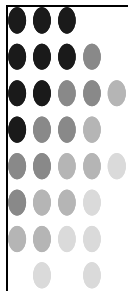

AN AUDIT OF THE SUPPORT NEEDS OF GROUPS WORKING WITH OLDER PEOPLE IN CORK CITY

(APRIL 2006)

REPORT PREPARED BY
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Mr. Roger Coughlan
Ms. Pauline O'Leary
Ms. Margaret O'Rourke
Ms. Patricia Donovan
Ms. Andrea Pepper
Mr. Tadgh Philpot
Mr. Tommy Baldwin

The work of this group was supported by Alison Leo, Community Development Co-Ordinator Cork City Partnership and Linda McKernan, Community Worker with Cork City Partnership.

Catherine Morley
Executive Director
Clarity RDT
April 2006

CLARITY: RESEARCH, DEVELOPMENT AND TRAINING LTD.

CLARITY: RESEARCH, DEVELOPMENT AND TRAINING LTD. is an independent social inclusion consultancy company, based in Cork, but with clients throughout Ireland. Comprising a core team of four highly skilled and experienced researchers, facilitators and trainers, we provide high quality, cost effective services to organisations and groups operating within the community development/social inclusion arena. We operate within an ethos of equality and good practice, with a focus upon developing supportive and strategic outcomes for clients. As an organisation, we are committed to social change.

For reference purposes, please use the following citation:

Working Together to Make a Difference: An Audit of the Support Needs of Groups Working with Older People in Cork City: Clarity Research, Development and Training Ltd. (Cork City Partnership, April 2006)

INTRODUCTION

1.1 Background and Rationale for the Audit

- 1.1.1 Objective 99 of *The Integrated Strategy for Economic, Social and Cultural Development* produced by Cork City Development Board states:

Audit (n.)

Check
Review
Inspect
Assess
Examine
Appraise
Take Stock

Older People will have access to a wide range of social, education and training opportunities

The primary action (Action 99) in this strategy for the achievement of this objective

was identified as the implementation of an audit of the support needs of older people's groups in Cork city which was to be led by Cork City Partnership. In January 2006, Clarity: RDT were contracted by Cork City Partnership to carry out this action on their behalf.

- 1.1.2 In addition, Cork City Partnership had identified Older People as a key target group for their *Local Development Social Inclusion Plan 2000 - 2006* and Partnership community development staff have been active for a number of years in working with and supporting groups working with Older People across the city as a result of their strategy to:

Promote the social inclusion of older people through pre-development work, capacity building and peer support

- 1.1.3 The purpose of this audit is to provide an opportunity for groups working with older people in Cork city to actively participate in the identification of their own support needs and to develop appropriate responses to these needs.

- 1.1.4 Thus, in January 2006, Cork City Partnership contracted Clarity: Research, Development and Training Ltd. to carry out an independent audit of the support needs of groups working with Older People across the city and to develop recommendations for meeting these support needs.

1.2 Audit Advisory Group

- 1.2.1 In order to ensure that the auditing process resulted in a

Advisory Group

Organised group comprising interested individuals prepared to participate in the design, development and delivery of the audit

meaningful and realistic appraisal of the needs of groups working with Older People, it was

agreed that an Advisory Group would meet monthly to inform and impact upon the design, development and implementation of the auditing process. Membership of this

advisory group, facilitated by Cork City Partnership staff, included:

Mr. Roger Coughlan	Bishopstown Senior Social Centre
Ms. Pauline O'Leary	Moving Age, Farranree
Ms. Margaret O'Rourke	Social and Resource Centre, Roches Buildings
Ms. Patricia Donovan	Social and Resource Centre, Roches Buildings
Ms. Andrea Pepper	Ballyphehane/Togher CDP

1.2.2 This group worked closely with the research team and Partnership staff to ensure the smooth delivery of the required outcomes of the auditing process. A key requirement laid out in the very first meeting of the advisory group was the need for any report emerging from the process to be provided in *plain English*. Members of the group asserted this requirement as essential, if the work was to be accessible to people participating in the various services being provided around Cork city.

1.3 Auditing Process

1.3.1 Auditing processes can be carried out in many ways. The research team and the advisory group decided to use a matrixing process to attempt to define the environment within which the emerging support needs could be contextualised. This matrixing process is one which facilitates the development of a working document which can be useful to project managers, funders and strategic planners in attempting to ensure that service design, development and delivery is carried out in a systematic manner.

Process (n.)
Procedure
Course
Development
Progression
Method
Route
Manner
Means
Practice

1.3.2 The support needs identified in this report are based on an in-depth consultation process with a stratified sample of groups working in Cork city. The stratification of the sample has ensured that a broad cross section of groups were consulted. This stratification was based upon:

- Geographical location and remit of group
 - Community based
 - City Centre based
 - City-wide remit
 - Local community remit
 - Local offices of national organisations
- Focus of group activities or services
 - Specific service providers
 - General service providers
 - Activities focused
- Type of group
 - Community based organisations
 - Voluntary groups
 - National organisations

- 1.3.3 The key elements of the auditing process with the agreed sample were as follows:
- 1 Dissemination of questionnaire;
 - 2 Follow up contact with all respondents to finalise and clarify responses;
 - 3 One to one interviews with half of the respondent groups;
 - 4 2 Focus group sessions with respondents;
 - 5 Ongoing consultation with the project advisory group in order to develop the key recommendations emerging from the process.

1.4 The Matrix

- 1.4.1 Clarity: Research, Development and Training Ltd., as an organisation concerned with social change and developing innovative

Matrix (n.)
An environment within which developments can occur

approaches to meeting the research, development and training needs of a broad based client group, is interested in developing supportive and strategic outcomes for clients. In this regard, it has been our experience that the provision of text heavy reports – or outputs - is not necessarily conducive to the development of these types of outcomes. Our experience tells us that these types of outputs most often gather dust on shelves, rather than acting as conduits for the development of initiatives based on the outcomes of our work.

- 1.4.2 Thus, in our initial conversations with Cork City Partnership and the advisory group, we put forward the idea of developing a matrix, or series of matrices, which would graphically illustrate the work being done with Older People in Cork city. This matrix is provided in Appendix 2 of this report and should act as a working document for the advisory group and Cork City Partnership to move forward upon the outcomes of the auditing process. As stated above, the matrix is an *environment within which developments can occur* and the matrix itself graphically illustrates this environment.

1.5 Format of Report

- 1.5.1 The primary function of this report is to provide an analysis of the support needs of groups working with Older People in Cork city. An additional and emerging function of the process of identifying these needs has been the development of a matrix of services which provides an overview representative sample of the types of work being carried out with older people in Cork city. The format of this report reflects these functions and is provided as follows:

Section 1 outlines the services and supports already in place for Older People in Cork city;

Section 2 provides an analysis of the support needs identified through the auditing process;

Section 3 provides recommendations for the design, development and implementation of a strategic response to meeting the needs of groups working with Older People in Cork city.

SECTION 1

SERVICES AND SUPPORTS ALREADY IN PLACE

1.1 Services and Supports Already in Place

- 1.1.1 In order to identify current and emerging needs, this process sought to identify the different types of services and supports already in place for Older People in Cork city. In so doing, it has been possible to identify – using the stratified sample outlined above – the *who, what, where, when, why and how* of this service and support provision. In our view, and in that of the advisory group to this process, it is essential to provide an overview of these services and supports.

- 1.1.2 Through our process of matrixing, we identified fourteen different types of service provision for Older People in Cork city, with many groups providing a combination of these services and others focusing upon providing just one or two, as identified below.

PRIMARY TYPES OF SERVICE AND SUPPORTS AVAILABLE TO OLDER PEOPLE IN CORK CITY

1	Advocacy and Lobbying
2	Counselling
3	Day Care Services
4	Drop-In Services
5	Education and Training
6	Health and Fitness Programmes
7	Information and Support
8	Meals
9	Respite Care
10	Sheltered Housing
11	Social Activities/ Social Events
12	Support for Carers
13	Support Groups
14	Visiting/Homecare/ Personal Services

KEY CHARACTERISTICS OF SERVICE AND SUPPORT PROVISION FOR OLDER PEOPLE IN CORK CITY

1. Set up in response to particular set of needs identified at a local or city-wide level;
2. Managed by a volunteer management committee – made up of members of the target group with input from professionals when required or requested;
3. In receipt of funding from statutory agencies / government departments for specific service provision;
4. Supported by a number of agencies (see table below);
5. Dependent upon volunteers for the actual provision of services, although in some cases, one full-time post is available or CE scheme places have been secured;
6. Operated from either a local base within a particular geographic community or in the case of local/regional offices of national groups, operating from a city centre base;
7. Usually operating in facilities that require up grade or re-development in order to meet the needs of the particular target group.

- 1.1.3 The key characteristics of service and support provision for Older People in Cork city were identified by our stratified sample as follows:

1.1.4 The key support agencies working with the service providers in Cork city are as follows:

KEY SUPPORT AGENCIES FOR GROUPS WORKING WITH OLDER PEOPLE
IN CORK CITY

Health Services Executive (Southern Region)
FAS
Cork City Partnership
Department of Social and Family Affairs
Cork City Council
City of Cork Vocational Education Committee
An Garda Siochana
Local Community Development Projects
Locally based Family Resource Centres

- 1.1.5 In terms of supports provided by the key support agencies, the following emerged within our sample:

KEY SUPPORT AGENCIES	TYPES OF SUPPORTS PROVIDED
Health Services Executive	Programme Funding Funding for Staff Training Development
FAS	CE Schemes Training
Cork City Partnership	Development Small Grants Networking and Information Sharing
Department of Social and Family Affairs	Information and Support Small Grants
Cork City Council	Premises
City of Cork Vocational Education Committee	Tutor Hours
An Garda Síochána	Information and Advice

1.1.6 Whilst those participating in the audit acknowledged the importance of the supports already provided for their particular groups or organisations to design, develop and deliver services and supports for Older People in Cork city, within the context of discussions, a number of key issues or challenges emerged. These issues or challenges provided the basis for the identification of support needs as outlined below.

1.2 Specific Individual Service Needs Identified

1.2.1 The twenty groups participating in the auditing process identified a series of specific service needs for Older People in Cork city. This emerged within the context of the work around support needs and individual groups participating in the process requested that whilst these service needs were not the focus of the work, an element of the final report should be dedicated to annotating them, if even briefly.

1.2.2 In brief, the service needs identified were all related to access and fell into five specific types of services, namely:

1. Access to Information Provision
2. Access to Information on Social Welfare Entitlements
3. Access to Transport Services
4. Access to Home Visiting / Personal Services
5. Access Medical / Health Services

1.2.3 *Access to Information Provision*

Most of those participating in the process identified the need for specific information provision for their members as a key service need not currently being met. Again, there was an acknowledgement of the work already being done in this area by particular groups and support agencies, the issue of how particular individuals can access specific information relating to their particular needs came high on their list. Groups asserted that whilst they did their best with limited resources to be able to provide specific information, it was not always possible and the result of this was often the need for individuals or family members to go *from Billy to Jack* in order to access particular information.

1.2.4 *Access to Social Welfare Entitlements*

In a number of cases, participants cited the difficulty in accessing particular social welfare entitlements for members. In some cases, this difficulty was related to the need for more detailed information provision, in others, the issue of the *means test* meant that individuals felt that they should be in receipt of particular supports because a friend or neighbour was in receipt of same. In some cases, the issue of the rights of partners for individual entitlements was also identified as a key challenge, and was cited by both male and female group members.

1.2.5 *Access to Transport Services*

Again and again, the issue of transport emerged for participating groups as a key service requirement of Older

People participating in their various programmes and activities. Key issues in this discussion focused upon:

- The ways in which the free transport service is operated – particularly in relation to the hours within which free transport is available to Older People;
- Need to use taxis to access particular venues around the city for particular activities – particularly due to the fact that bus termini change out of hours (for example, if one is going into the city centre at night, the route is not suitable for accessing transport back to one's community);
- The need to employ private transport providers for excursions and outings etc and the cost implications of having to do so.

1.2.6 *Accessing to Home Visiting / Personal Services*

Within our stratified sample, a number of groups were providing home visiting and personal care services for Older People within their community or geographical area. For all of these groups, the issue of whether or not they were reaching *all* of the people who required these services was an ongoing challenge. This issue fed into a number of overarching concerns, highlighted below, in relation to funding, staffing and support to identify need at a local level.

1.2.7 *Access to Medical / Health Service Provision*

Again, participants acknowledged the work being done for their members by Health Services Executive staff in the provision of medical and health services, but they consistently highlighted the need for additional service provision in order to enhance access for particular members. Again, information on provision available was a key issue here.

1.3 Closing Comments

As is evident from this section of the report, a significant amount of work is already being done to support the groups operating within the city. Throughout the rest of this report, the aim is to highlight the support needs not currently being met from the perspective of the service provision groups and to put forward an option for a strategic response to meeting these needs.

SECTION 2

SUPPORT NEEDS IDENTIFIED

2.1 Support Needs Identified

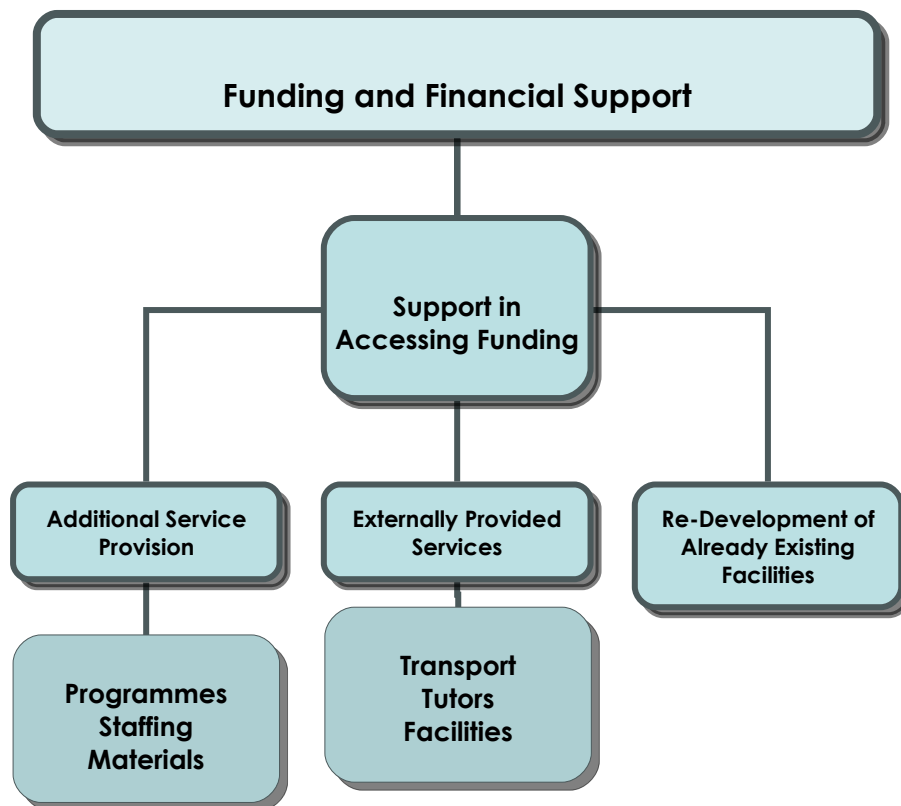
- 2.1.1 Following on from identifying the types of services available and the supports already in place, participants identified four different areas within which additional supports could make a significant difference to the nature, extent and quality of the services that they currently provide. These were:
- Support to develop an ongoing analysis of the needs of Older People at a community level;
 - Funding and Financial Support;
 - Networking, Information Sharing, Lobbying and Advocacy;
 - Organisational Development.

2.2 Support to Design, Develop and Deliver Community Based Analysis of the Needs of Older People

- 2.2.1 All of the groups participating in this process were aware of the dearth of specific information at a community level of the specific needs of Older People within their particular areas and the fact that they were providing services and supports based upon that which they had done in the past. The changing demographic of communities was a factor here, with communities within geographical areas most commonly associated at a city level as being home to young families now aging. However, whilst the perception of the numbers of Older People increasing existed, groups were concerned that they had no access to data, other than through the Census – which they found difficult to break down into small area statistics – with which to identify the increase in numbers and therefore the changing needs of Older People within their areas.
- 2.2.2 Participating groups were aware of the skills and resources required to carry out such work within their own geographical communities and considered the provision of support in this area crucial to the development of their services. This support was not necessarily seen in relation to the provision of financial resources to employ consultants or research professionals, but rather – as in Ballyphehane / Togher – support to organisations and groups to develop their own skills in carrying out this work.
- 2.2.3 In addition, groups highlighted the consistent requirement upon them to participate in needs analysis process or local research projects, but identified that whilst they were consulted, they were not facilitated beyond questionnaires and interviews. Groups asserted that if their skills in this area were developed, they could more actively participate and be involved not only in the delivery of needs analysis and research processes, but also in their design and development.

2.3 Funding and Financial Support

In this regard, groups identified four different types of support required, as identified below.



2.3.1 As we can see from above, the overarching need identified in this process was the development of the capacity of groups operating within the sector to access funding. In terms of accessing funding, groups cited a number of key challenges, namely:

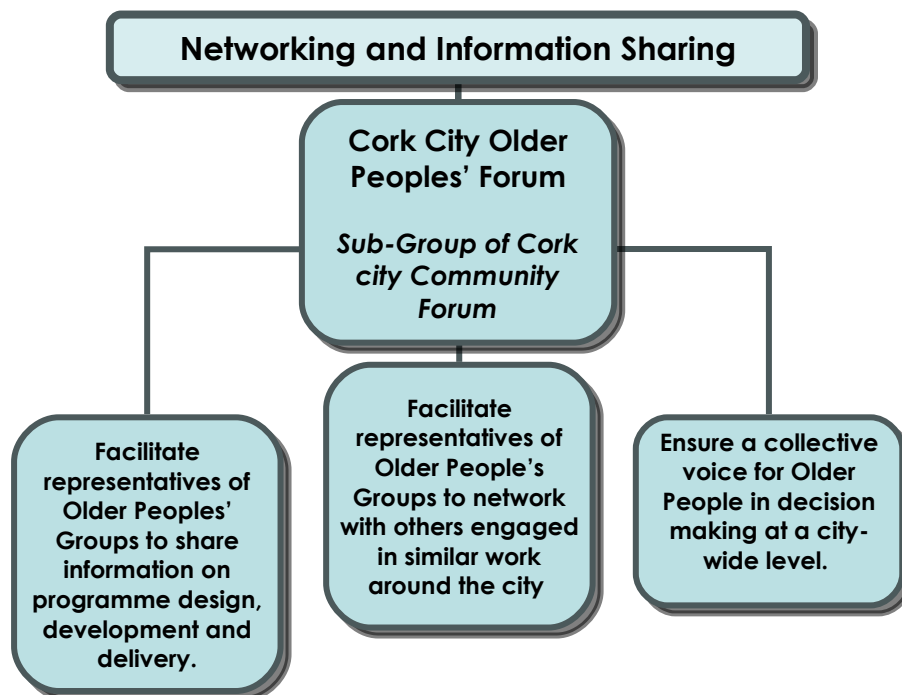
- Knowing where to look for particular types of funding;
- Developing specific funding proposals for submission to funding agencies;
- The reporting requirements attached to successful funding applications;
- Training in dealing with these challenges;
- The responsibility placed upon volunteers to identify, access, make application for and report on funding.

2.3.2 In terms of the specific funding needs, three areas emerged, focused upon:

- Provision of additional services to Older People in order to meet the needs of additional potential service users;
- Accessing externally provided supports such as transport, tutors and facilities;
- The re-development of already available facilities available for service provision at a local level.

2.4 Networking and Information Sharing

Groups participating in this process were clear that they often operated in isolation from partner organisations at a local, regional and national level. In particular, groups were not satisfied with the ways in which the work they were doing at a local level informed and impacted upon strategies to address the needs of Older People at a city-wide, regional and national level. In discussions, most were aware of the work of the Cork City Community Forum in highlighting the needs and issues facing the community sector in Cork, but felt that the representation of the views of individual groups fragmented the capacity of all groups to develop a collective voice at a decision making level.

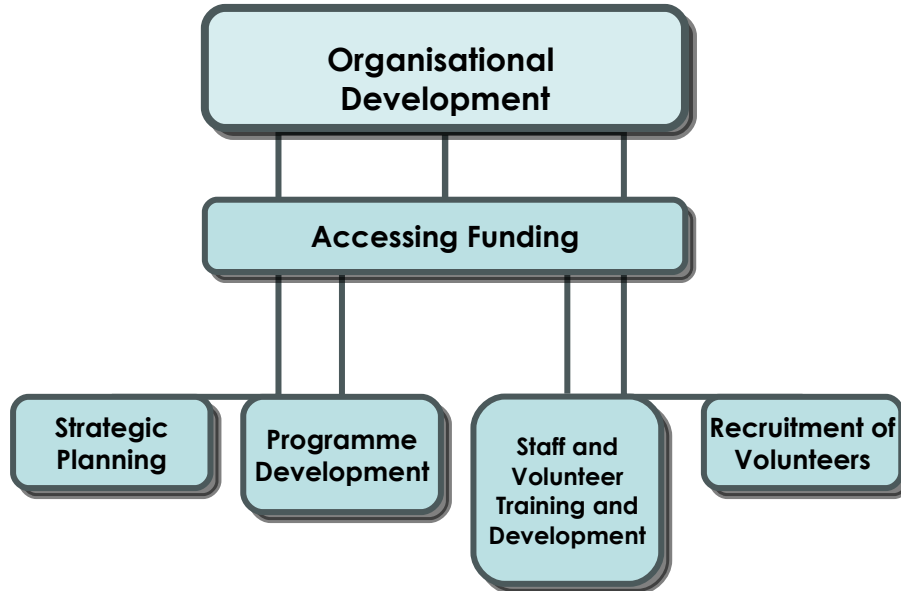


2.4.1 All participating organisations identified the need for additional support in coming together to identify collectively the particular issues facing Older People at a local level, in order to enable groups to participate in a process of developing specific responses within a broader city-wide framework. In addition, groups were aware of the work being done by other groups operating in communities other than their own and felt that increased information sharing amongst representatives could result in shared learning around service design, development and delivery.

2.4.2 In addition – although equally important – this process of networking and information sharing was seen as an important element in the process of highlighting the needs of Older People within the development of service provision and infrastructural developments within the city and thus supporting the development of lobbying and advocacy processes on behalf of Older People at a local, regional and national level.

2.5 Organisational Development

Most groups participating cited the expectations placed upon them as groups primarily working with volunteers to operate within an increasingly professionalized community sector. In this regard, they cited the needs for support to develop their capacity to actively build their skills, as outlined below.



2.5.1 The key issue facing organisations in developing their service and support provision was identified as accessing funding. In discussions, it emerged that this difficulty was often compounded by the fact that their organisations required support in developing their own management and programme development processes.

2.5.2 Only one service provider identified that they had a medium term strategic plan in place. Others sensed that the development of this strategy would facilitate them to look more closely at the requirements of their groups in moving forward. Even smaller groups identified a support need in this area, albeit on a smaller scale.

2.5.3 In terms of programme development, groups were clear that their programmes were developed as ad hoc responses to needs and issues emerging for the most part. Thus, there was sense of trying to achieve everything in some way, rather than focusing in upon particular areas of work and developing their skills in these areas. Of course, the role and importance of staff training and development were cited here as being intrinsic in organisational development.

2.5.4 Finally, the process of recruiting volunteers was identified as key in ensuring the ongoing development of the particular groups and organisations working with Older People in Cork city.

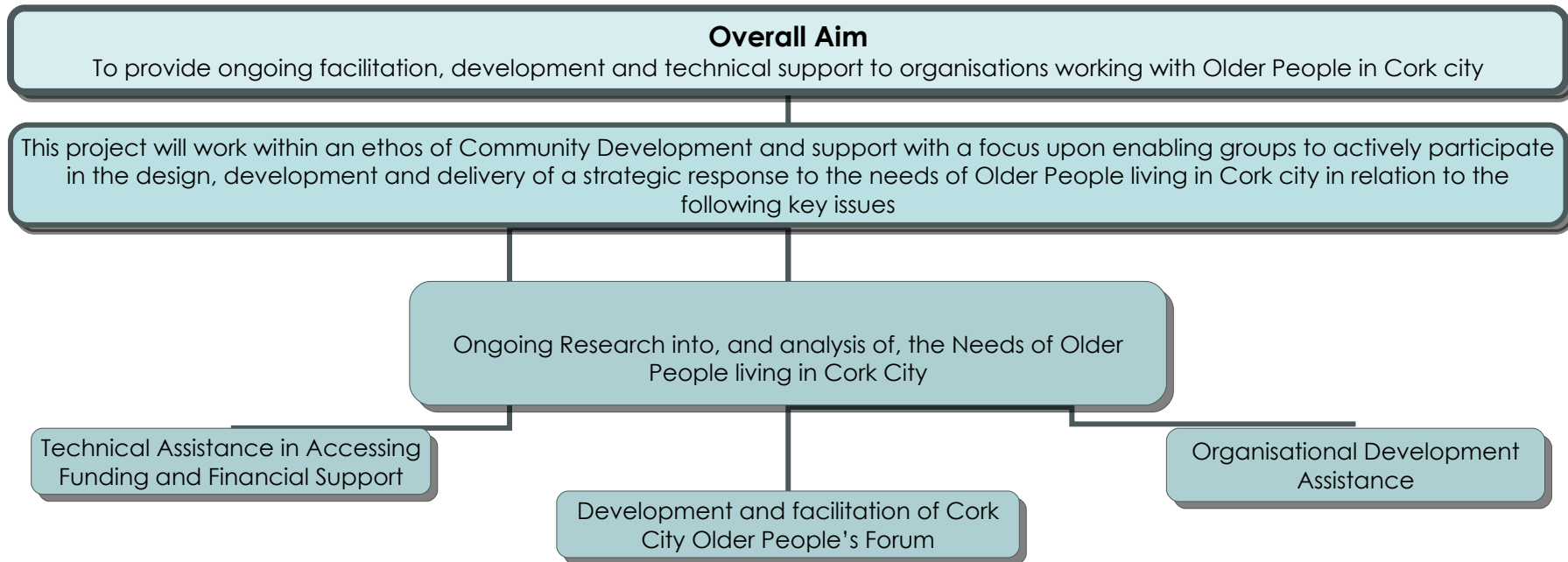
SECTION 3

RECOMMENDATION FOR A STRATEGIC RESPONSE TO SUPPORT NEEDS IDENTIFIED

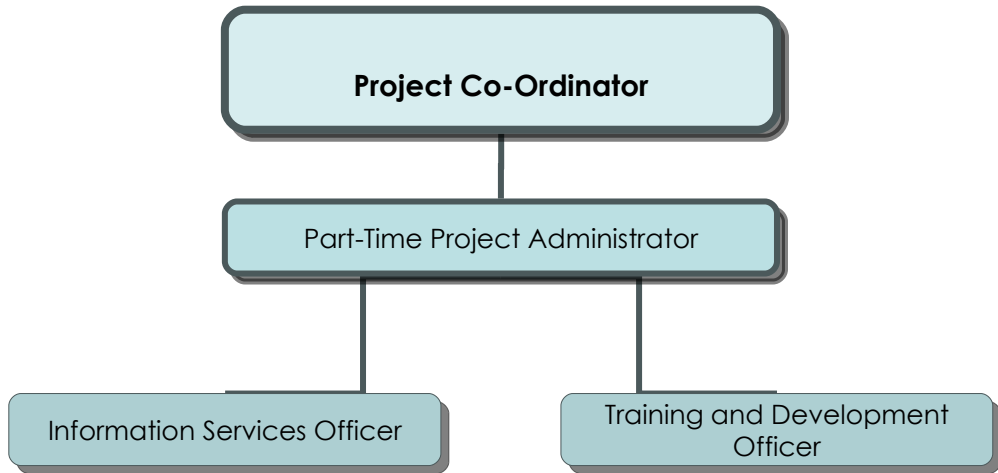
- 3.1 Within the course of the final part of the auditing process, a number of issues emerged in relation to the outcomes of the process for the groups participating. In discussions with the advisory group, it became clear that the original terms of reference did not include the development of recommendations for meeting, or at least responding to, the needs that had emerged from the audit. Thus the group, working with the consultant and community development staff from Cork City Partnership agreed that it would be useful to attempt to look at the ways in which a strategic response could be developed. With this in mind, the consultants looked at the availability of funding in order to attempt to develop this response. The following recommendation is provided in the light of this decision by the advisory group and requires commitment on the part of all support providers in order to move forward.
- 3.2 We recommend the development of a project proposal / funding submission for the Dormant Accounts fund. The focus of this proposal will be upon putting in place a city-wide pilot project to support groups working with Older People in cork city. The following provides an overview of the content of this proposed project, although further work will be required by Clarity and Cork City Partnership staff to develop the specific submission required.
- 3.3 Appendix 1, below, provides an overview of the aims, priority areas of work and staffing and management structures of the proposed support project. It is important to note that this project would seek to provide support to all groups operating throughout the city and would act to develop a collective response to the needs of groups working throughout the city.

APPENDIX 1: THE PROPOSED SUPPORT PROJECT

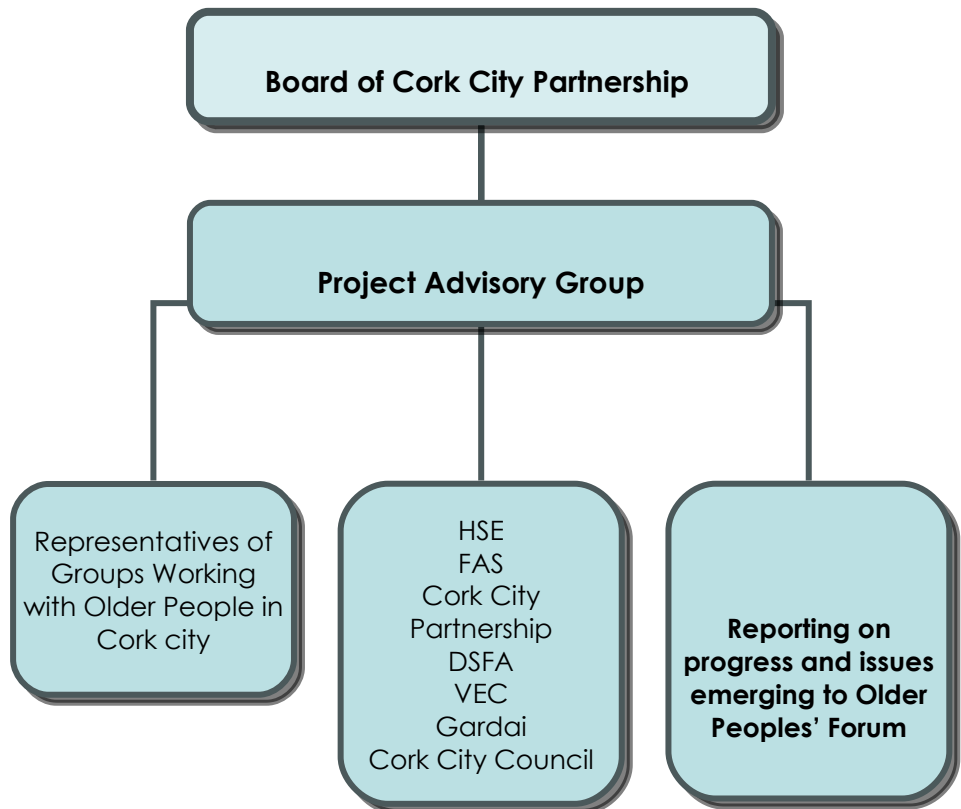
1 CITY WIDE OLDER PEOPLES' GROUPS SUPPORT PROJECT: AN OVERVIEW



**2 CITY WIDE OLDER PEOPLES' GROUPS SUPPORT PROJECT:
PROPOSED STAFFING**



**3 CITY WIDE OLDER PEOPLES' GROUPS SUPPORT PROJECT:
PROPOSED MANAGEMENT AND ACCOUNTABILITY STRUCTURE**



APPENDIX 2:

Organisations participating in the Audit

<i>Provider Organisation</i>	<i>Contact Person</i>	<i>Contact Details</i>
Alzheimer Society of Ireland	Ursula Collins	021 439 1690
Bishopstown Senior Social centre	Roger Coughlan	021 434 8595
Blackpool Over 60's	Mary O'Mahony	021 430 7829
Carers' Association	Peter Cox	021 480 6397
Churchfield Gurrabraher	Marie Finnegan	021 430 8975
Eldercare Group		
Community Development and Health Initiative for Older People	Andrea Pepper	021 431 9085
Cork Association for the Deaf	Trudy Murphy	021 450 5944
Cork Association for the Deaf – Elderly Group	Trudy Murphy	021 450 5944
Cork Blind Association	Patrick O'Donovan	021 496 5258
Cork Railwaymen's Association	Frank Kennedy	021 450 2667
Irish Senior Citizens' Parliament	Nora O'Donovan	021 431 2992
Mahon Action for Older People	Sandra Brett	021 435 7595
Mahon Retired Residents	Breda Jordan	021 435 7171
Moving Age	Pauline O'Leary	021 430 1030
O'Connell Court, Windmill Road Group	Catherine Cogan	021 431 6076
Retired Peoples' Network	Con Lehane	021 496 6939
Social and Health Education Project – Older People's Advocacy Service	Fiona Devlin	021 453 660
Social and Resource Centre, Roche's Buildings	Margaret O'Rourke	087 685 3898
St Mary's Senior Citizen's Club, Knocknaheeny	Maura Fitzgerald	021 430 6242
Teach Mhuire Day Care Centre	Paddy Brennan	021 450 0574

APPENDIX 3:

A Summary Matrix of Services and Supports for Older People in Cork city

MATRIX 1: Organisations participating in the Audit

<i>Provider Organisation</i>	<i>Contact Person</i>	<i>Contact Details</i>
Alzheimer Society of Ireland	Ursula Collins	021 439 1690
Bishopstown Senior Social centre	Roger Coughlan	021 434 8595
Blackpool Over 60's	Mary O'Mahony	021 430 7829
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Churchfield Gurrabraher Eldercare Group	Marie Finnegan	021 430 8975
Community Development and Health Initiative for Older People	Andrea Pepper	021 431 9085
Cork Association for the Deaf	Trudy Murphy	021 450 5944
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St Mary's Senior Citizen's Club, Knocknaheeny	Margaret O'Rourke	087 685 3898
Teach Mhuire Day Care Centre	Maura Fitzgerald	021 430 6242
	Paddy Brennan	021 450 0574

MATRIX 2:
Rationale for Establishment of Organisations

Organisation	Rationale
Alzheimer Society of Ireland	To assist people with Alzheimer's / Dementia and their carers
Bishopstown Senior Social centre	To meet the needs of older people within the Bishopstown area
Blackpool Over 60's	To enable older people to meet in the community
Carers' Association	To provide support and lobbying for family carers caring for a relative in their own home
Churchfield Gurrabraher Eldercare Group	To meet the needs of older people in the Churchfield Gurrabraher community
Community Development and Health Initiative for Older People	Because of the high proportion of population aged over 65
Cork Deaf Association- Elderly Group	To provide activities and promote communication for older deaf people in Cork city and county
Cork Blind Association	To meet the needs of blind people in Cork city and county
Cork Railwaymen's Association	To meet the needs of retired CIE staff – rail and road
Irish Senior Citizens' Parliament	To lobby for older people – local division of national initiative
Mahon Action for Older People	To deal with the isolation experienced by Older People living alone in the Mahon Community
Mahon Retired Residents	To meet the needs of older people in the Mahon area
Moving Age	To provide a network of services for older people in Farranree community – mobile members attend activities, housebound members are visited in their homes
O'Connell Court, Windmill Road Group	To provide sheltered housing with support services to older people and older homeless people with mental health issues
Retired Peoples' Network	To act as an activities network for retired people in Cork
Social and Health Education Project – Older People's Advocacy Service	To provide support to Older People to deal with adjustments to their living situation
Social and Resource Centre, Roche's Buildings	Identified need for a social and resource centre for older people
St Mary's Senior Citizen's Club, Knocknaheeny	To meet the needs of older people in Knock, Church and Gurran
Teach Mhuire Day Care Centre	To meet the needs of housebound elderly in Mayfield community

MATRIX 3:
Date of Establishment of Groups

Organisation	Date of Establishment
Alzheimer Society of Ireland	1984
Bishopstown Senior Social centre	2001
Blackpool Over 60's	1970
Carers' Association	1987
Churchfield Gurranaברה Elder care Group	1985
Community Development and Health Initiative for Older People	2004
Cork Deaf Association– Elderly Group	2003
Cork Blind Association	1977
Cork Railwaymen's Association	1996
Irish Senior Citizens' Parliament	2004
Mahon Action for Older People	2005
Mahon Retired Residents	1980
Moving Age	1998
O'Connell Court, Windmill Road Group	1988
Retired Peoples' Network	1988
Social and Health Education Project – Older People's Advocacy Service	1999
Social and Resource Centre, Roche's Buildings	1984
St Mary's Senior Citizen's Club, Knocknaheeny	1983
Teach Mhuire Day Care Centre	1990

MATRIX 4:
Key Support Agencies of Participating Organisations

Organisation	Key Support Agencies
Alzheimer Society of Ireland	HSE
Bishopstown Senior Social Centre	FAS, VEC, HSE
Blackpool Over 60's	
Carers' Association	Cork City Partnership, HSE, DSFA
Churchfield Gurrabraher	Cork City Partnership, HSE (HAZ)
Eldercare Group	
Community Development and Health Initiative for Older People	Cork City Partnership, HSE, DSFA, CDP
Cork Deaf Association	Cork City Partnership, HSE, Gardai, DSFA
Cork Blind Association	Cork City Partnership, HSE
Cork Railwaymen's Association	HSE, DSFA
Irish Senior Citizens' Parliament	Cork City Partnership
Mahon Action for Older People	FAS, CDP
Mahon Retired Residents	Mahon Family Centre
Moving Age	HSE, DSFA
O'Connell Court	HSE, Cork City Partnership, Cork City Council
Retired Peoples' Network	
Social and Health Education Project – Older People's Advocacy Service	Cork City Partnership, HSE, SHEP
Social and Resource Centre, Roche's Buildings	Cork City Partnership, FAS, HSE, Cork City Council
St Mary's Senior Citizen's Club, Knocknaheeny	FAS, HSE
Teach Mhuire Day Care Centre	HSE, VEC, FAS

MATRIX 5:
Types of Support Provided by Support Agencies

Key Support Agencies	Support Provided
Health Services Executive	Programme Funding Funding for Staff Training Development
FAS	CE Schemes Training
Cork City Partnership	Development Small Grants Networking and Information Sharing
Department of Social and Family Affairs	Information and Support Small Grants
Cork City Council	Premises
City of Cork Vocational Education Committee	Tutor Hours
An Garda Siochana	Information and Advice

MATRIX 6:
No's of Older People Engaged with Participating Organisations

Organisation	No of Participants
Alzheimer Society of Ireland	No Data
Bishopstown Senior Social Centre	200
Blackpool Over 60's	50
Carers' Association	No Data
Churchfield Gurrabraher Eldercare Group	50
Community Development and Health Initiative for Older People	150
Cork Deaf Association	25
Cork Blind Association	35
Cork Railwaymen's Association	50
Irish Senior Citizens' Parliament	28
Mahon Action for Older People	50
Mahon Retired Residents	80
Moving Age	172
O'Connell Court	30
Retired Peoples' Network	400
Social and Health Education Project – Older People's Advocacy Service	100
Social and Resource Centre, Roche's Buildings	60
St Mary's Senior Citizen's Club, Knocknaheeny	64
Teach Mhuire Day Care Centre	14

MATRIX 7:
Participating Organisation by Type of Service Provision

	Male	Information and Support	Advocacy and Liaison	Support Groups	Counselling	Support for Carers	Drop-In Services	Social Activities/ Social Events	Day Care Services	Visiting/Homecare/ Respite Services	Sheltered Housing	Health and Fitness	Education and Training
Alzheimer Society													
Bishopstown Senior Social Centre													
Blackpool Over 60's													
Carer's Association													
Churchfield/Gurran Eldercare Group													
Community Development and Health Initiative for Older People													
Cork Blind Association													
Cork Deaf Association													
Cork Railwaymen's Association													
Irish Senior Citizen's Parliament													
Mahon Action for Older People													
Mahon Retired Residents Group													
Moving Age													
O'Connell Court Group													
Retired People's Network													
Older People's Advocacy Service													
Social and Resource Centre, Roches Buildings													
St. Mary's Senior Citizen's Club													
Teach Mhuire Day Care Centre													

**MATRIX 8:
Service Type by Area Served**

	Male	Information and Support	Advocacy and Liaison	Support Groups	Counselling	Support for Carers	Drop-In Services	Social Activities/ Social Events	Day Care Services	Visiting/Homecare/ Respite Services	Shared Housing	Health and Fitness	Education and Training
Bishopstown													
Blackpool													
Churchfield													
City and County Wide													
Citywide													
Farranree													
Knocknaheeney													
Mahon													
Mayfield													
Roches Buildings													
O'Connell Court													