activities</li> <li>- Affordability</li> <li>* - <b><i>Range of events and activities</i></b></li> <li>- Facilities and settings</li> </ul>	<ul style="list-style-type: none"> <li>- Promotion and awareness of activities</li> <li>- Fostering community Integration</li> </ul>
<b>Respect and social inclusion</b>	<ul style="list-style-type: none"> <li>* - <b><i>Respectful and inclusive services</i></b></li> <li>* - <b><i>Public images of ageing</i></b></li> <li>* - <b><i>Intergenerational and family interactions</i></b></li> </ul>	<ul style="list-style-type: none"> <li>- Public education</li> <li>- Community inclusion</li> <li>- Economic inclusion</li> </ul>
* <b>Civic participation and employment</b>	<ul style="list-style-type: none"> <li>- <b><i>Volunteering options</i></b></li> <li>- <b><i>Employment options</i></b></li> <li>- <b><i>Training</i></b></li> <li>- <b><i>Accessibility</i></b></li> </ul>	<ul style="list-style-type: none"> <li>- <b><i>Civic participation</i></b></li> <li>- <b><i>Valued contributions</i></b></li> <li>- <b><i>Pay</i></b></li> </ul>
<b>Communication and information</b>	<ul style="list-style-type: none"> <li>* - <b><i>Information offer</i></b></li> <li>- Oral communication</li> <li>- Printed information</li> </ul>	<ul style="list-style-type: none"> <li>- Plain language</li> <li>- Automated communication and equipment</li> <li>* - <b><i>Computers and the Internet</i></b></li> </ul>
* <b>Community support and health services</b>	<ul style="list-style-type: none"> <li>- <b><i>Service accessibility</i></b></li> <li>- <b><i>Offer of services</i></b></li> </ul>	<ul style="list-style-type: none"> <li>- <b><i>Voluntary support</i></b></li> <li>- <b><i>Emergency planning and care</i></b></li> </ul>

Source: Adopted from WHO Global Age-friendly Cities: A Guide (2007)

Remarks: The domains or items above with (\*) are areas with more rooms for further improvement

#### 4. Proposed Action Plan for Tai Po district

Suggested projects together with related age-friendly domains and potential partners are set out below. For easy reference, the primary age-friendly domain of each project has been marked in bold type.

	Project	Related Age-friendly Domains	Potential partners
<b>Theme 1: Valuing older peoples' contributions</b>			
1	<p>Launch intergenerational programs</p> <ul style="list-style-type: none"> <li>• Assess the age-friendliness of the community, plan and design an enabling community for older people to live</li> <li>• Launch activities such as storytelling by the older people, intergenerational carnivals, etc., enable older people continue contribute their knowledge and skills, and enhance the sense of respect and care of the kindergarten and primary school students towards older people</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Respect and social inclusion</b></li> <li>• Communication and information</li> <li>• Outdoor spaces and buildings</li> <li>• Transportation</li> <li>• Housing</li> <li>• Community support and health services</li> <li>• Social participation</li> <li>• Civic participation and employment</li> </ul>	<ul style="list-style-type: none"> <li>• Retirees and older people</li> <li>• Universities</li> <li>• Secondary schools</li> <li>• Primary schools</li> <li>• Kindergartens</li> <li>• NGOs</li> <li>• Social enterprises</li> </ul>
2	<p>Establish an information hub</p> <ul style="list-style-type: none"> <li>• Set up an integrated information hub, serve as a focal point for older people to disseminate or obtain community information, so as to promote information exchange on flexible volunteering and employment opportunities in the community</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Civic participation and employment</b></li> <li>• <b>Communication and information</b></li> <li>• Respect and social inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Retirees and older people</li> <li>• Caregivers</li> <li>• Local residents</li> <li>• Public libraries</li> <li>• Community centres</li> <li>• NGOs</li> </ul>
<b>Theme 2: Enabling older people to live well</b>			
3	<p>Develop a guide for older people</p> <ul style="list-style-type: none"> <li>• Based on the needs of older people and caregivers in their daily life, integrate relevant local service information (e.g. community care services, rehabilitation services, home modification services, end of life care services, etc.), so as to compile a list of comprehensive guide for the use of older people and carer's as easy reference</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Community support and health services</b></li> <li>• Communication and information</li> <li>• Housing</li> </ul>	<ul style="list-style-type: none"> <li>• Older people</li> <li>• Caregivers</li> <li>• Universities</li> <li>• NGOs</li> </ul>

4	<p>Empower older people to self-manage their health</p> <ul style="list-style-type: none"> <li>• Conduct preliminary health assessment to older people with follow-up actions, empower older people to self-manage their health, so as to ameliorate their deterioration of frailty</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Community support and health services</b></li> </ul>	<ul style="list-style-type: none"> <li>• Older people (especially frail elders)</li> <li>• Caregivers</li> <li>• NGOs</li> <li>• Social enterprises</li> </ul>
5	<p>Enhance local shops/shopping centres' age-friendliness</p> <ul style="list-style-type: none"> <li>• Encourage local shops/shopping centres implement age-friendly policies, with the provision of professional support</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Outdoor spaces and buildings</b></li> <li>• Respect and social inclusion</li> <li>• Communication and information</li> </ul>	<ul style="list-style-type: none"> <li>• Retirees and older people</li> <li>• Local residents</li> <li>• People or students with business experience</li> <li>• Business sector</li> </ul>
<b>Theme 3: Engaging older people in community activities</b>			
6	<p>Establish a Network for older people</p> <ul style="list-style-type: none"> <li>• Recruit older people and retirees through various channels (e.g. retired professors), participate and help promote district programs under the JCAFC project</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Social participation</b></li> <li>• <b>Respect and social inclusion</b></li> <li>• <b>Communication and information</b></li> <li>• Civil participation and employment</li> <li>• Community support and health services</li> <li>• Outdoor spaces and buildings</li> <li>• Housing</li> <li>• Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Retirees and older people</li> <li>• NGOs</li> <li>• Social enterprises</li> <li>• Community organizations</li> <li>• Universities</li> </ul>
7	<p>Enhance and strengthen district communication and information channels</p> <ul style="list-style-type: none"> <li>• Develop channels such as mobile apps, printed materials and telephone hotline to meet different needs of older people, by helping them capture the information of community services and activities</li> <li>• Set up a telephone-based social and educational program which can share up-to-date information with elders confined to their homes for physical, financial or geographical reasons</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Communication and information</b></li> <li>• Social participation</li> <li>• Respect and social inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Retirees and older people</li> <li>• Caregivers</li> <li>• Frail elders</li> <li>• Elders confined to their homes or have difficulties in participating community activities( e.g. physical/ financial/geographical reasons)</li> <li>• NGOs</li> <li>• Printed and social media</li> <li>• District councils</li> <li>• Business sectors</li> <li>• Related government departments</li> </ul>

**5. Suggested priorities in implementing the above programs and its reasons in the 1<sup>st</sup> phrase**

	<b>Suggested programs to launch with higher priorities in the 1<sup>st</sup> phrase</b>	<b>Reasons</b>
1.	<p><b>Establish a Network for older people</b></p> <ul style="list-style-type: none"> <li>• Connects NGOs, social enterprises and business organizations related to elderly service, and local associations and organizations that related to older people, so as to set up a Network for retirees and older people from all walks of life and with different backgrounds, and organizations which are interested in the development of ageing-related projects and researches.</li> <li>• Promotes active participation of retirees and older people in the Network through different age-friendly related programmes, etc., so as to promote development of age-friendliness in the district.</li> <li>• Promotes active contributions of retirees and older people to the community through the Network, strives to make social impact to the community.</li> </ul>	<p>WHO's Global Strategy and Action Plan on Ageing and Health (draft in 2016), suggest to support and create platforms for sharing the diverse voices of older people. As a result, establish a Network for older people, helps consolidate the power of voices of older people and relevant stakeholders, and encourage older people to play an active role to promote age-friendly programmes, so as to build an enabling living environment for older people.</p>
2.	<p><b>Launch intergenerational programmes</b></p> <ul style="list-style-type: none"> <li>• Recruit older people and retirees in the district as well as university and secondary school students. Form small groups with mix of the targets groups.</li> <li>• With the theme of “exploring the past, present and future”, such as launching different intergenerational programmes, enable the younger generations to document the life experience of older people and the ‘oral history’ of community through face-to-face interviews; conduct community assessment workshops, enable participants to learn the method of “community audit” to assess the current age-friendliness of community; sharing sessions would be organized afterwards, with older people and younger generations joint hands to plan and design an age-friendly community.</li> <li>• Recruit older people and retirees, and connect with kindergarten and primary schools in the district, conduct a series of intergenerational programmes, so as to providing opportunities for the retirees and the elders to contribute their knowledge and skills, through activities like storytelling, intergenerational carnivals and guided tours, etc., to promote messages of positive ageing and respect for older people of the younger generations.</li> </ul>	<p>Intergenerational programmes would help different generations understand each other more, and help to build the sense of respect and care of the younger generations towards the older people since childhood. In addition, different age groups of people could assess the age-friendliness of their living community through participating together in the intergenerational programmes, and to help plan and design an enabling environment for an age-friendly community, all of these help enhance the sense of community among different generations.</p>

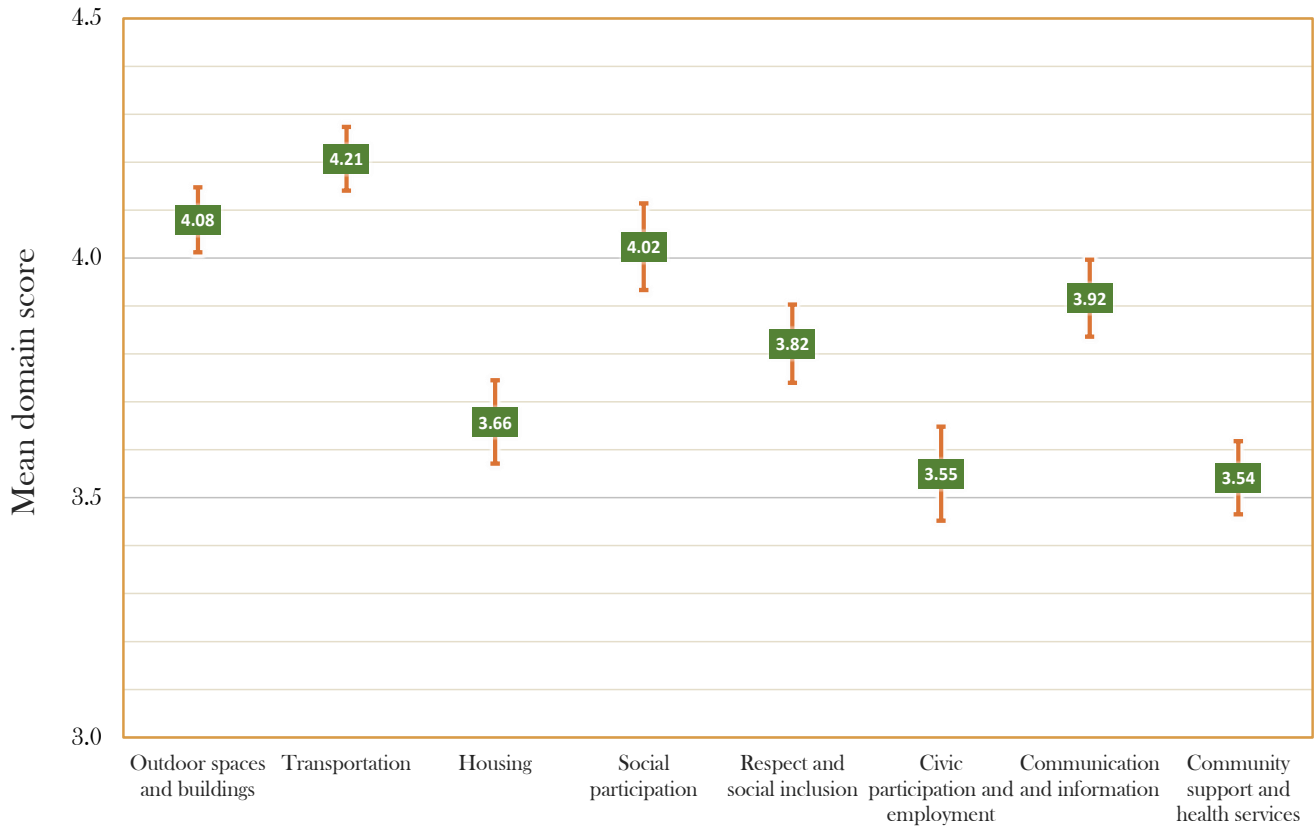


3.	<p><b>Develop a guide for older people</b></p> <ul style="list-style-type: none"> <li>• Examine the service needs and difficulties that older people or caregivers may encounter from their daily living issues.</li> <li>• Based on the needs of older people and caregivers in their daily life, integrate relevant local service information such as information about community support services, home care services and relevant health services(e.g. escort services to hospitals, meals delivery service, wheelchair borrowing service, home modification service and end of life care service)etc..</li> <li>• Compile a list of comprehensive service guide with a user-friendly approach, for the use of older people(including those with low educational level, frail and living in remote area) and carers in their daily livings.</li> <li>• Disseminate the guide through different channels and formats (e.g., hard copy, online version or app service, hotline), to older people in the community and caregivers.</li> <li>• Conduct workshops to educate and explain the use of the guide to older people and caregivers in the community, so as to enhance their self-care abilities.</li> </ul>	<p>According to the result of the baseline assessment, there is more rooms for improvement in the “community support and health services” domain from the points of views of the Tai Po residents. Therefore, integrate and complie local useful resources to develop a guide, which is relevant to the daily livings of older people, would enhance the older people’s capabilities in reaching or making use of the resources to support their daily livings and basic needs.</p>
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## 6. Next Steps

The Institute have consulted the views of District Council members on the directions and implementation of the action plan. Progress of the action plan will be regularly reviewed and reported to the District Council.

**Age-friendly City eight domains mean scores**



**Remarks:**

The scores is ranging from 1 to 6. The higher the score, the higher the level of age-friendliness of the domain.

## Attachment 2

### Baseline assessment result- comments from focus groups

Outdoor spaces and buildings	Transportation	Housing
<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>Closeness to natural environment and parks               <ul style="list-style-type: none"> <li>Waterfront Park (e.g. Yee Fu, Fu Heng)</li> </ul> </li> </ul>	<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>'Public transport fare concession scheme' for older people aged 65 and above</li> <li>Considerate manners towards older people (drivers and passengers)</li> </ul>	<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>Accessible living environment               <ul style="list-style-type: none"> <li>Near wet market and public transport stations (e.g. Fu Heng)</li> </ul> </li> </ul>
<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>Seatings at outdoor and bus waiting areas with shelters (e.g. Fu Heng, Tai Po Kau)</li> <li>Accessible design and facilities               <ul style="list-style-type: none"> <li>Lifts (e.g. Fu Heng estate and flyovers at Yee Fu)</li> <li>Accessible facilities at chute and staircase(e.g. Tai Po Kau, Hong Lok Yuen)</li> </ul> </li> </ul>	<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>Older people aged 60 to 64 are not eligible to the 'Public transport fare concession scheme'</li> <li>Limited bus and minibus services in remote areas               <ul style="list-style-type: none"> <li>Frequency of services</li> <li>e.g. route no. 21A(Tai Po Kau) and route no. 71K (e.g. Tai Yuen, Wang Fook)</li> <li>Interchange discounts on Sundays and Public holidays, e.g. route no. K12 (e.g. Tai Yuen, Wang Fuk)</li> </ul> </li> </ul>	<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>Housing design for frail elders (remote villages)               <ul style="list-style-type: none"> <li>Chute and staircase in indoor and outdoor areas (e.g. Tai Po Kau, Hong Lok Yuen)</li> </ul> </li> <li>Home maintenance services in public housing               <ul style="list-style-type: none"> <li>Change of iron gate (e.g. Yee Fu)</li> <li>Water seepage from ceiling (e.g. Tau Yuen, Wang Fuk)</li> </ul> </li> </ul>

Social Participation	Respect and social inclusion	Civil participation and employment
<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>Various community activities               <ul style="list-style-type: none"> <li>Elderly centres(Tai Chi \ health talks \ picnics)(e.g. Fu Heng)</li> <li>Informal group activities in public and outdoor areas (e.g. morning walk, swimming and physical exercise)</li> </ul> </li> </ul>	<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>Sense of community (public housing)</li> </ul>	<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>Plenty volunteer work available               <ul style="list-style-type: none"> <li>Elderly centres(home visits \ helpers at picnics)(e.g. Fu Heng)</li> </ul> </li> </ul>
<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>Limitation of elderly centres               <ul style="list-style-type: none"> <li>Areas (e.g. Fu Heng)</li> <li>Locations (inconvenient for older people living in remote areas) (e.g. Tai Po Kau, Hong Lok Yuen)</li> </ul> </li> </ul>	<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>Concerns about older people from younger generations(e.g. Fu Heng)</li> <li>New neighbours not complying norms of respect and friendliness (e.g. Yee Fu, Tai Po Kau)</li> </ul>	<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>Glass ceiling for job seekers aged 60 and above</li> </ul>

**Baseline assessment result- comments from focus groups(con't)**

<b>Communication and information</b>	<b>Community support and health services</b>
<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>• Eagerness to master modern communication devices (e.g. Yee Fu, Tai Po Kau and Hong Lok Yuen)</li> </ul>	<p><b>Advantages:</b></p> <ul style="list-style-type: none"> <li>• ‘Health Care Vouchers’ for older people aged 70 and above</li> <li>• Available basic health care and meals delivery service</li> </ul>
<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>• Channels of announcement and contents of community information               <ul style="list-style-type: none"> <li>• Notice board of the buildings (e.g. Fu Heng)</li> <li>• Information about district activities and community care services (e.g. Tai Yuen, Wang Fuk, Fu Heng)</li> </ul> </li> <li>• Numbers of computer and smart device teaching class and its related support (e.g. Yee Fu)</li> </ul>	<p><b>Barriers:</b></p> <ul style="list-style-type: none"> <li>• Expensive medical costs for older people aged 60 to 69</li> <li>• Accessibility and fare of community care services(e.g. personal care, escorts to hospitals) (e.g. Tai Yuen, Wang Fuk, Tai Po Kau and Hong Lok Yuen)</li> </ul>