



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí



Public Health
Agency

Project supported by the PHA



Age & Access Friendly Charter

What is Age & Access Friendly?

“

‘Age and Access Friendly’ is a term created to describe the commitment by public sector, business and community venues to make changes to help support older people and people with disabilities to access services.

”

Our Vision

The Charter will help to achieve our vision of a district where older people and people with disabilities ‘lead more independent, engaged and socially connected lives’ and that ‘our communities are inclusive, safe, resilient and empowered’



Why Age & Access?

Everyone in society has a right to access goods and services no matter what age they are or what type of disability they have.

There are also many links between the needs of people with disabilities and older people. Sometimes people are born with a disability or can acquire one at any stage of their life including their older years.

The statistics for the FODC area below help to illustrate just how many people you could help support:

27967



residents have their day to day limited either a little or a lot due to a long term health problem or disability

Census 2021 in NI - NISRA - www.nisra.gov.uk

21437



people are aged 65 years old +

Census 2021 in NI - NISRA - www.nisra.gov.uk

1726



people require the use of a wheelchair

Census 2021 in NI - NISRA - www.nisra.gov.uk

6667



residents are deaf or have partial hearing loss

Census 2021 in NI - NISRA - www.nisra.gov.uk

Why sign up to the Charter?



Venues can use the checklist to find out what actions they have already implemented and future actions they may take forward to improve the accessibility of their services.

By making your venue more accessible you will:

- Help people to remain active, build new connections and live more independent lives.
- Reduce social isolation and help people experience better physical and mental wellbeing.
- Increase the number of customers and visitors.
- Increase your sales.

Remember, it's not always about big and expensive changes. Sometimes smaller ones can have as much impact.

START

Starting Point

To ensure that we all provide the best service for people with disabilities and older people we need to ask ourselves:

- What do we provide?
- How do we provide it?
- Who we provide it for?
- Where we provide it?

By reflecting on these areas, we can see what we are providing well and where there may be opportunities for improvement.



Who can take part?

Anyone who operates a business, public or community venue can sign up to the Charter. This can include, but is not limited to, the following:

- Cafe
- Community Hall
- Public Sector Building
- Newsagent
- Charity Shop
- Restaurant

How do you sign up?

To sign up to the Charter you must complete the following steps:



- 1 Review the level of accessibility you provide by using the checklist starting on pg 5. Please tick the good practices that you already do or are currently implementing.



- 2 Return the completed checklist and charter declaration to the contact on the back page.



- 3 Officers will check your charter and supply you with a window sticker to highlight that you are a member.



- 4 Continue to seek feedback from older people and people with disabilities on how accessible your venue is.

How to be awarded the Charter?

Participating organisations must be able to demonstrate that they meet at least two 'Good Practice' examples under each theme of the checklist and at least 20 overall in order to be awarded Age and Access Friendly status.

In order to maintain age-friendly status, organisations will be required to show evidence of their commitment to maintaining and improving accessibility of their premises.

Fermanagh and Omagh District Council reserves the right to remove the sticker if standards are no longer being met.

Charter Checklist

Theme A: Staff are aware of how to provide a positive experience for older people and people with disabilities

Area	Good Practice	Tick if applicable
Customer Care Staff Training	Staff are aware that older people and people with disabilities may need support	
	Staff ask people if they need assistance and wait for the offer to be accepted before acting	
	Staff give people extra time to complete their business e.g. when paying	
	Staff are aware that they may need to bring people to a quieter area	
	Staff have completed awareness training e.g. dementia/ disability awareness	
	Discounts or special offers for older people or people with disabilities are promoted when possible	

Theme B: Staff can communicate in a positive manner with older people and people with disabilities

Area	Good Practice	Tick if applicable
Communication	Printed or audio information are clear and straightforward	
	Telephone answering machines provide clear instructions on opening hours and how to leave a message	
	Staff are aware to speak to the person, not the carer or friend	
	Consider turning down background music	
	Older people and people with disabilities can easily find information on your services - on social media or websites	
	Images of older people and people with disabilities are used in advertising	
	Consider using symbols instead of or alongside text	

Theme C: The venue provides support to allow people with disabilities and older people to easily access services

Area	Good Practice	Tick if applicable
Accessibility	The entrance has no obstacles that people have to avoid	
	People using walking sticks, crutches or wheelchairs can easily navigate the areas	
	There are good levels of lighting within the venue	
	Items on shelves are in reaching distance	
	There is a seat available for people who may not be able to stand for long periods	
	Consider providing closed bins in both male and female toilets	
	Access information is available on your website	

Theme D: The venue offers accessible signage so older people and people with disabilities can easily navigate the venue

Area	Good Practice	Tick if applicable
Signage	Signs for the main areas i.e. reception, tills, and toilets are clear	
	Glass doors are marked so people with sight loss can identify them	
	Signs have large font	
	Signs offer good colour contrast between the background and text	

Theme E: Staff with disabilities and older staff are supported in their job or volunteering

Area	Good Practice	Tick if applicable
Valuing older employees and employees with disabilities	Your organisation is committed to working flexibly with employees /volunteers of all ages and abilities	
	Policies and procedures are in place to support staff/ volunteers with caring responsibilities	
	Older staff/ volunteers and those with a disability are given opportunities to up-skill	

Theme F: Venues provide specific support for older people and people with disabilities

Area	Good Practice	Tick if applicable
Specific Support for older people and people with a disability	If an area is not accessible, then bring the items to the person and don't forget about them if you are called away.	
	A hearing loop is available and staff are aware of how to use it	
	Be aware that some customers may find it easier to communicate with pen and paper or pointing to symbols	
	Consider having and advertising quiet times during the week	
	Do not pat, talk, play or feed Guide/ Assistance Dogs	
	Visit www.equalityni.org to find out more information on the Equality Commission for NI's Every Customer Counts Initiative	

Charter Declaration

I/ we will try to continue to offer the examples of good practice ticked in the checklist and look at other potential ways that the venue could improve access for older people and people with disabilities:

Name of Individual	
Name of Venue/ Business	
Address	
Telephone Number	
Email Address	

Signed:

Date:



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Return a copy of your completed charter to:

Age-friendly

Fermanagh and Omagh District Council
Connect Centre
16 High Street
Omagh
BT78 1BQ

Telephone: 0300 303 1777

Email: age.friendly@fermanaghomagh.com