



# Second Report and Recommendations of the Citizens' Assembly

HOW WE BEST RESPOND TO THE  
CHALLENGES AND OPPORTUNITIES OF  
AN AGEING POPULATION

DECEMBER 2017

[WWW.CITIZENSASSEMBLY.IE](http://WWW.CITIZENSASSEMBLY.IE)



## Table of Contents

	Page
Chairperson's Introduction and Summary	1
<b>Chapter 1      Assembly Recommendations</b>	<b>8</b>
A. Background	8
B. Voting Arrangements	8
C. Development of a Draft Ballot Paper	9
D. Overview of Voted Recommendations	11
E. Detailed Breakdown and Explanation of Assembly Recommendations and Ballot Results	13
<b>Chapter 2      Background to the Assembly</b>	<b>45</b>
A. Introduction	45
B. Membership	46
C. Steering Group	49
D. Expert Advisory Group	50
<b>Chapter 3      Work Programme on <i>How We Best Respond to</i></b>	<b>55</b>
<b>                  <i>the Challenges and Opportunities of an Ageing</i></b>	
<b>                  <i>Population</i></b>	
<b>Chapter 4      Submissions on <i>How We Best Respond to the</i></b>	<b>74</b>
<b>                  <i>Challenges and Opportunities of an Ageing</i></b>	
<b>                  <i>Population</i></b>	
<b>Chapter 5      Engagement of the Public with the Assembly</b>	<b>77</b>

## **Appendices**

- A. Oireachtas Resolution approving establishment of the Citizens' Assembly
- B. Citizens' Assembly Rules and Procedures
- C. Practical Guide to Facilitation
- D. Summary of Submissions to the Citizens' Assembly on the second topic for consideration: *How We Best Respond to the Challenges and Opportunities of an Ageing Population*
- E. Complete Papers and Presentations from the two meetings of the Citizens' Assembly on *How We Best Respond to the Challenges and Opportunities of an Ageing Population*

# Chairperson's Introduction and Summary

## Introduction

Following completion of its consideration of the first topic set out in the Resolution of the Houses of the Oireachtas approving the establishment of the Assembly- *the Eighth Amendment of the Constitution*- the Citizens' Assembly spent two weekends in June and July 2017 considering its next topic- *How We Best Respond to the Challenges and Opportunities of an Ageing Population*.

As I said in my opening address to the Assembly in June, this topic is incredibly broad, wide-ranging and affects us all in one way or another. It has already been the subject of multiple Government policy documents, strategies and reviews. In this regard, I considered it of the utmost importance that the Assembly focused its efforts on the areas where real value could be added by advancing policy discourse.

As before, the importance of structuring a discussion which was fair, informative and evidence based was the guiding principle which I continued to apply during this phase of the Assembly's work.

As this report, and the appendices which support it, show, in considering this topic, the Members of the Assembly (the Members) once again had the benefit of an array of expertise and perspectives. Over two weekends they heard from 15 experts and 3 individuals who shared their personal experience of ageing in Ireland. They actively took part in over 25 hours of listening, discussion and deliberation. In addition, the Members prepared diligently for meetings, reading papers in advance and reviewing the submissions received by the Assembly on this topic.

All of the public proceedings were live-streamed on the Assembly's website, [www.citizensassembly.ie](http://www.citizensassembly.ie), and the recordings are all available to view on the Assembly's YouTube Channel. All of the papers and presentations made to the Members were made available on the website as they were delivered.

As I outlined in the first report, the Assembly is an exercise in deliberative democracy, meaning that, I, as Chairperson, listened to the requests of my fellow Members when devising our work programme. Throughout both weekends, we had open feedback sessions when we heard from the Members about what they wanted to hear in order to allow them make informed recommendations about *How We Best Respond to the Challenges and Opportunities of an Ageing Population*, which would add value to the work that Government is currently doing.

Initially, we expected to hold only one weekend on this topic. However, following the appointment of a new Expert Advisory Group, it was agreed that two weekends would, in fact, be required. Considering the breadth of the topic, it was clear to me that we would have to concentrate our efforts on specific issues in the development of an appropriate programme for Assembly meetings.

The single biggest issue, which came through in the submissions process and in all other consultations with the Members and Expert Advisory Group, was consideration of the provision of long-term care and facilitating independent living in Ireland. Selecting this issue for inclusion in the work programme of the first weekend on this topic allowed the Assembly to consider ageing in its widest sense, including issues around work, retirement, giving and receiving care to/from family members, community and social engagement and issues around isolation and loneliness. Apart from the six experts heard at the June weekend, the Members also heard direct testimony from three individuals; from two about their personal experience of care and from one about being a carer.

At the second weekend on this topic in July, the Members focused their attention on pensions, income and creating opportunities in retirement. The work programme for the second weekend was devised based on Member feedback at the June meeting. Members heard from nine experts on a range of issues around pensions, income, societal considerations of ageing and opportunities for older persons.

In total, 129 submissions were received on this topic, of which 122 have been posted to the Assembly's website. Further details regarding the submissions not published can be found in Chapter 4.

In Chapter 3 a summary of the material presented to the Members at both weekends is included. This gives an overview of the material received and acts as a direction to the more detailed material. Appendix E contains the full suite of material provided to the Members,

including the agendas, expert papers and presentations, Secretariat papers prepared for each weekend, and the transcript of the public proceedings on Sunday 9 July when Members discussed the Ballot Paper.

I am conscious that developments have occurred in respect of a number of issues which the Members considered since the deliberations in June and July 2017, including the announcement of plans to introduce an auto-enrolment pension scheme for private sector workers by 2021. The Homemakers Scheme also featured prominently in the news around Budget 2018. I believe this demonstrates the importance of the material considered by the Members and the accompanying recommendations on national public policy issues.

As I urged in respect of the previous topic, I would encourage each member of the Oireachtas and the public with an interest in this issue to review the footage of the questions and answer and feedback sessions from both weekends. It will once again be seen as evidence of the diligence with which the Members approached the task, and the thoughtful, thought provoking and considered questions they asked of our speakers, of the Expert Advisory Group and of the Secretariat alike. They continued to take their role seriously and with dedication and, once again, I urge the members of the Oireachtas to view their recommendations with the respect and due consideration that they deserve.

### **Voted Recommendations**

The substantive recommendations of the Assembly were the result of the ballots which took place on the second weekend in July. Chapter 1 of this report gives these in detail and also provides a full explanation of the changes to the draft Ballot Paper as requested and agreed by the Members over the course of the weekend.

In summary, the Assembly made the following 21 recommendations by a majority vote:

- R1. That Government should urgently prioritise and implement existing policies and strategies in relation to older people including, for example, the National Positive Ageing Strategy, the Carers Strategy and the National Dementia Strategy (100%).
- R2. That the family/older person should be principally responsible for providing required care for older people but that the State should have at least some responsibility (60%).

- R3. That there should be an increase in public resources allocated for the care of older people (87%).
- R4. That additional funding for care of older people should primarily be spent on home care services and supports.
- R5. That overall funding for the care of older people should come from a compulsory social insurance payment – an earmarked tax for all workers linked to labour market participation and not unlike the current PRSI mechanism to fund long-term/social care for older people.
- R6. That the Government should expedite the current commitment to place homecare for older persons on a statutory footing (99%).
- R7. That regulation, such as that currently in place for residential centres, should be extended to afford better protection to older people in receipt of all health and care services (99%).
- R8. That, if the Government were to decide to extend regulation to other health and care services for older people, the following services should be regulated:-
- a) Respite services (90%)
  - b) Day care services (87%)
  - c) Care and support services delivered by service providers in a person's own home (92%)
  - d) Care and support services provided through a supported housing scheme (91%).
- R9. That Government should introduce some form of mandatory pension scheme to supplement the State pension (87%).
- R10. That the current anomaly, which arises when a person who must retire at 65 is not entitled to the State pension until 66, should be removed (96%).
- R11. That mandatory retirement on the basis of age should be abolished (86%).
- R12. That the State pension should be benchmarked by reference to average earnings (88%).



- R13. That Government should take steps to rationalise private pension schemes to include greater transparency in relation to fees (100%).
- R14. That Government should backdate the Homemakers Scheme to 1973 (87%).
- R15. That State support for carers, including access to education, retraining and pension arrangements, should be enhanced (99%).

When considering *How We Best Respond to the Challenges and Opportunities of an Ageing Population* the following additional recommendations were voted on by the Members as to their importance to implement:-

- R16a. That responsibility for older people should be formally delegated to a dedicated Minister of State for Older people (92%)
- R16b. That there should be a dedicated point of contact for older people to access information about services, supports and entitlements and run a national awareness campaign to support it (91%)
- R16c. That steps should be taken to ensure that older people have a stronger voice in determining their own care needs (88%)
- R16d. That there should be stronger governmental leadership in relation to the prioritisation of the health and social care needs of older people (83%)
- R16e. That the State should promote, encourage and organise non-financial intergenerational transfers, for example, between younger and older people (73%)
- R16f. That the State should urgently commence the remaining provisions of the Assisted Decision-Making (Capacity) Act 2015 and urgently enact legislation in relation to the safeguarding of adults who may be vulnerable (92%).

### **Acknowledgements**

I wish to acknowledge the continued professionalism and expertise of all of our suppliers – **The Grand Hotel Malahide, Roomaxx Ltd., Richard Jolly TV/Switch New Media, Gwen Malone Stenography, Q4PR, Beatrice.ie, Bridge Interpreting, pTools Software** and the **Office of Public Works**. They continue to provide us with an exceptional level of service and make the challenging logistical operation of Assembly meetings as smooth as possible.

I would like to express my sincere gratitude to the members of the **Expert Advisory Group** (*Susan Cliff, Professor John Garry, Professor Rose Anne Kenny, Professor Eamon O'Shea, Associate Professor Amanda Phelan and Patricia Rickard-Clarke*) for their expertise over the course of the months leading to and during the weekend meetings and the tremendous support and advice they provided to the Secretariat and myself. I also want to express my gratitude to Ms. Ita Mangan for her assistance in the preparation of the draft Ballot Paper for discussion by the Members.

The Expert Advisory Group had a critical role in identifying appropriate **speakers** to present to the Assembly in their professional capacity on the various issues. I would like to take this opportunity to thank most sincerely all of the speakers who gave their time at no charge to the Assembly. They gave the Members a realistic insight into many aspects of ageing in Ireland.

At the June meeting, the Assembly heard two recorded interviews with older people who chose to remain anonymous and a presentation from **Eamon O'Fearghaill**, a carer who is looking after his mother. All of these stories were memorable, touching and very personal in nature, but gave the Assembly the benefit of hearing real lived experiences. I am sincerely grateful to each of these people for so generously sharing their stories with us. Once again, I must thank **Sinead Ingoldsby**, who interviewed the participants and undertook all logistical elements of the recordings and the editing, for the compassion, sensitivity and skill with which she undertook that work.

At the July meeting we had the benefit once again of the expert advice and services of **John Fitzpatrick**, former returning officer for County Dublin, **Ciaran Manning** and their team on the voting. Again, I would like to express my sincere gratitude to John, Ciaran and their team for their advice and support both in advance and on the day.

The members of the **Secretariat** continue to play a pivotal role in the smooth and effective operation of the Assembly. Sharon Finegan, Secretary to the Assembly, and her team work tirelessly to support me, the Expert Advisory Group and the Members throughout the process and make sure each meeting runs smoothly.

The staff of the **Department of the Taoiseach** who help out at the weekend meetings are a very important part of the smooth running of these events and I am sincerely grateful to the Secretary General for his continued support.

Once again, I thank the **Members** for their continued enthusiasm, interest and commitment to the Assembly process. They willingly give up their weekends and work hard to ensure that they understand the issues before making carefully considered, informed recommendations. I am truly astounded by their continued commitment, energy, openness and hard work and I greatly admire the collegiality they display and their welcome to the new members who have joined the Assembly.

## **The Report**

In the Chapters of this report and the appendices which follow, there will be provided a clear, complete and accurate record of the work of the Assembly on *How We Best Respond to the Challenges and Opportunities of an Ageing Population*. As in the first Assembly Report, my objective has been to demonstrate what happened, both before and at the two meetings, so that there is openness and transparency on the manner in which the Members were informed on this topic.

**The Hon. Mary Laffoy**

**Chairperson**

**December, 2017**

## CHAPTER 1: Assembly Recommendations

### A. Background

1. Over the course of two weekends, in June and July 2017, the Assembly considered *How We Best Respond to the Challenges and Opportunities of an Ageing Population*. It was originally intended to spend just one weekend on this topic but it became apparent that a further full weekend would be required.
2. This chapter is a description of the voting which took place on the Sunday of that second weekend.
3. All of the Assembly's public proceedings, including the voting, were broadcast live and the footage is now available on the Assembly's YouTube Channel. In addition, a full transcript of the final weekend's public proceedings is available on the Assembly's website and is contained in Appendix E.
4. The Assembly's recommendations were determined by a balloted vote. Details are provided below about the development of the draft questions on the Ballot Paper, amendments made by the Members and the results of the questions.

### B. Voting Arrangements

5. According to the resolution approving establishment of the Assembly:

*"all matters before the Assembly will be determined by a majority of votes of members present and voting, other than the Chairperson who will have a casting vote in the case of an equality of votes".*

The Sunday of the second weekend comprised a series of important steps:

- agreeing on the issues to be included in a ballot;
  - agreeing on the precise wording of the ballot; and finally
  - voting.
6. Once again, the Chairperson enlisted independent oversight of the voting process. John Fitzpatrick, retired returning officer for County Dublin, together with a small team working with him, was available at the weekend and provided his expertise on the following matters:
- The mechanism and infrastructure for voting to be carried out in secret (e.g. the use of voting booths and ballot boxes);
  - The counting of votes and the accurate presentation of results.
7. Mr. Fitzpatrick also provided the Secretariat with advice in advance in relation to the structure of the ballot and the time allocated on the Agenda for voting and counting of the votes.
8. In advance of the July weekend, the Members were provided with two key documents on voting arrangements –
- a note on the voting arrangements that would operate for the weekend, which was an updated version of a similar paper prepared for the voting in respect of *the Eighth Amendment of the Constitution*, the update being required as alternative question structures were used on this occasion;
  - a draft Ballot Paper.

Both documents are available on the website and in Appendix E. The Members were asked to read and familiarise themselves with these documents in advance of the July meeting.

### **C. Development of a Draft Ballot Paper**

9. At the end of the June meeting of the Assembly (the first weekend on *How We Best Respond to the Challenges and Opportunities of an Ageing Population*), Members were invited to make comments and preliminary suggestions on the types of issues they thought should be voted upon or included on a Ballot Paper at the second weekend meeting on the topic. The Secretariat collated all of these suggestions and

these informed the preparation of a preliminary draft Ballot Paper. This work was led by the Chairperson, with the assistance of the Secretariat and the Expert Advisory Group.

10. Given that the Assembly is first and foremost an exercise in deliberative democracy, it was important that the Members took ownership of the ballot. The preliminary draft Ballot Paper was first presented to the Steering Group who made initial comments and suggestions. Following revisions made on foot of these suggestions, the draft was then circulated to the wider membership in advance of the July meeting. Comments, suggestions, amendments and observations were sought from the Members in the week prior to the July meeting.
11. The Secretariat also sought and received further observations over the course of the July meeting. These observations were received from Members, by email, in writing, verbally and through feedback from the roundtable discussions on Saturday 8<sup>th</sup> July.
12. A revised Ballot Paper, taking these changes and suggestions into account was prepared by the Chairperson, with the assistance of the Secretariat and the Expert Advisory Group following the conclusion of formal proceedings on Saturday 8<sup>th</sup> July.
13. Copies of the original draft Ballot Paper, the revised draft and the final version which the Members voted on are all provided in Appendix E.
14. As was the case in advance of the vote on the Eighth Amendment of the Constitution, time was spent on the Sunday morning of the second weekend, before voting commenced, explaining each of the questions individually including why they were included on the Ballot Paper, any changes which were made from the initial draft and the reasons for those changes.
15. The explanation was provided by the Chairperson. Time was also set aside for roundtable discussion and question and answer sessions on each individual Ballot to allow the Members sufficient time to examine the draft and ask questions of the Chairperson, Secretariat and Expert Advisory Group.
16. In order to maximise the time available to discuss the questions which the majority of Members expressed a desire to discuss and suggest changes to, each table was first

asked to provide feedback to the Chairperson on the questions they did not want to see a substantive discussion on. Taking account of this feedback, the Chairperson concluded that substantive discussion was only required in respect of questions 4, 8, 9 and 16. However, as Members suggested amendments to other questions in the course of the discussion, this was facilitated.

17. Once all questions were agreed by the Members, time was provided in the Agenda to allow the Secretariat to revise the Ballot Paper in each case as required. All of the public sessions were live streamed on the Assembly website. In addition, a transcript of the public session where the Ballot Paper was discussed and agreed was put on the website after the meeting. That transcript is included in Appendix E.

18. The final Ballot Paper voted on by the Members, apart from the first question, was divided into three sections namely:

- Section A which contained questions on long-term care (questions 2-8);
- Section B which contained questions on pensions (questions 9-15); and
- Section C which contained one question which included six Member generated possible recommendations (question 16).

#### **D. Overview of Voted Recommendations**

19. In summary, the Assembly made 21 recommendations arising from 16 separate questions on the Ballot Paper as follows:

R1. 100% of the Members recommended that the Government urgently prioritise and implement existing policies and strategies in relation to older people (e.g. National Positive Ageing Strategy).

##### Section A: Long-Term Care

R2. 60% of the Members voted that it is the family/ older person which should be responsible for providing required care for older people, but the State should have at least some responsibility.

R3. 87% of the Members recommended an increase in public resources allocated for the care of older people.

R4. That additional funding for care of older people should primarily be spent on home care services and supports.

- R5. That overall funding for the care of older people should come from a compulsory social insurance payment – an earmarked tax for all workers linked to labour market participation and not unlike the current PRSI mechanism to fund long-term/social care for older people.
- R6. 99% of the Members recommended that the Government expedite the current commitment to place home care for older persons on a statutory footing.
- R7. 99% of the Members voted that regulation, such as that currently in place for residential centres, should be extended to afford better protection to older people in receipt of all health and care services.
- R8. That, if the Government were to decide to extend regulation to other health and care services for older people, the following services should be regulated:
- a. Respite services (90%)
  - b. Day care services (87%)
  - c. Care and support services delivered by service providers in a person's own home (92%)
  - d. Care and support services provided through a supported housing scheme (91%).

#### Section B: Pensions

- R9. 87% of the Members recommended that the Government should introduce some form of mandatory pension scheme to supplement the State pension.
- R10. 96% of the Members recommended the removal of the anomaly, which arises when a person who must retire at 65 is not entitled to the State pension until 66.
- R11. 86% of the Members recommended abolishing mandatory retirement based on age.
- R12. 88% of the Members recommended benchmarking the State pension by reference to average earnings.
- R13. 100% of the Members recommended that the Government should take steps to rationalise private pension schemes to include greater transparency in relation to fees.
- R14. 87% of the Members recommended that the Government backdate Homemakers Scheme to 1973
- R15. 99% of the Members recommended that the State support for carers, including access to education, retraining and pension arrangements should be enhanced.



### Section C: Member Generated Additional Questions (Question 16)

Section C, question 16 on the Ballot Paper, offered Members the opportunity to make recommendations on further issues which emerged during consideration of the topic and which were not directly related to the topic of long term care, pensions, income and retirement. Members were asked to express their view on each of the statements they wished to see implemented. The Members made the following additional recommendations:

- R16a. That responsibility for older people should be formally delegated to a dedicated Minister of State for Older people (92%)
- R16b. That there should be a dedicated point of contact for older people to access information about services, supports and entitlements with a national awareness campaign to support it (91%)
- R16c. That steps should be taken to ensure that older people have a stronger voice in determining their own care needs (88%)
- R16d. That there should be stronger governmental leadership in relation to the prioritisation of the health and social care needs of older people (83%)
- R16e. That the State should promote, encourage and organise non-financial intergenerational transfers, for example between younger and older people (73%)
- R16f. That the State should urgently commence the remaining provisions of the Assisted Decision-Making (Capacity) Act 2015 and urgently enact legislation in relation to the safeguarding of adults who may be vulnerable (92%).

### **E. Detailed Breakdown and Explanation of Assembly Recommendations and Ballot Results**

20. This section of the report provides a detailed explanation of the wording that appeared in each question on the revised draft Ballot Paper. The explanation of the meaning of the wording as provided by the Chairperson to the Members in advance

of discussion and questions and answers sessions is also provided. An account of any agreed changes to each of the Ballot Papers sought and agreed by the Members is also provided.

### **Question 1**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

21. Question 1 presented the following statement to the Members: “*The Government should urgently prioritise and implement existing policies and strategies in relation to older people including for example the National Positive Ageing Strategy, the Carers’ Strategy and the National Dementia Strategy*”. Members were invited to vote ‘Yes’ or ‘No’ on the Ballot Paper.
22. This specific question about the implementation of existing policies was not in the original draft but was included in the revised draft Ballot Paper as it was the most dominant theme emerging from discussions on Saturday 8<sup>th</sup> July. As such it was felt that it was appropriate to include it as the very first question on the Ballot Paper.

#### ***Deliberation on Wording***

23. During the initial feedback the Members indicated that they were happy with the wording and were not seeking any further changes. However, during the course of the discussion, it was decided that the wording would be changed slightly to read: “*Do you agree the Government should urgently prioritise and implement existing policies and strategies in relation to older people including for example the National Positive Ageing Strategy, the Carers’ Strategy and the National Dementia Strategy*” as it was agreed this was a more accurate construct for such a question.

#### ***Result of Question 1***

24. The result of Question 1 was as follows:

*Question 1: Do you agree that the Government should urgently prioritise and implement existing policies and strategies in relation to older people including for example the National Positive Ageing Strategy, the Carers' Strategy and the National Dementia Strategy.*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	78 (100%)
No	0 (0%)

78 Members of the Assembly were present and voted. All those present and voting (100%) voted "Yes".

**Recommendation 1:** That Government should urgently prioritise and implement existing policies and strategies in relation to older people including, for example, the National Positive Ageing Strategy, the Carers Strategy and the National Dementia Strategy (100%).

## Section A: Long-Term Care

### Question 2

The questions on Long-Term Care began with Question 2.

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

25. This question was posed to establish the views of the Assembly about who should be responsible for organising or providing care; in other words, where, in society, responsibility should lie. It was made clear to the Members that this question was not about who should fund care as this was dealt with in subsequent questions.
26. The earlier draft of this question (question 1 in the original draft) also referred to the organising of this care. However, based on Member feedback, and on further reflection, the Chairperson concluded that including specific reference to “organising” only complicated this question unnecessarily. It was however made clear to the Members that the task of organising was implicitly captured in the framing of the question.
27. No further amendments to the wording of the question were suggested by the Members.
28. Four options were presented, with the Members asked to select only one:
- Option 1: That the family/ older person should be totally responsible
  - Option 2: That it is mainly the family/ older person which should be responsible, but the State should have at least some responsibility
  - Option 3. That it is mainly the State that should be responsible, but the family/ older person should have at least some responsibility; and
  - Option 4. That the State should be totally responsible
29. Essentially, the question sought to establish if the Members felt that responsibility should rest either at individual level (family/ older person), or with the State or somewhere in-between the two.

30. As referred to above, the question did not confine itself to just who provides care and included organising that care. This was in recognition of the fact that many families may not be able to provide the care directly, but help to organise it on behalf of the older person. Equally, and perhaps more importantly, it recognised the fact that many older people who require care, and have the capacity to do so, make those arrangements themselves.

### ***Reporting on this question and determining the majority***

31. As this question was framed not as a binary choice, but rather as a question with multiple options presented where the respondents are asked to select only one, it was important to make it clear to the Members in advance how the majority would be determined and how the recommendation of the Assembly would be arrived at. In terms of reporting on this question, Members were informed that the recommendation of the Assembly would be the option which obtained the highest number of votes with the Chairperson having a casting vote, if required. The majority was determined by reference to the total votes cast in favour of all options available.

### ***Result of Question 2***

32. The result of Question 2 was as follows:

*Question 2: In general, who should be principally responsible for providing required care for older people?*

Number of Eligible Voters:	78	
Number of Votes Cast:	78	
Invalid Votes:	0	
Total Valid Poll:	78	
	<b>Votes/ Percentage</b>	<b>Rank</b>
Option 1. Family/ older person should be totally responsible	1 (1%)	4
Option 2. It is mainly the family/ older person which should be responsible, but the State should have at least some responsibility	47 (60%)	1
Option 3. It is mainly the State that should be responsible, but the family/ older person should have at least some responsibility	25 (32%)	2
Option 4. The State should be totally responsible	5 (6%)	3

78 Members of the Assembly were present and voted. The majority of the Members (60%) ranked option 2 first and thus this constitutes the recommendation of the Assembly in respect of Question 2.

**Recommendation 2:** That the family/older person should be principally responsible for providing required care for older people but that the State should have at least some responsibility (60%).

### **Question 3**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

33. Question 3 (question 2 in the original draft) was a simple referendum style question which asks a straightforward question with 'Yes' or 'No' options.
34. The question asked *"Do you think there should be an increase in public resources allocated for the care of older people?"* In recognition of the fact that, generally speaking, people will vote for more money for everything, unless the funding required comes directly out of their pockets, the question also asked the Members to remember when casting their vote that any additional public resources allocated will mean less money is available for other areas of need and/ or new forms of funding will be required to pay for any increase. The potential source of that funding was examined in question 5.
35. No amendments to the original proposed wording were suggested by the Members.

#### ***Result of Question 3***

36. The result of Question 3 was as follows:

*Question 3: Do you think there should be an increase in public resources allocated for the care of older people?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	1
Total Valid Poll:	77
Yes	67 (87%)
No	10 (13%)

78 Members of the Assembly were present and voted. The valid poll was 77. The majority of the Members (87%) voted yes, in comparison to 10 members (13%) voting against the proposal. This constitutes the recommendation of the Assembly in respect of Question 3.

**Recommendation 3:** That there should be an increase in public resources allocated for the care of older people (87%).

#### **Question 4**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

37. Question 4 sought to establish where the Members believed additional funding should be mainly spent.

38. In the original version of the draft Ballot Paper the question was worded *“If more resources for the care of older people became available, where do you believe this additional funding should primarily be spent?”*.

39. In the revised version of the Ballot Paper circulated on the Sunday morning, this question was re-worded for clarity and comprehension following Member feedback. It was shortened to *“Where do you believe additional funding for older people should primarily be spent?”*.

40. This question was not asking where all funding should go- it was asking where new or extra funding should go.

41. Three options were presented:

- Option 1: Residential care services;
- Option 2: Home care services and supports;
- Option 3: Community-based integrated housing models.

For the purposes of clarity, the Members were informed that option 3 related to supported independent living arrangements, such as those detailed in the presentation by Prof. Anthea Tinker on Saturday 10 June.

42. No further amendments to the wording of the question were suggested by the Members.

***Reporting on this question and determining the majority***

43. In this question, the Members were asked to rank each option in order of preference. It was not necessary to mark a preference against each option. However, a minimum of one preference had to be expressed, marked as the number 1, in order for the vote to count.

44. The voting mechanism employed here, where an order of preference is expressed, means that responses could be weighted.

45. In order to facilitate clear reporting for this question, the returning officer assigned a score to each option and these scores were added together. As there are 3 options in the question, each time an option was voted as the first preference of a Member, that question scored 3 points. Similarly, a score of 2 points was awarded for a second preference and a score of 1 point for last preference. The total scores were added to give an overall vote for each question and the results are reported as a list of options in decreasing order of preference.

46. A majority, and therefore the recommendation of the Assembly, will be the option that obtained the highest score.



#### **Result of Question 4**

47. The result of Question 4 was as follows:

*Question 4: Where do you believe additional funding for care of older people should primarily be spent?*

Number of Eligible Voters:	78	
Number of Votes Cast:	78	
Invalid Votes:	0	
Total Valid Poll:	78	
	<b>Score (derived from weighting)</b>	<b>Rank</b>
Option 1. Residential care services	104	3
Option 2. Home care services and supports	189	1
Option 3. Community-based integrated housing models	168	2

78 Members of the Assembly were present and voted. Using the voting mechanism outlined above, *Option 2* received a score of 189, ranking it number one out of the three options presented. This constitutes the recommendation of the Assembly in respect of Question 4.

**Recommendation 4:** That additional funding for care of older people should primarily be spent on home care services and supports.

## **Question 5**

### ***Ballot Paper wording including explanation as provided by the Chairperson***

48. Question 5 (Question 3 in the original draft Ballot Paper and Question 4 in the revised draft Ballot Paper) asked “*Where do you believe additional funding for care of older people should come from?*”.

49. Five options were presented in the original draft of the Ballot Paper:

- Option 1: Reallocation of existing tax-based resources;
- Option 2: Increase in general taxation (income tax, VAT, indirect taxes, property taxes etc);
- Option 3: Compulsory social insurance payment– an earmarked tax for all workers linked to labour market participation– not unlike the current PRSI mechanism to fund long-term/social care for older people;
- Option 4: Long-term/ social care private insurance (privately funded by the insured);
- Option 5: Cost sharing arrangements for users of all services (including for example, home care)– e.g. co-payments, a charge on assets (similar to the fair deal scheme).

### ***Deliberation on Wording***

50. During the questions and answers session, a number of suggested amendments to the revised Ballot Paper were made by the Members.

51. Some confusion arose around the phrase “additional funding”. The point was made that there was no clear way for a Member to indicate that they did not believe additional funding was required.

52. The Expert Advisory Group suggested that it might be more useful to approach the question in terms of simply funding the overall system. If this approach was adopted

by the Members, option 1 as it was then drafted- reallocation of existing tax-based resources- would no longer be a logical answer, so would be removed.

53. Another suggestion from the floor was regarding option 2 and removing the reference to increasing general taxation. Instead, option 2 could refer to just “General Taxation” followed by the different types of tax examples.

54. A further suggestion from the floor was to change the voting mechanism on this question. Initially Members were being asked to mark an X next to the option they preferred. It was suggested that there should be a change to allow Members numerically rank their preferences in decreasing order.

### ***Agreement on Wording***

55. The following suggested amendments were put to the Members:

- Replacing the reference to “additional funding” with “overall funding”;
- Swapping the sequence of Questions 4 and 5, whereby Question 4 would become Question 5 on the final ballot paper and vice versa; and
- Changing the voting mechanism from marking X next to one option to a system where the Members indicate their order of preference for each option and the responses are weighted.

56. Members were requested to indicate their acceptance by a show of hands in respect of each of these and a count was taken.

57. The majority voted to accept these three changes.

### ***Reporting on this question and determining the majority***

58. As in Question 4, the Members were asked to rank each option in order of preference. A score was again assigned to each option and these scores were added to identify the majority, i.e. the option that received the highest score. That option in turn would constitute the recommendation of the Assembly.

### **Result of Question 5**

59. The agreed amendments to the Ballot Paper were made by the Secretariat and the result of Question 5 was as follows:

*Question 5: Where do you believe overall funding for care of older people should come from?*

Number of Eligible Voters:	78	
Number of Votes Cast:	78	
Invalid Votes:	0	
Total Valid Poll:	78	
	<b>Score (derived from weighting)</b>	<b>Rank</b>
Option 1: General taxation (income tax, VAT, indirect taxes, property taxes etc) as currently	215	2
Option 2: Compulsory social insurance payment – an earmarked tax for all workers linked to labour market participation –not unlike the current PRSI mechanism to fund long-term/ social care for older people.	255	1
Option 3: Long-term/ social care private insurance (privately funded by the insured)	115	4
Option 4: Cost sharing arrangements for users of all services (including for example home care) – e.g. co-payments, a charge on assets (similar to the fair deal scheme)	150	3

78 Members of the Assembly were present and voted. Using the voting mechanism outlined above, option 2 received a score of 255, ranking it number one out of the four options presented. This constitutes the recommendation of the Assembly in respect of Question 5.

**Recommendation 5:** That overall funding for the care of older people should come from a compulsory social insurance payment – an earmarked tax for all workers linked to labour market participation – not unlike the current PRSI mechanism to fund long-term/social care for older people.

## **Question 6**

### ***Ballot Paper wording including explanation as provided by the Chairperson***

60. Question 6 (Question 5 in the original draft) was a simple referendum style question which asks a straightforward question with 'Yes' or 'No' options.
61. The question asked *“Do you think the government should expedite the current commitment to place home care for older persons on a statutory footing?”*.
62. The Government's recent commitment to developing a nationwide statutory scheme for home care services informed the question. On Thursday 6 July, three days before the Assembly voted on its recommendations, the Minister for Health alongside the Minister of State for Older People launched a public consultation on the development of a new statutory scheme. This question was designed to capture the Members levels of support for this and whether efforts to develop this policy should be accelerated.
63. No amendments to the original proposed wording were suggested by the Members.

### ***Result of Question 6***

64. The result of Question 6 was as follows:

*Question 6: Do you think that the government should expedite the current commitment to place home care for older persons on a statutory footing?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	77 (99%)
No	1 (1%)

78 Members of the Assembly were present and voted. The majority of the Members (99%) voted “Yes” to the question with just 1 Member (1%) voting “No”. This constitutes the recommendation of the Assembly in respect of Question 6.

**Recommendation 6:** That the Government should expedite the current commitment to place homecare for older persons on a statutory footing (99%).

### **Question 7**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

65. Question 7 (Question 6 in the original draft) was a simple referendum style question which asks a straightforward question with ‘Yes’ or ‘No’ options.

66. The question asked whether “*regulation, such as that currently in place for residential services, should be extended to afford better protection to older and dependent people in receipt of other health and care services?*”.

67. In the revised draft of the Ballot Paper circulated to Members on the Sunday morning, the phrase “residential services” was changed to “residential centres” in order to reflect the correct terminology in this area.

#### ***Deliberation on Wording***

68. During the question and answers session, it was suggested that the phrase “other health and care services” be replaced by the phrase “all health and care services”.

69. It was also suggested that reference to “dependent” people be removed. There was some confusion amongst Members as to whether the question was referring to older dependent people. In response, the Chairperson wished to acknowledge that not all older people are dependent and that many are independent. Removing “dependent”

captures this and broadens the question beyond simply a dependent category of older people.

### ***Agreement on Wording***

70. The following suggested amendments were put to the Members:

- Replacing “other health and care services” with “all health and care services”;
- and
- Removal of the reference to “dependent” people.

71. Members were requested to indicate their acceptance by a show of hands and a count was taken.

72. The majority voted to amend question 7 to read “*Do you think that regulation, such as that currently in place for residential centres, should be extended to afford better protection to older people in receipt of all health and care services?*”.

### ***Result of Question 7***

73. The agreed amendments to the Ballot Paper were made by the Secretariat and the result of Question 7 was as follows:

*Question 7: Do you think that regulation, such as that currently in place for residential centres, should be extended to afford better protection to older people in receipt of all health and care services?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	77 (99%)
No	1 (1%)

78 Members of the Assembly were present and voted. The majority of the Members (99%) voted “Yes” to the question with just 1 Member (1%) voting “No”. This constitutes the recommendation of the Assembly in respect of Question 7.

**Recommendation 7:** That regulation, such as that currently in place for residential centres, should be extended to afford better protection to older people in receipt of all health and care services (99%).

### **Question 8**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

74. Question 8 (Question 7 in the original draft) sought to ascertain what other health and care services for older people the Members felt the Government should extend regulation to.

75. Four options were provided:

- Option 1: Respite services;
- Option 2: Day care services;
- Option 3: Care and support services in a person's own home;
- Option 4: Care and support services provided through a supported housing scheme.

#### ***Deliberation on Wording***

76. During the questions and answers session, a query was made in respect of option 3. It was clarified by the members of the Expert Advisory Group that the option referred to regulating the service provider who provided care and support services in a person's own home, as opposed to regulating people's homes.

#### ***Agreement on Wording***

77. Amending option 3 to make it explicit that it related to care and support services that are being "delivered by service providers" was put to the Members.

78. Members were requested to indicate their acceptance by a show of hands and a count was taken.



79. The majority voted to amend option 3 to read “Option 3: Care and support services delivered by service providers in a person’s own home”.

***Reporting on this question***

80. The Members were asked to mark X next to each service they wished to see regulated.

81. The results of this question would simply be a report for each of the options of the number of people who marked that option, along with the percentage of the electorate that number represents.

82. The recommendation or recommendations of the Assembly would arise where a majority, i.e. 50% or more of the Members, votes in favour of one or more options.

***Result of Question 8***

83. The agreed amendments to the Ballot Paper were made by the Secretariat and the result of Question 8 was as follows:

*Question 8: If the Government were to decide to extend regulation to other health and care services for older people, what other services do you believe should be regulated?*

Number of Eligible Voters:	78	
Number of Votes Cast:	78	
Invalid Votes:	0	
Total Valid Poll:	78	
	<b>Votes</b>	<b>Percentage</b>
Option 1: Respite services	70	90%
Option 2: Day care services	68	87%
Option 3: Care and support services delivered by service providers in a person’s own home	72	92%
Option 4: Care and support services provided through a supported housing scheme	71	91%

78 Members of the Assembly were present and voted. As each of the four options received in excess of 50% support in favour of extending regulation to those services, options 1 to 4 inclusive constitute recommendations of the Assembly.

**Recommendation 8:** That, if the Government were to decide to extend regulation to other health and care services for older people, the following services should be regulated:-

- Respite services (90%)
- Day care services (87%)
- Care and support services delivered by service providers in a person's own home (92%)
- Care and support services provided through a supported housing scheme (91%).

## Section B: Pensions

### Question 9

84. The questions on Pensions began with question 9.

### ***Ballot Paper wording including explanation as provided by the Chairperson***

85. Question 9 (Question 8 in the original draft) was a simple referendum style question which asked a straightforward question with 'Yes' or 'No' options.

86. The question was originally drafted as "*Do you think the State should introduce an auto enrolment scheme for all workers?*".

87. This question was amended to capture a wider range of possible options to encourage pension scheme uptake, as opposed to limiting the recommendation to solely auto enrolment. Based on the discussions throughout the course of the weekend it was clear that the Members who expressed a view on this matter seemed to be motivated by a desire to improve the take up of pension schemes more

generally. For this reason, the text of this question was changed in the revised draft Ballot Paper circulated to the Members on Sunday morning to “*Do you think that Government should introduce some form of mandatory pension scheme to supplement the State pension?*”. This amended wording allowed the Members to make a meaningful recommendation, without getting bogged down in the details of specific schemes.

88. No further amendments to the wording of the question were suggested by the Members.

### **Result of Question 9**

89. The result of Question 9 was as follows:

*Question 9: Do you think that Government should introduce some form of mandatory pension scheme to supplement the State pension?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	1
Total Valid Poll:	77
Yes	67 (87%)
No	10 (13%)

78 Members of the Assembly were present and voted. The valid poll was 77. The majority of the Members (87%) voted “Yes” to the question in comparison to 10 Members (13%) voting “No”. This constitutes the recommendation of the Assembly in respect of Question 9.

**Recommendation 9:** That Government should introduce some form of mandatory pension scheme to supplement the State pension (87%).

## **Question 10**

### ***Ballot Paper wording including explanation as provided by the Chairperson***

90. Question 10 was a simple referendum style question which asked a straightforward question with 'Yes' or 'No' options.

91. The question asked the Members whether they believed the current anomaly that exists between people retiring at 65 and access to the State pension at 66 should be removed. The age of eligibility for the State pension is due to increase further to 67 in 2021 and 68 in 2028.

92. A variation on this question appeared in the original draft Ballot Paper which asked *"Should the current gap between the age of retirement and the age at which a person can access the State pension be abolished?"*.

93. The question was re-worded for clarity in the revised draft circulated to the Members on the Sunday morning. The question was reframed as *"Do you think that the current anomaly, which arises when a person who must retire at 65 is not entitled to the State pension until 66, should be removed?"*.

94. No further amendments to the wording of the question were suggested by the Members.

### ***Result of Question 10***

95. The result of Question 10 was as follows:

*Question 10: Do you think that the current anomaly, which arises when a person who must retire at 65 is not entitled to the State pension until 66, should be removed?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78

Yes	75 (96%)
No	3 (4%)

78 Members of the Assembly were present and voted. The majority of the Members (96%) voted “Yes” to the question in comparison to 3 Members (4%) voting “No”. This constitutes the recommendation of the Assembly in respect of Question 10.

**Recommendation 10:** That the current anomaly, which arises when a person who must retire at 65 is not entitled to the State pension until 66, should be removed (96%).

### **Question 11**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

96. Question 11 (Question 9 in the original draft) was a simple referendum style question which asks a straightforward question with ‘Yes’ or ‘No’ options.

97. The question asked the Members whether they believed mandatory retirement should be abolished.

98. The phrase “on the basis of age” was added in the revised draft circulated on the Sunday morning to make the question more explicit in its meaning. The full text of the question was then: “*Do you think that mandatory retirement on the basis of age should be abolished?*”.

99. No further amendments to the wording of the question were suggested by the Members.

#### ***Result of Question 11***

100. The result of Question 11 was as follows:

Question 11: Do you think that mandatory retirement on the basis of age should be abolished?

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	67 (86%)
No	11 (14%)

78 Members of the Assembly were present and voted. The majority of the Members (86%) voted “Yes” to the question whether *mandatory retirement on the basis of age should be abolished*, in comparison to 11 Members (14%) voting “No”. This constitutes the recommendation of the Assembly in respect of question 11.

**Recommendation 11:** That mandatory retirement on the basis of age should be abolished (86%).

## **Question 12**

### ***Ballot Paper wording including explanation as provided by the Chairperson***

101. Question 12 was a simple referendum style question which asked a straightforward question with ‘Yes’ or ‘No’ options.
102. The question asked: “*Do you think that the State pension should be benchmarked by reference to average earnings?*”
103. This question did not appear in the original draft of the ballot paper. It was a new question, introduced in the revised draft circulated on the Sunday morning in response to Members deliberations the previous day.

104. The Chairperson explained that the term “State pension” referred to both the Contributory and Non-Contributory State pensions.

105. There were no changes made to the text of the question as introduced.

**Result of Question 12**

106. The result of Question 12 was as follows:

*Question 12: Do you think that the State pension should be benchmarked by reference to average earnings?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	69 (88%)
No	9 (12%)

78 Members of the Assembly were present and voted. The majority of the Members (88%) voted “Yes” to the question in comparison to 9 Members (12%) voting “No”. This constitutes the recommendation of the Assembly in respect of Question 12.

**Recommendation 12:** That the State pension should be benchmarked by reference to average earnings (88%).

### **Question 13**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

107. Question 13 was a simple referendum style question which asked a straightforward question with 'Yes' or 'No' options.
108. The question "*Do you think the Government should take steps to rationalise private pension schemes to include greater transparency in relation to fees?*".
109. This question did not appear in the original draft of the Ballot Paper. It was a new question, introduced in the revised draft circulated on the Sunday morning in response to Members deliberations the previous day.
110. There were no changes made to the text of the question as introduced.

#### ***Result of Question 13***

111. The result of Question 13 was as follows:

*Question 13: Do you think the Government should take steps to rationalise private pension schemes to include greater transparency in relation to fees?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	78 (100%)
No	0 (0%)

78 Members of the Assembly were present and voted. All those present and voting (100%) voted "Yes" to the question. This constitutes the recommendation of the Assembly in respect of Question 13.



**Recommendation 13:** That Government should take steps to rationalise private pension schemes to include greater transparency in relation to fees (100%).

#### **Question 14**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

112. Question 14 was a simple referendum style question which asked a straightforward question with 'Yes' or 'No' options.
113. The question asked "*should the Government backdate the Homemakers Scheme to 1973?*".
114. This question did not appear in the original draft of the Ballot Paper. It was a new question, introduced in the revised draft circulated on the Sunday morning in response to Members deliberations the previous day.
115. The Members had heard that the Homemakers Scheme was introduced in 1994 and took effect prospectively. In other words it was not backdated to allow for the inclusion of individuals, mainly women, who had left the workplace to care for family members before 1994. These individuals are disadvantaged in the calculation of their contributions for pension purposes, in comparison to an individual who left the workplace after 1994 and the introduction of the scheme. The Ballot Paper asks if it should be backdated to 1973, the year the so-called 'Marriage Bar' in the public service was lifted.
116. There were no changes made to the text of the question as introduced.

### **Result of Question 14**

117. The result of Question 14 was as follows:

*Question 14: Should the Government backdate the Homemakers Scheme to 1973?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	68 (87%)
No	10 (13%)

78 Members of the Assembly were present and voted. The majority of the Members (87%) voted “Yes” in comparison to 10 Members (13%) voting “No”. This constitutes the recommendation of the Assembly in respect of Question 14.

**Recommendation 14:** That Government should backdate the Homemakers Scheme to 1973 (87%).

### **Question 15**

#### ***Ballot Paper wording including explanation as provided by the Chairperson***

118. Question 15 was a simple referendum style question which asked a straightforward question with ‘Yes’ or ‘No’ options.

119. The question asked “*Do you think State support for carers, including access to education, retraining and pension arrangements, should be enhanced?*”.

120. This question did not appear in the original draft of the ballot paper. It was a new question, introduced in the revised draft circulated on the Sunday morning in response to Members deliberations the previous day.

121. There were no changes made to the text of the question as introduced.

**Result of Question 15**

122. The result of Question 15 was as follows:

*Question 15: Do you think State support for carers, including access to education, retraining and pension arrangements, should be enhanced?*

Number of Eligible Voters:	78
Number of Votes Cast:	78
Invalid Votes:	0
Total Valid Poll:	78
Yes	77 (99%)
No	1 (1%)

78 Members of the Assembly were present and voted. The majority of the Members (99%) voted “Yes” to the question with just 1 Member (1%) voting “No”. This constitutes the recommendation of the Assembly in respect of Question 15.

**Recommendation 15:** That State support for carers, including access to education, retraining and pension arrangements, should be enhanced (99%).

## Section C: Member Generated Additional Questions

### Question 16

123. Question 16 is the only question in Section C: Member Generated Additional Question.

### ***Ballot Paper wording including explanation as provided by the Chairperson***

124. Over the course of the two weekends during which the Assembly discussed the topic *How We Best Respond to the Challenges and Opportunities of an Ageing Population* a number of further issues emerged in the discussions and feedback from the Members, which were not directly related to the issues of long-term care or pensions, income and retirement.
125. As the Citizens' Assembly is an exercise in deliberative democracy, the Chairperson felt that it was important that the input of the Members was expressed on the Ballot Paper.
126. Four proposals for action appeared for consideration on the original draft Ballot Paper, namely:
- Establishing a Department of Ageing/ older people;
  - Having a dedicated one-stop shop for older people to access information about their entitlements and run an education campaign to support it;
  - Taking steps to ensure that older people have a stronger voice in determining their own care needs; and
  - Ensuring stronger governmental leadership in relation to the prioritisation of the health and social care needs of older people.
127. In the revised draft Ballot Paper circulated to the Members on the Sunday morning, the first proposal about establishing a Department of Ageing/ older people was replaced with the proposal "*The responsibility for older people should be formally devolved to the relevant Minister of State*".

### ***Deliberation on Wording***

128. During the questions and answers session, a number of changes to the wording of the proposals in Question 16 were suggested, alongside a number of new proposals for inclusion.
129. With regard to the first proposal about ministerial responsibility for older people, it was suggested that, given the cross-cutting nature of the role across numerous government departments, the proposal should refer to a dedicated “Minister of State for Older People”.
130. With reference to the Ministers and Secretaries Act 1924, as amended, the Chairperson identified the correct terminology as being “delegated” as opposed to “devolved”.
131. With respect to the second proposal about older people accessing information, there were strong feelings from the floor that the process of accessing important, relevant information needs to be improved and simplified for older people. The Secretary undertook to rephrase the second proposal to capture these concerns more broadly.
132. A suggested additional proposal that came from the floor was that the State should promote, encourage and organise inter-generational transfer, for example, between younger and older people.
133. The issue of elder abuse was a concern that also came from the floor which Members wished to see reflected on the Ballot Paper. The Expert Advisory Group suggested that a proposal could be included by reference to the Assisted Decision-Making (Capacity) Act 2015 and the urgent need for the State to enact legislation to safeguard vulnerable adults.
134. Finally, there were requests from Members to be able to indicate their full support for each of the proposals contained in this question, rather than ranking the proposals in decreasing order, as had been the original construct of the question.

### ***Agreement on Wording***

135. The following suggested amendments were put to the Members.

First, the inclusion of the following proposals:

- That the responsibility for older people should be formally delegated to a dedicated Minister of State for Older People;
- That there should be a dedicated point of contact for older people to access information and a national awareness campaign would be run to support this;
- That the State should promote, encourage and organise inter-generational transfer, for example, between younger and older people;
- That the State should urgently commence the remaining provisions of the Assisted Decision-Making (Capacity) Act 2015 and urgently enact legislation in relation to the safeguarding of adult who may be vulnerable.

Secondly:

- Changing the voting mechanism from a system where the Members indicate their order of preference, with their responses weighted, to one where the Members would mark an X next to each proposal they wish to see implemented.

136. Members were requested to indicate their acceptance by a show of hands in respect of each of these and a count was taken.

137. The majority voted to accept these five changes.

### ***Reporting on this question***

138. As with Question 8, the results of this question would simply be a record in relation to each of the proposals of the number of Members who marked that proposal, along with the percentage of the voters that number represents.

139. The recommendation or recommendations of the Assembly would arise where a majority, i.e. 50% or more of the Members, voted in favour of one or more of the proposals.

### **Result of Question 16**

140. The agreed amendments to the Ballot Paper were made by the Secretariat and the result of Question 16 was as follows:

*Question 16: When considering how we respond to the challenges and opportunities of an ageing population, which of these suggestions do you believe are the most important to implement?*

Number of Eligible Voters:	78	
Number of Votes Cast:	78	
Invalid Votes:	0	
Total Valid Poll:	78	
	<b>Votes</b>	<b>Percentage</b>
The responsibility for older people should be formally delegated to a dedicated Minister of State for Older People.	72	92%
Have a dedicated point of contact for older people to access information about services, supports and entitlements and run a national awareness campaign to support it.	71	91%
Take steps to ensure that older people have a stronger voice in determining their own care needs	69	88%
Ensure stronger governmental leadership in relation to the prioritisation of the health and social care needs of older people	65	83%
The State should promote, encourage and organise non-financial intergenerational transfers, for example between younger and older people	57	73%
The State should urgently commence the remaining provisions of the Assisted Decision-Making (Capacity) Act 2015 and urgently enact legislation in relation to the safeguarding of adult who may be vulnerable	72	92%

78 Members of the Assembly were present and voted. As each of the six proposals received in excess of 50% support in favour, each of the proposals constitutes a recommendation of the Assembly.

**Recommendation 16a:** That responsibility for older people should be formally delegated to a dedicated Minister of State for Older people (92%)

**Recommendation 16b:** That there should be a dedicated point of contact for older people to access information about services, supports and entitlements, with a national awareness campaign to support it (91%)

**Recommendation 16c:** That steps should be taken to ensure that older people have a stronger voice in determining their own care needs (88%)

**Recommendation 16d:** That there should be stronger governmental leadership in relation to the prioritisation of the health and social care needs of older people (83%)

**Recommendation 16e:** That the State should promote, encourage and organise non-financial intergenerational transfers, for example between younger and older people (73%)

**Recommendation 16f:** That the State should urgently commence the remaining provisions of the Assisted Decision-Making (Capacity) Act 2015 and urgently enact legislation in relation to the safeguarding of adults who may be vulnerable (92%).



## CHAPTER 2: Background to the Assembly

### A. Introduction

141. A detailed note on the Background to the Assembly, including material in relation to its predecessor, the Convention on the Constitution, the concept of deliberative democracy, together with details on the Key Principles and Rules and Procedures of the Assembly, and details of the facilitation and note-taking provided during the meetings of, and research undertaken about, the Assembly were included in the Report on the *Eighth Amendment of the Constitution*, published in June 2017. Anyone with an interest in these matters should consult this report as none of the content covered in those sections has changed since that report was published.

142. Establishment of the Assembly was approved by a Resolution of both Houses of the Oireachtas in July 2016. The Resolution of Dáil Éireann is at Appendix A.

143. The Assembly was tasked with the consideration of five discrete topics:

- the Eighth Amendment of the Constitution;
- how we best respond to the challenges and opportunities of an ageing population;
- fixed term parliaments;
- the manner in which referenda are held; and
- how the State can make Ireland a leader in tackling climate change.

144. Under the Oireachtas Resolution, the Assembly was asked to first *consider, make recommendations and report to the Houses of the Oireachtas on the Eighth Amendment of the Constitution*. The Assembly would then consider, make recommendations and report on each of the remaining topics as soon as it had completed its deliberations on the first topic.

145. The resolution provided that the Assembly would consist of 100 Members, a Chairperson appointed by Government and 99 citizens entitled to vote at a

referendum, randomly selected to be broadly representative of Irish society. All of the Members are on the electoral register and are eligible to vote in a referendum.

146. In the interests of clarity, it is appropriate to point out that two of the matters that the Assembly has been asked to consider (*How We Best Respond to the Challenges and Opportunities of an Ageing Population* and *how the State can make Ireland a leader in tackling climate change*) do not, *ex facie*, have constitutional implications.

147. The Assembly held its inaugural meeting in Dublin Castle on 15 October 2016, and held meetings on the *Eighth Amendment of the Constitution* from November 2016- April 2017.

148. The Assembly's plenary meetings on the second topic- *How We Best Respond to the Challenges and Opportunities of an Ageing Population* were held in the Grand Hotel, Malahide on the following weekends:

- 10- 11 June 2017;
- 8- 9 July 2017.

## **B. Membership**

### Background and recruitment of the Members

149. The Assembly consists of 100 Members – the Chairperson and 99 citizens.

150. The representative sample of 99 members of the public and also substitutes were recruited by RedC Research and Marketing Ltd. (RedC), which was appointed following a competitive tendering process.

151. Recruitment was undertaken so that the Members, chosen at random, would be broadly representative of the following demographic variables as reflected in the Census: age, gender, social class, and regional spread. Members are also on the electoral register and eligible to vote in a referendum. With demographic variables controlled, the random nature of selection should ensure a natural fall out of other variables in line with the population. It is understood that this is the same approach used for all national opinion polling.

152. A comprehensive document compiled by RedC, which explains the methodology used to recruit the Members, is available on the Assembly website. This provides details of how recruitment was undertaken and the rules which applied.

153. All Members are willing participants in the process and are fully informed about all aspects of the process before committing to taking part. Members were provided with a detailed information booklet about the Assembly, a copy of which is available on the website. No information about a Member is made available to the public beyond his/ her name and the general area from which he/ she comes.

#### Replacement of Members

154. Going into the final meeting on *the Eighth Amendment of the Constitution* in April 2017, there was a complement of 95 Members. A total of four Members had withdrawn following the February meeting and a decision was made not to replace them given the complexity of the material already considered.

155. Between April and the first of the two meetings on the second topic *How We Best Respond to the Challenges and Opportunities of an Ageing Population* in June, all four of those Members, along with a further three who withdrew from the process after the April meeting, were replaced bringing the total Member complement back to 99 going into the June meeting. However, sadly one Member passed away unexpectedly just before the June meeting and was not replaced.

156. Following the June meeting, a further five Members withdrew from the process and again these were replaced before the July meeting, once again giving a full complement of 99 Members going into the July meeting.

157. In total, 37 Members were replaced from October 2016 to July 2017. 24 of these replacements were made from October 2016 to April 2017 during consideration of the *Eighth Amendment of the Constitution* and a further 13 replacements were made before and during consideration of *How We Best Respond to the Challenges and Opportunities of an Ageing Population*.

158. Most of those who withdrew from the process did so for personal reasons including illness, illness of a family member, change in employment or other personal

circumstances. Full details about recruitment and replacement of Members are available on the Assembly website.

#### Member Attendance at Assembly Meetings

159. The turnout for Assembly meetings from the 99 Members was as follows:

June	73 Members attended
July	80 Members attended

160. For the most part, the reasons why Members could not attend on any particular weekend were similar to the reasons why Members withdrew from the process - personal, illness, illness of a family member, bereavement, work commitments or previously planned engagements. Those who could not make a meeting were strongly advised to follow the proceedings live on line over the course of the weekend, or catch up afterwards on the Assembly website. All papers, speaker presentations, and the questions and answers sessions with experts were made available on the Assembly website following each meeting.

161. Member packs, containing the papers for that weekend, were also available from the Secretariat afterwards if the Member who could not attend, wished to receive them by post.

162. Throughout the process the Chairperson acknowledged the engagement of the Members in every aspect of the meetings and commended each and every one of them for their continued commitment and energy over the course of the first two very demanding topics and the many months of deliberation.

## C. Steering Group

### Background

163. The Rules and Procedures for the Assembly state that a Steering Group shall be established to support the Assembly in the efficient and effective discharge of its role and functions. The Steering Group consists of the Chairperson, the Secretariat and a representative group of Members elected by the wider Assembly membership.
164. The Steering Group makes such decisions as are necessary for the smooth conduct of Assembly business, except in cases where it is more appropriate to seek wider Assembly approval. The Steering Group is supported by the Assembly Secretariat.

### Functions

165. The Steering Group's responsibilities are to assist the Chairperson in:
- Oversight of all planning and operational issues for Assembly meetings;
  - Ongoing monitoring of the Work Programme;
  - Ratification of the specialists/ experts to appear before the Assembly following advice from the Expert Advisory Group and the Chairperson; and
  - Evaluation of the Assembly procedures and arrangements.

### Commitments

166. Over the course of the Assembly's consideration of *How We Best Respond to the Challenges and Opportunities of an Ageing Population*, participation in the Steering Group involved meeting in Dublin twice for approximately two hours on each occasion. Members of the Steering Group were also required to deal (by e-mail, phone call etc.) on an ad hoc basis with issues as they arose during the run-up to Assembly weekends.

### Composition and Meetings

167. Following the conclusion of the Assembly's work on *the Eighth Amendment of the Constitution*, a number of members of the Steering Group resigned their positions

to allow other Members an opportunity to take part. Expressions of interest were sought from the Members and four new members joined the Steering Group, bringing the membership to 12 during the Assembly's deliberations on *How We Best Respond to the Challenges and Opportunities of an Ageing Population*.

168. On the issue of *How We Best Respond to the Challenges and Opportunities of an Ageing Population*, the Steering Group met twice as follows:

- 10 May 2017 in advance of the June meeting
- 28 June 2017 in advance of the July meeting

169. Each meeting followed the following general format:

- The draft agenda for next meeting of the Assembly was discussed;
- The Secretariat and members of the Expert Advisory Group, as appropriate, gave the Steering Group an overview of the format of the weekend and the speakers' presentations;
- Any proposals by the Steering Group were subsequently discussed by the Expert Advisory Group and incorporated where possible;
- The draft agenda and speakers were ratified by the Steering Group;
- Each meeting served as an opportunity to seek the Steering Group's input before the agenda for the Assembly meeting was finalised.

#### **D. Expert Advisory Group**

##### Background

170. The Oireachtas Resolution, approving establishment of the Assembly, states that "*an Expert Advisory Group will be established to assist the work of the Assembly in terms of preparing information and advice*".

##### Membership of the Expert Advisory Group on *How We Best Respond to the Challenges and Opportunities of an Ageing Population*

171. The Expert Advisory Group on *How We Best Respond to the Challenges and Opportunities of an Ageing Population* was comprised of academics, practitioners and administrative experts across a number of specific fields of interest including:
- Political/ Social Science;
  - Health Policy/ Medical Gerontology;
  - Participation including Social and Economic Aspects of Ageing;
  - Legal issues including elder abuse and neglect;
  - Social Work/ Social Justice.
172. The members of the Expert Advisory Group were chosen by applying the following criteria:
- Relevant expertise and experience;
  - Impartiality/ objectivity on the topics before the Assembly about which they were assisting;
  - Willingness/ availability to participate.
173. The members of the Expert Advisory Group for this topic were:
- **Susan Cliffe** - Deputy Chief Inspector, Health Information and Quality Authority (HIQA). She has senior regulatory responsibility for older people living in residential care.
  - **John Garry** - Professor of Political Behaviour at Queen's University Belfast. One of his principal research interests is in the area of deliberative democracy and the design of citizens' assemblies.
  - **Professor Rose Anne Kenny** - Professor of Medical Gerontology at Trinity College Dublin where she is Head of the academic Discipline of Medical Gerontology. She is a Director of the Falls and Blackout Unit at St. James's Hospital Dublin and Director of the new Mercer's Institute for Successful Ageing. She is Principal Investigator for the Irish Longitudinal Study on Ageing (TILDA).
  - **Professor Eamon O'Shea** - a Personal Professor in the School of Business & Economics at the National University of Ireland, Galway. He was inaugural Director of the Irish Centre for Social Gerontology (ICSG). He was Chair of the National Economic and Social Forum Expert Group on *Care of the Elderly* in 2005/06 and co-authored the influential *Creating Excellence in Dementia Care* report in 2012. He is currently a member of the Implementation Group for the Irish National Dementia Strategy.

- **Associate Professor Amanda Phelan** - Co-Director of the National Centre for the Protection of Older People. She was a co-applicant on the tender to establish the National Centre for the Protection of Older People, which focuses on Irish based research into the area of elder abuse (see [www.ncpop.ie](http://www.ncpop.ie)). She has acted as an Irish representative for Action on Elder Abuse and as the Irish representative for the International Network for the Protection of Older People. She has contributed to the Irish HIQA revised standards for care (2015) of older people and had sat on the Policies and Procedures sub group of SAGE (Third Age), as well as SAGE's National Advisory Committee. She is also a member of the EU COST project on Ageism.
- **Patricia Rickard-Clarke** - Solicitor and former Commissioner of the Law Reform Commission. She was the lead Commissioner with regard to the Commission's work on Vulnerable Adults and the Law (which included the reform of the law on Capacity). She is the Independent Chair of the National Safeguarding Committee and chairs its sub Group studying issues of financial risk and vulnerability. She is also a Board Member of Third Age, Chair of the Third Age's National Advisory Committee, SAGE, Support and Advocacy Service for Older People, and Chair of the Law Society's Mental Health and Capacity Task Force and she participates in groups preparing for the implementation of the Assisted Decision-Making (Capacity) Act 2015 and progressing the development of non-health codes of practice for that Act.

174. The composition and focus of the Expert Advisory Group changes during the lifetime of the Assembly. Further details on the Expert Advisory Groups on the other topics being considered by the Assembly are available on the website.

#### Terms of Reference

175. The main roles of the Expert Advisory Group established for each topic, include the following:
- Supporting the Chairperson and Secretariat in constructing a fair, balanced and comprehensive work programme for the Assembly on each of the topics;
  - Providing background expert advice on the issues being discussed;
  - Advising on the criteria for selecting specialists/ experts to appear before the Assembly;



- Recommending names for the specialists/ experts to appear before the Assembly, for ratification by the Steering Group;
- Working with the Chairperson and Secretariat to select speakers from civil society and advocacy groups.

176. The Expert Advisory Group make no public comment on their work for the Assembly while the work on the relevant topic is ongoing.

#### Selection of specialists/experts to appear before the Assembly

177. The Expert Advisory Group assisted the Chairperson in devising a structure for the two weekends on which the Assembly considered the second topic.

178. The Expert Advisory Group used the following criteria as the basis for proposing the names of experts/ specialists for consideration by the Steering Group and, where appropriate, the wider Assembly:

- Demonstrated expertise in the field, e.g. university academics, members of the legal or medical profession or other subject specialists;
- Good communicators, capable of expressing themselves clearly to a diverse audience;
- People who are not seen primarily as advocates on one side or another of the issue at hand;
- In the case of issues where expert views are contested (i.e. where experts can make credible arguments that directly conflict with one another,) the Expert Advisory Group will ensure that both sides of the argument will be represented.

#### Role of Expert Advisory Group at Assembly Meetings

179. In order to best allow the Expert Advisory Group to provide this support, where possible, members of the Group attended the Assembly meetings in the Grand Hotel in Malahide. Their role at those meetings was as follows:

- To observe proceedings and reflect on how the material presented was received by the Members;

- To consider how best any feedback coming from roundtable discussions during the first weekend could be incorporated into the Assembly work programme at the second weekend on this topic;
- Where appropriate, and at the discretion of the Chairperson, the Group also provided clarification on questions from the Members, with answers being provided in plenary session.
- For the second weekend of the Assembly on this topic, when the Members considered and voted on the Ballot Papers, members of the Expert Advisory Group answered questions from the Members on issues arising during the questions and answers and feedback sessions.

#### Meetings of the Expert Advisory Group

180. The Expert Advisory Group met on a weekly basis, with seven meetings in advance of the July meeting (three in May, three in June and one in July).

## **CHAPTER 3: Work Programme on *How we best respond to the Challenges and Opportunities of an Ageing Population***

### **Agenda and Work Programme**

181. The agenda and work programme of the Assembly on *How we best respond to the Challenges and Opportunities of an Ageing Population* was developed and advanced over the months from April to July 2017 and was, to a large extent, informed by submissions received on the topic as well as information requested by the Members themselves during the first weekend. Of particular importance was the final session on the Sunday of the June weekend when the Members took part in a private brainstorming exercise to discuss issues to be covered in the July weekend. This was then followed by a public Q&A session.

182. A decision was made early on in the process that two weekends would be required on this topic rather than one as originally envisaged, as the potential policy areas covered under the topic were extremely broad and wide ranging. In order to make the best use of the Assembly's time and the resources being expended, it was agreed that it would be necessary to focus on a small number of issues which fit the following criteria:

- That there was a real and immediate need to examine the policy area in detail;
- That existing Government policy did not adequately address the issue;
- That there was some degree of consensus that the policy area would benefit from examination by the Assembly.

183. The submissions process opened in early April with a closing date of 5 May 2017. This deadline was subsequently extended to 19 May 2017 to take account of the additional weekend scheduled on the topic.

184. The first weekend meeting (June 2017) provided the Members with a factual introduction to Ireland's ageing population including statistical information. The issue of long-term care options, which was the most prevalent issue raised in the

submissions received, was considered by the Assembly for the rest of that first weekend.

185. The programme for the second weekend meeting (July 2017) was based on other prevalent issues which arose in the submissions received, along with feedback from the Members from the first weekend. As such, the Saturday of the second weekend focused on pensions, income and retirement, while the Sunday of that weekend was dedicated to agreeing the issues to be included and the precise wording of the Ballot Paper and voting.

186. Experts who were invited to present to the Assembly on both weekends shared their professional expertise in their particular field, their learned opinions and their experience of the issues being considered by the Members. The Chairperson and Secretariat took the view that it would be important to hear from those directly affected by the issue and so, the Members also heard direct testimony from three people, from two about their personal experience of care and from one about being a carer.

Summary of Assembly Meetings on *How we best respond to the Challenges and Opportunities of an Ageing Population*

187. Provided below is a short summary of each of the two weekends where the Assembly considered the second topic in its terms of reference, *How We Best Respond to the Challenges and Opportunities of an Ageing Population*.

188. This is provided as a guide for members of the Oireachtas; to give an overview of the material presented and to act as a signpost to allow the members of the Oireachtas to access all of the detailed material. Appendix E contains the full suite of material provided to the Members including the agendas, expert papers and presentations, Secretariat papers prepared for each weekend, and the transcript of the public proceedings on Sunday 9 July when Members discussed the Ballot Paper.

189. All of the papers and presentations, together with the video footage from each session are available on the Assembly website. Members of the Oireachtas, and any member of the public with an interest in this topic, can therefore read all of the material in full.

190. The proceedings on the Sunday of the second and final weekend on this topic concerned the preparation of a draft Ballot Paper, agreement on the Ballot Paper and voting. This has been covered in Chapter 1, and is therefore not repeated here.
191. The papers, slideshow presentations and oral presentations are very comprehensive and contain a wealth of useful and relevant material in relation to the issues discussed by the Assembly. It is worth noting that on occasion the presentation developed or elaborated on points raised in the written paper. As such, in order to get a complete picture of the material which the Members considered it is necessary to consider the full suite of materials. The summary, which follows is designed to give an overview and does not reflect how comprehensive and detailed the material was.
192. The summary does give insight as to the matters which informed the questions and proposals raised on the Ballot Paper and, in particular, the Member contributions.

## **Weekend One: 10 -11 June 2017**

193. The first weekend provided the Members with a factual introduction to Ireland's ageing population including the statistical evidence.

194. The remainder of the weekend was spent considered long-term care options for older people. Long-term care was the most prevalent issue raised in the submissions received on the topic. For this reason, it was decided to focus on current options available for long-term care in Ireland- the benefits and disadvantages. Financial support for care was also considered. A brief overview of each of the sessions is provided below.

### **Saturday Morning**

#### **Session 1: Demographic Trends and Projections**

195. **Deirdre Cullen**, Senior Statistician with the Central Statistics Office presented a paper detailing demographic trends and projections in Ireland. Ms. Cullen's paper, slide show presentation (both of which are available in Appendix E) and a video archive of her oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

196. In the information presented to the Assembly Ms. Cullen covered the following issues:

- Population trends from 1841- 2016 and population structure;
- The structural changes to the population, including increases in the proportion of the population aged 65 and over with gender and regional breakdowns;
- Details of the living arrangements of those aged 65 and over and aged 80 and over, including details of those living alone;
- Details of some services available to households headed by a person aged 65 and over, including internet access and central heating;
- Housing tenure for persons aged 65 and over;

- Population projections based on trends in fertility, mortality and migration.

197. In the week following the presentation at the Assembly, Ms. Cullen very helpfully furnished to the Assembly additional material based on the questions raised by the Members. This additional material was provided following the publication of the Census 2016 module on *An Age Profile of Ireland* on 6<sup>th</sup> July 2017. This information was provided to the Members on 6<sup>th</sup> July 2017. This additional material is also available on the website and is available in Appendix E.

#### Session 2: What is it Like to Age in Ireland?

198. **Dr Diarmuid O'Shea**, Consultant Geriatrician at St Vincent's Hospital and the Clinical Lead for the National Clinical Programme for Older People (NCPOP), provided the Assembly with details of what it is like to age in Ireland based on the key findings from the The Irish Longitudinal Study in Ageing (TILDA). Dr. O'Shea's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

199. In the information presented to the Assembly Dr. O'Shea covered the following issues:

- He provided an outline of some of the existing policies and initiatives in relation to older people, including, for example, the NCPOP, the Integrated Care Programme for Older People (ICPOP), and TILDA;
- He detailed the contribution that older adults are making to Irish society.
- He emphasised the need for a positive approach to ageing based on three pillars- personal, societal and political;
- He identified the healthcare needs of older adults, and the important role that health promotion and education play in promoting independence, both for older people themselves and health care professionals was emphasised;
- He also addressed the importance of an integrated assessment of an individual's needs and integrated care across different care settings and outlined in particular the 10-step integrated care framework for older persons in the NCPOP.

## Saturday Afternoon - Long Term Support and Care: Facilitating Independent Living

### Session 1: Current Practice in Ireland – Options Available

200. **Dr Michael Browne**, Research Consultant to the Citizens Information Board and to Sage, provided the Assembly with details of how long-term care and support is currently provided in Ireland. Dr. Browne's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

201. In the information presented to the Assembly, Dr. Browne covered the following issues:

- Details of the Nursing Home Support Scheme (NHSS) (also known as the Fair Deal Scheme), including details of access, eligibility, financing arrangements, advantages and disadvantages;
- Information on Home Care Packages, including details of access and the services offered under these packages. Dr. Browne also noted that there are issues around entitlement as there is no legislative basis for home care packages unlike in the case of the NHSS. It was also noted that home care packages are not currently subject to formal national quality standards;
- A brief description of end of life care in Ireland, noting the need for the provision of hospice and palliative care to be made uniform throughout the country;
- That, in order to enable people to age in their own homes, intervention is often required at multiple levels, including:
  - adaptations in order for them to be in a safe and secure environment,
  - provision of additional services for support and care needs;
  - addressing fuel poverty through energy efficiency measures and through the social welfare system, and
  - having as the core aspect of integrated needs, assessment of housing needs and housing-related support services;
- A description of alternative care models, including assisted living/sheltered housing, sustainable communities and social enterprise models;



- The need to create stronger cross-departmental links between the housing and health sectors at national and local level to implement government policies relating to older people.

## Session 2: Current Practice in Ireland – How to Access the System

202. **Pat Healy**, National Director of Social Care with the Health Service Executive (HSE), provided the Assembly with information on long-term support and care in Ireland including details of the current practices and systems in place and how citizens can access the system through services provided by the HSE or its funded agencies. Mr. Healy's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

203. In the information presented to the Assembly, some of the issues covered by Mr. Healy included:

- A description of what constitutes community healthcare services- primary care (e.g. GP, dentist, dietician, occupational therapist etc), social care (including day services, meals on wheels etc), mental health, and health & wellbeing services, and a description of what integrated care means in this context;
- The concept of a continuum of care that places the older persons requirements at the centre of service provision with the aim of allowing them to be cared for at home;
- A description of Community Healthcare Organisations (CHO) which aim to deliver integrated care and to provide a framework for new governance and organisational structures in order to improve service delivery and ensure the public receive "the right service, at the right time, in the right place, by the right team" at various levels. The network of services consist of a number of *Primary Care Teams* and supporting services, charged with the provision of service delivery to the community that they serve;
- A description of the level of support available through Home Care packages, and an overview of how these services are accessed by older people on which point Mr. Healy stated that-

- The Department of Health had commenced a public consultation process in relation to bringing forward legislation to develop a Homecare Scheme and to regulate the services (the formal consultation process to run from 6 July- 2 October 2017 and details of which are available on the Department of Health website ([www.health.gov.ie](http://www.health.gov.ie)).
- Decisions would be required about a sustainable funding model, the recognition that people choose to purchase significant levels of private homecare and the recognition of unpaid carers.
- A description of transitional care/ respite & convalescent care, where many community hospitals have short stay beds which provide for a range of services including respite, palliative, rehabilitation and general convalescence.
- An overview of the NHSS, the aim of which is to provide both accessible and affordable services for everyone and that people are cared for in the most appropriate settings. It was noted that long term residential care services are provided in approved private nursing homes and designated public community hospitals/ community nursing units, as registered with HIQA.

### Session 3: Current Practice in Ireland – First Hand Perspectives

204. The Members of the Assembly had indicated that they wished to hear first hand from older people in care or living at home independently. With the assistance of Sage, and the HSE, the Secretariat made contact with two individuals who were willing to be interviewed; one living in a nursing home and one living in her own home to hear experiences first hand. It was hoped that this experience would better equip the Members to understand the current situation in Ireland and allow them to make meaningful, evidence based recommendations to the Oireachtas.

205. In advance of the interview, the individuals were provided with a detailed note outlining the process. The interviews were pre-recorded and were conducted during the last week in May and first week in June at a time and location that was convenient to the two people in question. The interviewees were invited to bring a family member or a friend along as support.

206. The interviewees were informed that their testimony would be presented to the Assembly together with some background information about who they are and

how the Assembly made contact with them. The two interviewees chose to remain anonymous to allow them to speak in a full and frank manner.

207. A media professional was engaged by the Secretariat to both project manage the logistical elements and undertake any editing that was necessary. This work was done by Sinéad Ingoldsby on behalf of the Assembly. Ms. Ingoldsby had done similar work for the Assembly in relation to the first topic, *the Eighth Amendment of the Constitution*, Ms. Ingoldsby is a media professional with extensive experience gathering and documenting people's personal stories to be presented to a wider audience. Much of Ms. Ingoldsby's work has involved subjects of a particularly intimate and sensitive nature and she is accustomed to producing this content in a manner that puts the contributor at the centre of the process and facilitates them in the sharing of their experience.

#### *Interview 1*

208. The first interview presented to the Assembly was with a woman who lives at home in Cork. She discussed her experiences of receiving care in her own home and why she chose this route.

#### *Interview 2*

209. This was followed with an interview with a man who lives in a nursing home in Dublin. He discussed his experience of moving into and receiving care in a nursing home setting.
210. Transcripts of both of these interviews are available in Appendix E of the Report. The audio interview is available on the Assembly website.
211. The Members also heard from **Éamon Ó'Fearghail**, a full time carer who looks after his mother Cathleen. Cathleen has Alzheimer's Disease. Mr. O' Fearghail paper is available in Appendix E together with a transcript of his contribution. A video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

#### Session 4: Models of Care in Other Countries

212. **Professor Anthea Tinker**, Professor of Social Gerontology at King's College London, provided the Assembly with information on models of care in other countries, focussing on how best to provide long term care and support and facilitate independent living. Professor Tinker's paper, slide show presentation (both of which are available in Appendix E) and a video archive of her oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

213. Professor Tinker drew on the following three pieces of research she carried out with colleagues on alternative models of care in the UK and elsewhere:

- Assisted Living: The Long Term Care Revolution - The Technology Strategy Board;
- Age Friendly Cities; and
- Mobility, Mood and Place.

214. Professor Tinker outlined some of the key insights and findings from this research including:

- that housing must match the needs and preferences of older people (50+) and be flexible enough to adapt as care needs change;
- that housing should meet social as well as physical needs, preventing/ delaying illness or depression and creating environments which facilitate mutual aid, with adequate state support available when required;
- that future models of social care should promote independence and encourage the older person to be in charge of their own care;
- the importance of ensuring that outdoor spaces are designed collaboratively to support outdoor activity, health, wellbeing and community engagement as people age;
- the need to involve older people at all stages of policy development.

215. Professor Tinker research provided information on some examples of best practice and innovation in the provision of long term care for older people, including for example:

- Senior co-housing, where an older person provides a home at low or no cost to another person in return for an assigned amount of help— drawing on examples from the Nordic countries, Netherlands, US and Canada;

- Homesharing – based on practice in the United Kingdom, especially in East Sussex, and in Australia;
- Adult Placement – based on information from the National Association of Adult Placement Schemes UK website ‘Shared Lives’;
- Smart Homes, including telehealth and telecare – mainly examples from the Netherlands;
- Age friendly cities including London and Dublin.

### Sunday Morning- Funding Long Term Care in Ireland

216. **Professor Eamon O’Shea** was invited to present at this session. He is Personal Professor in the School of Business and Economics at NUI Galway and a member of the Expert Advisory Group for this topic. Professor O’Shea’s presentation focussed on the distinction between the responsibility for the provision of care on a day-to-day basis and the responsibility for financing care. Professor O’Shea’s paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly’s website.

217. In the information he presented to the Assembly, Professor O’Shea covered the following issues:

- Current and historic public spending on the care of older people, in absolute and per capita terms;
- The size and shape of the home care market in Ireland and an overview of its strengths and weaknesses.
- The breakdown between HSE, not for profit and private service providers in providing long term care;
- Details of the costs of the NHSS, both to the State and the individual;
- Principles for funding long-stay care including individualisation, the importance of favouring models which support home care, and the need for a common measure of dependency;
- An outline of the financing options available including family, market, private insurance, general taxation and social insurance.

## **Weekend Two: 8 – 9 July 2017**

218. The work programme for the second weekend on *How We Best Respond to the Challenges and Opportunities of an Ageing Population* was influenced by feedback from the Members received at the end of weekend one. Following roundtable discussions, feedback was received from the floor about what issues the Members wanted to learn more about. A transcript of this session is available in Appendix E.

219. With this feedback in mind, proceedings on Saturday focused on pensions, income and retirement.

220. Proceedings on Sunday were dedicated to agreeing on the issues to be included in a Ballot, agreeing on the precise wording of the Ballot Paper and voting.

### **Saturday Morning**

#### **Session 1: Pension Provision in Ireland**

221. **Andrew Nugent**, Head of Policy, the Pensions Authority of Ireland, provided an overview of the current system of pension provision in Ireland. He looked at both the State pension system and the private pension system. Mr. Nugent's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

222. In the information he presented to the Assembly Mr. Nugent provided detail on the following issues:

- The State Pension (contributory and non-contributory);
- Private pensions including state support for retirement savings, occupational pension schemes (both defined benefit (DB) and defined contribution (DC));

- The levels of pensions coverage in the Irish workforce;
- Additional voluntary contributions (AVCs), personal retirement savings accounts (PRSAs) and retirement annuity contracts;
- Trends in relation to pension provision in Ireland and in particular the decline in DB schemes and the increase in DC schemes since 2012;
- Pensioner support ratio, noting that the current ratio of 5 people of working age for every pensioner is expected to fall to 2 people of working age for every pensioner based on population projections;
- The gap between retirement age of 65 and age of receipt of State Pension at age 66 and plans to raise the age at which the State pension becomes payable to 67 by 2021 and 68 by 2028;
- International approaches to low pension coverage including mandatory pension enrolment and auto-enrolment;
- Possible future developments, including the possibility of introducing auto-enrolment in Ireland.

## Session 2: Income for Older People in Ireland

223. **Dr Micheál Collins**, Assistant Professor of Social Policy at UCD, presented a paper about income levels for older people in Ireland. He focused specifically on issues of poverty, deprivation and wealth. Dr. Collin's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

224. In the information he presented to the Assembly Dr. Collins provided detail on the following issues:

- The income and living standards of older people in Ireland with poverty and deprivation rates for older people outlined;
- The sources of income for older people and details of how income for older people compares with the wider population;
- The importance of the State pension noting its importance for the average pensioner in Ireland, and that this importance differs across the income distribution, with its role being more pronounced for households lower down the distribution;

- The adequacy of the State pension, noting that for most pensioner households the combined effect of the state old age pension and associated secondary benefits ensure that pensioner households are able to afford a minimum standard of living but noting the differences in adequacy for pensioners living in rural and urban Ireland.
- Some of the future challenges facing the pension system including:
  - the costs associated with the State supporting the private pension system and the potential for distributional inequity;
  - the need to ensure that State old age pension rates do not fall behind other sources of income and that that pensioner poverty rates, which are currently low, do not increase;
  - the potential for housing wealth to play a role in increasing the incomes and living standards of older people in Irish society;
  - the provision and development of a broad infrastructure of care; and
  - the need to gain a greater appreciation of the costs of living most individuals face during most of the time in retirement.

### Session 3: The Implications of Pensions and Retirement Policy on the Wider Economy and Society

225. **Alan Barrett**, Director of the Economic and Social Research Institute (ESRI), looked at the relationship between pensions and retirement and considered some alternative approaches to this having regard to the increasing ageing population. Mr. Barrett's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

226. In the information he presented to the Assembly Mr. Barrett provided detail on the following issues:

- The causes and consequences of retirement for individuals;
- The sustainability of public pensions, including details on the cost of pensions as a percentage of GDP and a project of the future cost of pensions based on population projections;
- An examination of the implications of extended working lives, including on mental health; with reference to international evidence and Irish evidence.



#### Session 4: Why Aren't People Taking Out Pensions?

227. **Professor Liam Delaney**, AIB Chair of Behavioural Economics at UCD, outlined the role that behavioural economics can play in informing a pension strategy for Ireland. Prof. Delaney's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

228. In the information he presented to the Assembly Prof. Delaney provided detail on the following issues:

- An overview of behavioural economics and some of the key concepts including-
  - bounded rationality (people find it difficult to make decisions, as the options available are often very complex and confusing and, faced with complexity, people adopt a range of decision making heuristics that may or may not be optimal); and
  - bounded self-control (even if people know what are the best options available, often their behaviour may be influenced by factors such as inertia and procrastination);
- A explanation of some of the options for retirement savings and pensions and how the theory on behavioural economics interacts with these. This included information on:
  - 'automatic enrolment', where employees are automatically signed up to a pension saving scheme by their employer;
  - 'quick enrolment', which is aimed at making decisions around pensions less complex, with predefined contribution rates;
  - 'save more tomorrow', where employees are approached by their employer before a pay increase and encouraged to channel this increase and any future increases into retirement savings with opt-outs for the employee at any time;

- An overview of the approach being taken to tackling pension provision in the United Kingdom;
- An overview of some of the key issues for consideration for Ireland including understanding the extent of under-saving, anchoring effects, high fees, substitution effects, complexity, wage effects, mandatory savings and targeting.

## Saturday Afternoon

### Session 5: Pensions, Income and Retirement: What Action is Required by Government? Perspectives from Civil Society

229. **Justin Moran**, Head of Advocacy at Age Action Ireland, presented a perspective from civil society. The focus of this presentation was, first, on having an adequate income for older people and, secondly, mandatory retirement. Mr. Moran's paper, slide show presentation (both of which are available in Appendix E) and a video archive of his oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

230. In the information he presented to the Assembly Mr. Moran provided detail on the issues on which he focussed, namely:

- An examination of what is meant by an adequate income for all older people, and advancing arguments in favour of benchmarking the State pension against average earnings as envisaged in the National Pensions Framework, published by the Department of Social Protection in 2010;
- Gender and the State pension, including in particular the fact that the Homemakers Scheme, which was introduced to allow the calculation of pension contributions to be done in such a way so as not to unfairly disadvantage those who left the workforce to care full-time and applies retrospectively from 1994, does not cater for those who left the workforce before 1994, meaning that those individuals are still disadvantaged in the calculation of their pensions;
- Mandatory retirement, including the current position and how it is applied, the impact on older workers including in relation to income and emotional wellbeing, and explores the potential impact on younger workers.

Session 6: Pensions, Income and Retirement: Irish Human Rights and Equality  
Considerations

231. **Emily Logan**, Chief Commissioner with the Irish Human Rights and Equality Commission (IHREC), with fellow Commissioner **Dr Mary Murphy**, Lecturer in Irish Politics and Society at Maynooth University, presented a paper on behalf of the IHREC. The paper focused on access to pensions and inequality, with a particular focus on gender inequality. The IHREC paper, slide show presentation (both of which are available in Appendix E) and a video archive of the oral presentations and the questions and answers session with the Members which followed, are all available on the Assembly's website.

232. In the information presented to the Assembly Ms. Logan and Dr. Murphy provided detail on the following issues:

- Human rights and equality issues of concern related to pension policy, including the law concerning the prohibition of age-related discrimination, and the relevant work at United Nations level;
- Gender inequality and access to pensions, including the gap in pension coverage between men and women, and the recommendation of the IHREC that the Homemaker's Scheme should be applied retrospectively by the State to those who took time out of the workforce prior to 1994;
- That the State, implementing its public sector duty to human rights and equality, conduct a comprehensive assessment of the human rights and equality implications of social welfare law and policy.

Session 7: Creating Opportunities in Retirement, Evidence from TILDA

233. **Christine McGarrigle**, Research Director at the Irish Longitudinal Study on Ageing (TILDA) presented material collected as part of the TILDA study. Her paper focused on the contribution of older adults to their families and communities. Ms. McGarrigle's paper, slide show presentation (both of which are available in Appendix E) and a video archive of her oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website.

234. In the information she presented to the Assembly Ms. McGarrigle provided detail on the following issues:

- The background to the TILDA research including details on the number of participants, the information gathered, and the methodology used;
- The intergenerational transfers in Irish society where resources are redistributed between extended family members and often involving multiple generations, highlighting in particular the contribution of older adults to families and communities;
- The role that older people play in providing regular and irregular childcare, noting that the social and economic value of this contribution spreads beyond the immediate family and benefits the wider economy and society;
- The level of volunteering which is taking place in Ireland by older people, outlining that research has shown that active social participation results in improved health and reduced mortality;
- The importance of social participation as highlighted in the National Positive Aging Strategy (NPAS) as a crucial feature of successful ageing and the importance of considering the contribution of older adults beyond their family context.

#### Session 8: Creating Opportunities in Retirement: Perspectives from Civil Society

235. **Ita Mangan**, Chairperson of *Age and Opportunity*, gave an overview of the opportunities available to retired people and the generation of these opportunities. Ms. Mangan's paper and a video archive of her oral presentation and the questions and answers session with the Members which followed, are all available on the Assembly's website. A copy of the paper is also available in Appendix E.

236. In the information she presented to the Assembly Ms. Mangan provided detail on the following issues:

- Background information on *Age and Opportunity*, which encourages full participation of older people in society, including details on their aims to facilitate:
  - opportunities to engage in arts and cultural activities

- opportunities for sport and physical activity
- opportunities to learn and be involved as active citizens

Ms. Mangan also provided some examples of the programmes which *Age and Opportunity* run;

- Some of the policy initiatives that have taken place in Ireland since the 1970s, noting, however, that there are often major inconsistencies between stated policies and actual policies, due to failures in relation to implementation and action;
- The obstacles to older people remaining in or returning to work including the existence of mandatory retirement ages, inflexible working arrangements, inadequate skills and the availability of suitable training and resistance by other workers and their trade unions;
- The high levels of involvement of older people in volunteering in Ireland, outlining the benefits to those who take part.

## CHAPTER 4: Submissions on *How we best respond to the Challenges and Opportunities of an Ageing Population*

### Submissions Process

237. The Oireachtas Resolution states that “*the Assembly may invite and accept submissions from interested bodies and will seek such expert advice as it considers desirable*”.
238. Submissions on this topic were accepted from 3 April, 2017 to 5pm on 19 May 2017.
239. **129** submissions were received, of which 124 were received online and five were received by post.
240. A number of steps were taken to encourage the public to engage with the submissions process. Advertisements were placed in a number of national newspapers on 3 April 2017.
241. From the week beginning 8th May 2017 additional advertisements were placed in some regional newspapers. The submissions process was also promoted on the Assembly’s Twitter account @CitizAssembly and by using the hash tag #citizensassembly.
242. Of the 129 submissions received, **122** have been published on the website. In total seven were not published. The reasons for not publishing are set out below:
- One online submission was withdrawn by author;
  - Three online submissions were resubmitted by the authors;
  - Two postal submissions were not signed and assumed anonymous;
  - One postal submission was not relevant to the topic.

### Submissions Rules/ Guidelines

243. The following rules applied in respect of submissions received by the Assembly and were advised in advance.

- The Assembly welcomed submissions from Irish citizens and non-citizens living in Ireland or living abroad.
- All submissions received were published on the website and displayed with a full name (first name, surname)/ name of organisation, if appropriate.
- Anonymous submissions were not accepted. Submissions made with just a first name listed were not published. Equally, submissions received with an initial and surname (e.g. J Smyth) were not published. **Exception:** *Submissions received with a series of initials that are commonly recognised as being a name (i.e. JP, PJ, AP) and a surname were published.*
- In the case of personal stories and sensitive submissions, all personal data and related identifiable details were removed or redacted if requested.
- Each submission received, either on the website or by post, was treated as an individual submission including any or all signatures to that submission. If, for example, a submission was received with 20 signatures it was treated as one submission. If the same submission was received 20 times, each signed individually, they were treated as 20 submissions.
- The Assembly reserved the right not to accept a submission if it was deemed offensive or inappropriate.
- In accordance with the Assembly's agreed rules and procedures, following receipt of submissions on any matter, the Assembly may have chosen to hear oral presentations from any representative group or individual to assist in its deliberations.

### Use of the Submissions and Discussion by the Members

244. In order to assist Members in incorporating the submissions into their considerations, the Secretariat created a summary document to outline some of the key issues and some possible solutions identified by individuals, non-government organisations, and professionals.

245. The summary document covered many of the areas highlighted from the submissions received and is available to view on the website in addition to all submissions published on this topic. A copy of the summary document is available at Appendix D.
246. Where possible, a reference number was provided to allow the members to consider the relevant submissions in more detail.
247. Many of the Members read the submissions in full online as they were being published.
248. The papers and presentations (where provided) from these meetings are available in Appendix E.



## CHAPTER 5: Engagement of the Public with the Assembly

### Engagement with the Assembly

249. Engagement by the public on the issue of *How We Best Respond to the Challenges and Opportunities of an Ageing Population* has occurred through various means:

- The submissions process (which was dealt with in Chapter 4);
- Written correspondence with the Secretariat – by post and email;
- Phone calls to the Secretariat;
- Meetings with various interest groups.

250. The Chairperson of the Assembly, through the work of the Secretariat, has continued the administrative work associated with arrangements for and running of the Assembly meetings, development of a work programme, management of the submissions process, contacts with Members, all correspondence and contacts with the public and maintenance and updates to the Assembly website.

251. To put the level of contact with the public into perspective, during a three month period from May 2017 to July 2017, the Secretariat responded to in the region of 300 e-mails and letters from members of the public, advocacy and representative groups and members of the Oireachtas. This was in addition to the 129 submissions received.

252. Queries ranged from requests to observe at the meetings of the Assembly to specific questions about submissions made on *How We Best Respond to the Challenges and Opportunities of an Ageing Population*.

### Live Streaming at the Assembly

253. Following a competitive tendering process in advance of the Inaugural meeting of the Assembly in October 2016 Richard Jolly TV Ltd/ Switch New Media was selected to provide live streaming/broadcasting of the Assembly and any additional related services including filming, recording and the production of video files.

254. Not only has this team provided the filming, recording, live streaming and all associated video footage of the Assembly meetings but they have also gone the extra mile to assist with the Assembly website, the YouTube channel and the many technical queries that have arisen from the Secretariat, the media and members of the public.

### Irish Language at the Assembly

255. Following a competitive tendering process, Beatrice.ie was selected to provide Irish language translation services for the meetings of the Assembly. Two translators for each day that the Assembly met were sought to provide simultaneous translation from English to Irish & vice versa for live streaming purposes, any additional related services including translation of written material (e.g. Ballot Papers, written submissions), if required, and technical support on site at the Assembly meetings.

256. The same translators have worked on all meetings of the Assembly to date. Technical support for the installation, testing, monitoring and removal of the booth and equipment has to date been provided by SICL who work in partnership with Beatrice.ie.

257. The interpreters ensured an exceptional standard and seamless delivery of Irish on the live streaming channel.

### Irish Sign Language at the Assembly

258. Following a competitive tendering process, Bridge Interpreting was selected to provide Irish Sign Language (ISL) services for the meetings of the Assembly. Two interpreters for each day that the Assembly met were sought to provide interpretation services to broadcast proceedings on the live stream in ISL.

259. The same interpreters have worked on all meetings of the Assembly to date.

260. Engaging the services of Bridge Interpreting has enabled the Assembly to reach out to the deaf community and feedback from the community has been extremely positive. Prior to each meeting of the Assembly, Bridge Interpreting also place links to the live feed on their social media channels in order to reach and engage with as many members of the deaf community as possible. The interpreters worked seamlessly within the meeting room and delivered an exceptionally high standard of interpretation of very complex and emotive material at all times.

### The Assembly Website

261. The Assembly has a dedicated website [www.citizensassembly.ie](http://www.citizensassembly.ie). The Assembly Secretariat designed the website, with the assistance of technical support of pTools Software, and updates the content on an ongoing basis. It is designed to be topic-led and a valuable resource for all material relating to the Assembly.

262. All papers, presentations (by the Chairperson, Secretariat and invited speakers) and other documentation provided to the Members are available to read on our website. Detailed speaker biographies are also available. All press releases made to the media can be viewed and footage of the Assembly's proceedings can be watched back there.

263. Papers and presentations were made available online to the public on a rolling basis throughout the course of each weekend meeting. They were uploaded as the meetings progressed in the interests of allowing viewers at home to access the material being considered in real time.

264. When relevant, details of what was decided during private sessions of the Assembly were published on the website.

265. The website was the most popular mechanism for receiving submissions on this topic. As mentioned previously in this report, 129 submissions were received in total, 124 of which were received online.

266. Between 3 April and 19 May, the period during which submissions were accepted on this topic, the Citizens' Assembly website received 49,278 views. It is however likely that many of these views were in respect of the *Eighth Amendment of the Constitution*. The submissions received page on *How We Best Respond to the Challenges and Opportunities of an Ageing Population* received 924 views during this period.

### Attendance of Observers at the Assembly

#### *Background*

267. In accordance with the Rules and Procedures of the Assembly, members of the public are not granted access to the meetings of the Assembly. It is recognised that certain organisations/ individuals may have a legitimate interest in being present at the meetings to observe proceedings first hand. Representatives from the following categories may be permitted to be present at the plenary sessions of the meetings of the Assembly:

- Advocacy Groups, Non Governmental Organisations and Religious groups
- Embassies
- Political parties
- Academics
- Social Partners

268. The Secretariat took steps to ensure that as many observers as possible were accommodated and no requests to observe the Assembly proceedings were in fact, turned down. The only limit that was put on observers was that a maximum of two people from each organisation could be in the room to observe live proceedings at any one time, in order to accommodate as many organisations and individuals as possible.

269. The Secretariat also arranged that, if the numbers attending were beyond what could be accommodated in the meeting room, proceedings would be streamed live in an overflow room in the Grand Hotel, Malahide, to accommodate any additional observers, and representatives of the media who attended.

# **Appendix A**

**Resolution of Dáil Éireann approving  
establishment of the Citizens' Assembly**

## Resolution Approving Establishment of the Citizens' Assembly

“Go ndéanann Dáil Éireann:

a cheadú go ndéanfar Tionól Saoránach a ghairm chun breithniú a dhéanamh ar na nithe seo a leanas agus chun cibé moltaí a dhéanamh is cuí leis agus chun tuairisciú do Thithe an Oireachtais:

- (i) an tOchtú Leasú ar an mBunreacht;
- (ii) conas is fearr is féidir linn tabhairt faoi na dúshláin agus na deiseanna a bhaineann le daonra atá ag dul in aois;
- (iii) parlaimintí ar théarma seasta;
- (iv) an modh ina seoltar reifrinn; agus
- (v) conas is féidir leis an Stát a chinntiú go mbeidh Éire ina ceannródaí maidir le dul i ngleic leis an athrú aeráide; agus

a thabhairt dá aire:

- gur 100 duine mar a leanas a bheidh i gcomhaltas an Tionóil:
  - Cathaoirleach a bheidh le ceapadh ag an Rialtas; agus
  - 99 saoránach atá i dteideal vótáil i reifreann, arna roghnú go hamasach sa chaoi go mbeidh siad ionadaitheach do shochaí na hÉireann i gcoitinne;
- féadfar ionadaithe a cheapadh faoi réir na gcritéar roghnóireachta thuas, agus beidh na hionadaithe sin in ann páirt a ghlacadh sna himeachtaí agus vótáil faoina n-ainm féin;
- comhaontóidh an Tionól a rialacha nóis imeachta féin d'fhonn a ghnó a sheoladh go héifeachtach ar shlí a bheidh chomh heacnamúil agus is féidir;
- sa chéad ásc, tabharfaidh an tionól tuarascáil, agus déanfaidh sé moladh, do

That Dáil Éireann

approves the calling of a Citizens' Assembly to consider the following matters and to make such recommendations as it sees fit and report to the Houses of the Oireachtas:

- (i) the Eighth Amendment of the Constitution;
- (ii) how we best respond to the challenges and opportunities of an ageing population;
- (iii) fixed term parliaments;
- (iv) the manner in which referenda are held; and
- (v) how the State can make Ireland a leader in tackling climate change; and

notes that:

- membership of the Assembly will consist of 100 persons as follows:
  - a Chairperson to be appointed by the Government; and
  - 99 citizens entitled to vote at a referendum, randomly selected so as to be broadly representative of Irish society;
- substitutes may be appointed subject to the selection criteria above, who will be entitled to contribute to the proceedings and vote in their own name;
- the Assembly will agree its own rules of procedure for the effective conduct of its business in as economical a manner as possible;
- the Assembly will first make a report and recommendation on the matter set out at (i) above to the Houses of the

## Resolution Approving Establishment of the Citizens' Assembly

Thithe an Oireachtais ar an ní a leagtar amach ag (i) thuas, agus ar an méid sin a fháil tarchuirfidh Tithe an Oireachtais an Tuarascáil lena breithniú chuig Coiste den Dá Theach, ar Coiste é a dhéanfaidh a chuid tátal a chur faoi bhráid na dTithe chun díospóireacht a dhéanamh orthu;

- tuairisceoidh an Tionól do Thithe an Oireachtais agus déanfaidh sé moltaí dóibh ar gach ní eile a luaith a bheidh a phléití críochnaithe aige agus, in aon chás, tráth nach déanaí ná bliain amháin ó dháta an chéad chruinnithe den Tionól;
- iarrfar ar an Tionól freisin breithniú a dhéanamh ar cibé nithe eile a tharchuirfear chuig;
- bunófar Gasra Comhairleach Saineolaithe chun cabhrú le hobair an Tionóil, ó thaobh faisnéis agus comhairle a ullmhú;
- féadfaidh an Tionól aighneachtaí a iarraidh ó chomhlachtaí leasmhara agus glacadh leo agus lorgóidh sé cibé comhairle shaineolaíoch is dóigh leis is inmhianaithe;
- déanfar gach ní a bheidh os comhair an Tionóil a chinneadh trí thromlach de vótaí na gcomhaltaí a bheidh i láthair agus a vótálfaidh, seachas an Cathaoirleach a mbeidh vóta cinniúna aige nó aici i gcás comhionannas vótaí; agus
- tabharfaidh an Rialtas freagra i dTithe na Oireachtais ar gach moladh a dhéanfaidh an Tionól agus, má tá sé chun glacadh leis an moladh, cuirfidh sé an creat ama in iúl ar lena linn atá sé ag brath aon reifreann gaolmhar a sheoladh;

Oireachtas, which on receipt will refer the report for consideration to a Committee of both Houses which will in turn bring its conclusions to the Houses for debate;

- the Assembly will report and make recommendations to the Houses of the Oireachtas on each remaining matter as soon as it has completed its deliberations, but in any event not later than one year from the date of the first Assembly meeting;
- the Assembly will also be asked to consider such other matters as may be referred to it;
- an Expert Advisory Group will be established to assist the work of the Assembly in terms of preparing information and advice;
- the Assembly may invite and accept submissions from interested bodies and will seek such expert advice as it considers desirable;
- all matters before the Assembly will be determined by a majority of the votes of members present and voting, other than the Chairperson who will have a casting vote in the case of an equality of votes; and
- the Government will provide in the Houses of the Oireachtas a response to each recommendation of the Assembly and, if accepting the recommendation, will indicate the timeframe it envisages for the holding of any related referendum.”

July 2016





# **Appendix B**

## **Citizens' Assembly Rules and Procedures**

## **The Citizens' Assembly**

### **Rules and Procedures**

#### **1. Timing, Frequency and Openness of meetings**

Meetings of the Assembly will generally take place in a hotel at weekends (Saturdays and Sundays) during 2016 and 2017. Full details of the proposed dates for these meetings are available on [www.citizensassembly.ie](http://www.citizensassembly.ie). Members of the public will not have access to the meetings but the plenary sessions will be streamed live at [www.citizensassembly.ie](http://www.citizensassembly.ie).

#### **2. Role and duties of the Chairperson**

The Chairperson shall be the sole judge of order and shall be responsible for the smooth running of the Assembly in accordance with these rules and the terms of the Resolution of the Houses of the Oireachtas of July, 2016. She shall engage such support services as are necessary for the effective administration of the forum and, from time to time, make such recommendations to the Assembly on the management of business as she sees fit.

#### **3. Work Programme**

The work programme shall be agreed by the Assembly on foot of a proposal by the Chairperson. The programme shall be reviewed regularly but any subsequent changes shall only take effect with the agreement of the Assembly.

#### **4. Steering Group**

A Steering Group shall be established to support the Assembly in the efficient and effective discharge of its role and functions. In practice, the Group shall assist with planning and operational issues associated with the work programme. The Steering Group shall consist of the Chairperson and a sample of the members (need to consider how these would be selected and if they would rotate) and such other representatives as the Assembly sees fit.

#### **5. Protection of Members' Privacy**

While the names and general areas where Members come from will be made available on [www.citizensassembly.ie](http://www.citizensassembly.ie), other personal details of the Members will be treated in strictest confidence. Any individual or organisation which attempts to contact a Member

to try to influence their views on a particular topic will be automatically excluded from taking part in the Assembly.

## **6. Debates/speaking arrangements**

The format and structure of speaking arrangements shall be agreed in advance and as a general principle, all contributions by members should be brief, respectful and non-repetitive. Any member wishing to speak should indicate and will be called upon by the Chairperson, who will endeavour to ensure fairness in the allocation of speaking time to all members. In an effort to make most efficient use of time in plenary session, members are encouraged to use the opportunity of roundtable discussions to express their views, ask further question of the experts and deliberate with one another. These discussions can be reflected in a brief report to the plenary session.

## **7. Tabling and Circulation of Papers**

All documents received by the Assembly secretariat shall be made available to all members of the Assembly via the [www.citizensassembly.ie](http://www.citizensassembly.ie) website. Alternative arrangements will be made for those members who are not in a position to access the site. Deadlines for receipt of submissions and circulation of documents in advance of plenary meetings should be agreed by the Assembly.

## **8. Presentations to the Assembly**

Following receipt of submissions on any matter, the Assembly may choose to hear oral presentations from any representative group or individual to assist in its deliberations. For the efficient administration of the process, the Steering Group may wish to make recommendations in relation to the selection of interested bodies to present to the Assembly. Invitations shall be issued by the Chairperson on behalf of the Assembly.

## **9. Voting**

Votes, if required, shall be by secret ballot of the members present and voting. Votes shall be overseen by the Chairperson with the support of at least 2 members of the Assembly.

## **10. Expert Advisory Group**

As provided for in the Oireachtas Resolution, the Assembly shall establish an Expert Advisory Group to assist with its work in terms of preparing information and advice. The Expert Advisory Group will be comprised of academics/practitioners across a number of specific fields of interest including political/ Social Science; Constitutional Law and Theory; Medical Law and Ethics; Medicine and Obstetrics. The composition and focus of the Expert Advisory Group may change during the lifetime of the Assembly.

## **11. Irish language facilities**

A simultaneous translation service from Irish into English will be available for all plenary sessions of the forum if required.

## **12. Accessibility of Services and Information for Persons with Disabilities**

In line with the provisions in the Disability Act 2005 and the Code of Practice on Accessibility of Public Services and Information Provided by Public Bodies, the Assembly will ensure that services and information will be accessible to all Members including those with a disability insofar as is practicable and appropriate. It is noted that all Assembly members have been selected at random to represent the views of the people of Ireland and are broadly representative of society as reflected in the Census.

## **13. Press and Communications**

Authorised members of the media shall be permitted to attend plenary sessions of the Assembly, subject to such terms and conditions as may be laid down by the Assembly. As a general principle, the Chairperson shall act as spokesperson in relation to administrative or procedural matters.

## **14. Members Interaction with the Media**

Members shall refrain from media interviews or public commentary while the Assembly is actively considering a topic. This shall also apply to social media.

## **15. Reports**

Reports of the Assembly shall be published as soon as practicable after a decision has been reached at each meeting. It shall be possible to finalise the detail of the content of each report other than in plenary session, subject to the agreement of the Assembly.

## **16. Review of Procedures**

The Chairperson shall consult with members of the Assembly and other interested parties and conduct such reviews of the procedures and administration of the Assembly as she sees fit.

## **17. Assembly secretariat**

The Chairperson shall have direction and control over the staff of the secretariat and other supports and resources available, subject to the wishes of the Assembly.

# **Appendix C**

## **Practical Guide to Facilitation at the Citizens' Assembly**

## **Practical Guide to Facilitation at The Citizens' Assembly**

### **What's Covered in this Guide**

1. Purpose of the Citizens' Assembly
2. Outline of First Weekend
3. The Role of the Facilitator
4. Groundrules
5. Facilitating the Conversations at your Table
6. Checklist

Appendix I: Tips for Successful Facilitation

Appendix II: Suggestions for Keeping the Conversation on Track

## 1. Purpose of the Citizens' Assembly

The Citizens' Assembly was established by Resolution of both Houses of the Oireachtas. Its purpose is to allow a cross-section of the public to hear presentations from experts and civil society groups and to engage in rational and reasoned discussion, and to then make recommendations to the State on the options available.

The Assembly has been asked to look at the following issues:

1. the Eighth Amendment of the Constitution;
2. how we best respond to the challenges and opportunities of an ageing population;
3. fixed term parliaments;
4. the manner in which referenda are held;
5. how the State can make Ireland a leader in tackling climate change.

The Assembly may also be asked to consider other matters that may be referred to it.

There are 100 Members of the Assembly, including the Chairperson. Members are being chosen at random to represent the views of the people of Ireland, and will be broadly representative of society as reflected in the Census, including age, gender, social class, regional spread etc. They must also be on the electoral register to vote in a referendum.

## 2. The Role of the Facilitator

As facilitators, you'll provide a very valuable service to the Citizens' Assembly members, enabling the small groups to have a considered debate about very important topics of national interest.

You'll serve the meeting best by putting all of your attention into the meeting process and how the group is working, and by holding back from contributing to the meeting content. In this way, you'll create the best possible conditions for views, ideas and suggestions to emerge and ultimately to be included in the recommendations to the Houses of the Oireachtas.

It's very satisfying to be the enabler who helps to bring out other people's views and ideas. People love to be listened to and appreciate when their views and suggestions are valued. It leads to a lively, positive atmosphere, with the focus on new possibilities rather than on problems. Further tips for successful facilitation are included in Appendix I.

## 3. Groundrules

Healthy debate and idea generation is greatly helped by observing some simple process groundrules. The following are the guidelines for behaviour that will *encourage and support people to participate and contribute to group discussions* during the Citizens' Assembly.

You are invited to share these groundrules with the people at your table and ask them if they are happy to commit to them or put forward others. If they agree, you will have the authority to make interventions in the discussion and improve the process.

### ○ **Share the airtime**

*Every group has individuals who are more reticent and others who love to talk. It's vital to hear the views of the quieter people, both for the inherent value of those views and suggestions and to give due respect to everyone present. At this session, everyone has an equal voice.*

- **Ask participants to headline their views/suggestions; then give some background**

*To ensure that each person is heard when they speak, ask them to catch people's attention by making a headline for their argument first (the 'hook' of their view/suggestion) and then follow up with their background thinking. (We want the news headlines, not the full bulletin!)*

- **Be Respectful**

*Listen to and show respect for the opinions of others. Engage in the discussion: do not get involved in disruptive side conversations or talk over others. It's important that we have one conversation at a time. Keep your mobile phone and other devices packed away while the Citizens' Assembly is in session. There will be lots of breaks for you to catch up with the outside world!*

- **Make connections**

*New thinking and fresh ideas emerge when you allow your mind to freewheel and to make connections between seemingly unconnected things. When a group sets out to invent something new, one idea or suggestion can trigger another in surprising and productive ways. Spot the unlikely connections.*

- **Don't evaluate views/suggestions**

*It's vital that each participant is allowed (by the group) to express his/her views and alternative suggestions without fear of being dismissed. If suggestions are evaluated prematurely, they're unlikely to survive and grow. This damages the morale and courage of those present.*

- **Keep track of thoughts, views and suggestions that come to you**

*Follow the theme - stay focused and on track. In a group, it's inevitable that people have to wait their turn to contribute. To free your mind during this waiting time, jot down any ideas that come to you. Then you'll be better able to listen for connections and further ideas.*

You'll be supported in your role as facilitator by the Chair, the Secretariat and the Advisory Group. The Chair will guide everyone present through each of the steps and keep you on track regarding time-keeping. Members of the Secretariat and Advisory Group will be available in the room to support you and to encourage participants to observe the groundrules if necessary. Don't be afraid to put your hand up and ask for assistance if you need it. Also in the room will be the expert speakers. These people will be available as a resource to participants to answer questions or clarify points. If your table wishes to speak to an expert, let them know that they should ask you to invite them to the table. As the experts will be in demand, please focus the question that is being put to them so that they can move to answer others' queries.



#### 4. Facilitating the Conversations at your Table

You'll facilitate a number of conversations at your table, each of which will be kick-started by an issue for consideration by the people at your table. The Chair will introduce each issue and call an end to the discussion when the time is up. The issue (s) will be highlighted on a screen at the top of room so everyone can see them. You will facilitate the discussion around the issue in question.

Use the questions below only as guidelines as to the kind of approach you might take to get the conversation going, to explore issues and to help the participants to think in new ways. You are trying to give them the responsibility for making the conversation a success, rather than taking that responsibility on yourself.

Probe participants deeply and intently - not like a dentist or a piranha going after the bait - but like an interested friend hanging on to every detail. Maintain a demeanour of 'benign curiosity' and encourage participants to explore views and ideas with each other (rather than respond only to questions by you).

- This is what we're being asked to do. How should we start?
- Let's take the first issue ... can we give that 10 minutes?
- What interests you about this topic?
- If Ireland were a 'best example' on this issue, what would we see?
- Can you tell me more about that?
- In what ways is this important to you?
- How does this issue affect you?
- What do you wish were different?
- How do you think that problem could be solved? What steps could be taken?
- What needs to change for this to work really well?

#### Some points to note:

- Phrase in *rapport* talk not *report* talk
- Convey positive regard and appreciation, no matter what views are expressed
- Evoke essential values, aspirations and inspirations

#### Managing Negatives

People should feel free to talk about things they believe require fixing. However, if they are allowed to focus for too long on negatives, the dynamic of the discussion will change. This can be managed in several different ways:

- **Postponing:** Tell them you will make a note of what they have said and keep it on record. The question "*What would you change if you could change anything about (the issue)?*" is a place to collect this 'negative' data.
- **Redirecting:** If you have listened sufficiently to the seemingly negative issues, find a way to redirect the person back to the task at hand. "*I think I understand some of the*

*problems...*” Paraphrase a few of the problems that you’ve heard and check with the person for clarity. *“Right now, however, I would like to focus on times when things were working at their best. Can you think of a time, even the smallest moment, when this [situation] was at its best?”* If the person says it never happened at its best, before giving up find out whether the person ever had a good experience in any context anywhere. Then ask how this good experience could be applied here.

- **Listening:** If someone feels real intensity about what he or she wants to say about issues, let the person say it. If it is very strongly felt, you are not going to get ideas for change until the person speaks their mind. This may mean muddling through quite a bit of manure and the biggest threat is that you will take this personally and lose sight of the goal. Pay attention to your inner feelings and try to maintain a level of detachment. You must be empathetic without taking responsibility for the person’s grievance. Maintain a caring and affirmative spirit.
- **Using Negative Data:** Everything people find wrong represents an absence of something they hold in their minds as an ideal image. What processes if present (rather than absent), might create the ideal situation, which the negatives imply? Data is data and is a useful source of information particularly as it is conditioned by affirmative images. The trick is to focus on using the negatives as springboards for finding the ideal, and then asking the person to generate ideas as to how to achieve the ideal.

You will find additional tips on keeping the conversation on track in Appendix II.

## 5. Checklist

In a nutshell, here’s what we’d like you to do over the weekend:

- ☐ Take your seat 10 minutes before each session begins and personally welcome participants to your table.
- ☐ Distribute surveys and ballot papers at your table and ask participants to complete them.
- ☐ Outline the ground rules that will guide the table conversations.
- ☐ Facilitate conversations at your table.
- ☐ Work with the note taker at your table to ensure objections/concerns about Rules and Procedures and ideas to strengthen them are documented.
- ☐ Work with the note taker at your table to ensure the accurate documentation of key issues and alternative proposals/amendments arising at your table in relation to each item under deliberation.
- ☐ Support the Chair at the plenary sessions by inviting relevant participants at your table to contribute their views.
- ☐ Ask a member of the Secretariat or the Advisory Group for support if you need it.
- ☐ Assist the team to count ballot papers.
- ☐ Attend the facilitators debriefing session following the meeting.

## **Appendix I: Tips for Successful Facilitation**

### **1. Summarise & Assimilate Inputs**

- Make sense of what is happening in the group (by observing and listening – this will help you to make the correct interventions)
- Keeping the group focused on the task and the theme or question
- Reflect back what you hear verbally and/or visually
- Pull together diverse inputs and draw connections between contributions
- State clearly your understandings or paraphrase to check understanding and make a participant feel heard

### **2. Observe the Mood:**

- Awareness of emotional undercurrents, gleaned from tones, body language, intuition
- Ask deeper questions

### **3. Manage the Process**

- Lead the group through the process and remind them of any ground rules (see below)
- Manage the process so that people can focus on the content
- If a conflict emerges, help each person feel heard, and seek common ground
- Help people understand each other by translating information from a participant into terms that the other participants can also grasp

### **4. Timekeeper:**

- Keep an eye on the clock
- Warn the group well ahead of any deadlines

### **5. Engage Participants:**

- Keep track of whose turn it is to speak

### **6. Stay out of the Content**

- It is not your job to have a point of view about any aspect of the discussion
- Try not to be drawn into giving a view, advice or direction

## Appendix II: Suggestions for Keeping the Conversation on Track

Keeping the participants on track starts with good preparation and includes the use of appropriate process intervention. Process intervention is an interruption by the facilitator of the conversation process in order to refocus the participants and/or to rebalance group interactions.

Most interventions can link back to the ground rules. As a guideline, always start with the lowest level of intervention, which is the least obvious and least threatening to the individual or group. As facilitator, your goal is to support the participants in achieving their desired outcomes by staying on track and balancing participation with results, so interventions must be supportive. Speak the intervention clearly using assertive language, with supportive tone of voice and body language.

The following are examples of the 6 most common situations requiring intervention to keep the conversation on track, with example suggestions on how to intervene in each situation.

- Side-Bar Conversations
- Staying on Time
- Never Ending Discussion
- Conflict (personal attacks)
- Returning from Breaks
- Texting, tweeting and use of mobile phones

Topic	Situation	Intervention
<b>Side Bar Conversations</b>	A member of the group is having sidebar conversations with other participants throughout the session	1. A friendly reminder: "Just a reminder, we agreed to 'one conversation at a time' in our groundrules for the session."
		2. Direct the reminder: Make eye contact (with Susan) and restate, "One conversation at a time please."
		3. Personalise it: "Susan do you have a clarification question?" or "Susan I can see that you have something to contribute; when Sam has finished we'll hear from you."
		4. Make a direct request: "Susan, please hold your comments until Sam has finished."
	If Susan is the only one interrupting or having side conversations.	5a. Talk to her at break, one-on- one.
	If there are many people interrupting or having side conversations.	5b. Put the process on hold and ask the group "Do we need to take a break?"

<b>Staying on Time</b>	The group has a lot to cover in the session, but they seem to go down rabbit holes and may veer off into other topics.	1. Invoke the “keep focused” ground rule: Suggest the concern is ‘ <b>parked</b> ’ – capture items that need to be pursued, but are not the focal points for this session.
		2. Specifically re-focus on the particular topic/agenda item: “I’d just like to remind you that we are discussing question 2. Please hold discussion on other topics until we get to them.”
	The discussion has continued for some time and you are running out of time for the item.	3. Attempt closure of item: “We have 10 minutes remaining for this item. We need to re-focus. What do we still need to discuss to conclude this item?” “We are almost out of time for this item, there appears to be more discussion required. Is that true?” Follow-up a ‘yes’ response with, “What do you need in order to close on this item?” or “Why are we unable to close on this item?” If the item is truly important and just wasn’t given sufficient time for the necessary discussion and action....
		4. Give participants a choice on how they spend their time: “Is this item more important than staying with the theme we’re discussing?” <i>Note: If so, go with the group’s energy and capture the issue</i>

<b>Never-Ending Discussion</b>	<b>Information Barriers</b> Sometimes a discussion will not come to closure, usually because of information that is insufficient, inaccurate, or unreliable. Sometimes a topic leads to significant emotional reactions.	Follow the same guidelines under “Staying on Time”. It may be that there is insufficient valid information to progress, in which case park the item for another meeting.
	<b>Personal Agenda or “Hobby Horse”</b> Whenever a particular topic comes up, an individual may begin to recount the same war stories, etc. You can often tell by reading the faces of the other participants (look for rolling eyes!). The individual, often oblivious of the reactions of others, settles into the story.	1. Gentle interruption: Once you’ve determined that an individual is in a familiar story mode, and what’s being said does not appear to contribute to the item under discussion, gently interrupt him to ask, “John, excuse my interruption, but I’m not sure how this fits with our topic. Can you clarify for me?”
		2. Direct the enquiry: Make eye contact with John and ask, “This sounds like familiar ground; is this a recurring theme?” Then make eye contact with the

		other participants. At this point John will usually confess that this is either a war story or a favourite 'complaint.' Acknowledge him and then move on.
		3. Personalise the request: "John we agreed that this item would remain parked, has anything changed its status?"
	It is unlikely that a person will continue raising the issue. In the event that he does....	4. Firmly restate the request: You can re-state the intervention comments under either 2 or 3 and that should allow the group to continue forward without using up valuable time.

<b>Conflict: Personal Attacks</b>	<b>Individual Attacked</b> A group member takes "pot shots" at other team members. For example, Bill is taking 'shots' at Joe.	1. Apply gentle humour: observe Joe's reaction and Bill's demeanour and body language. Say nothing the first time unless you are sure that it was intentional, or make light of the first occurrence: "I hope that comment isn't an indication that we need armour for this meeting!"
	Bill takes another shot	2. Restate the ground rules: Make eye contact with Bill and say, "Our ground rules clearly state that....We welcome all ideas, comments that build or clarify ideas etc., but not negative comments."
	Once again, Bill aims another sarcastic or belittling remark at Joe	3. Confront Bill directly: firm words, supportive tone and stance. "Bill this is not the first time that you have targeted Joe with your remarks, please stop." Then redirect him with "What is the concern you have with the issue/idea? How would you modify it to improve it?"
	Bill persists with comments aimed at Joe	4. Gentle, public reprimand: In a gentle tone say, "Bill despite my reminders, you continue to make critical comments towards Joe's ideas. If there is a personal disagreement between the two of you, it is inappropriate to play it out here. Can you participate in this session productively?" (This gives Bill the opportunity to bow out. If he chooses to leave, ask the team if they can continue without him.) The same intervention could be made one-on-one with Bill at break.
<b>Group Attacked</b>	Bill is taking potshots at everyone.	1. Apply gentle humour:, observe their reactions and Bill's demeanour and body language. Say nothing the first time unless you are sure that it was intentional, or make light of the first occurrence: "I hope that comment isn't an indication that we need armour for this meeting."
	Bill takes another	2. Restate the ground rules: Make eye

	shot	contact with Bill and say, “Our ground rules clearly state that....We welcome all ideas, comments that build or clarify ideas etc., but not negative comments.”
	Bill continues. At this point he has made several remarks to various group members and you have redirected his comments and reminded him of the ground rules.	3. Address problem directly: “Bill you have made several negative comments to group members. Is there something else going on that is interfering with your ability to participate here today?” Or throw it to the group. “Everyone, how do you feel when Bill makes this type of comment?”
		4. Personal Confrontation: If the attacks continue and the group is reluctant to say anything to Bill when discussed as in 3 above, then speak to Bill at break as in Step 4 above.

<b>Returning From Breaks</b>	Team members are late returning from breaks.	1. Light reminder: “Remember, you agreed to return from breaks on time because it helps the session to finish on time; it’s one of your ground rules.” Just before the next break remind the team to be back on time, advise them of when that is and suggest that you all synchronise your watches.
	Team members are chronically late returning from breaks. If it is the same members each time then remind them when they return.	2. Ask for input: “Out of curiosity, why do you have a ground rule that says return from breaks on time, and yet consistently several people are late returning from break each time? What do we need to do for this to work?” Members may need some flexibility from time to time to accommodate other needs – advise the group that the participant will be stepping out for a while.
<b>Texting, tweeting and use of mobile phones</b>	Team members are continually using their phone or other device whilst the Table Conversation is taking place.	Remind the person of the groundrule about phone usage and ask if they would defer using their phone until there is a break. Alternatively, if their need is urgent please ask them to leave the table to do their business and return when they can give the conversation their full attention.





## **Appendix D**

**Summary of Submissions to the  
Citizens' Assembly on the second  
topic for consideration**

***How we best respond to  
the Challenges and Opportunities of an  
Ageing Population***



**Summary of Submissions to the Citizens' Assembly on the  
second topic for consideration**

***How we best respond to the Challenges and  
Opportunities of an Ageing Population***

## Contents

	Page
Submissions Process.....	3
The Numbers.....	3
Key Issues arising from Submissions	
1. Long-Term Care including End of Life Care.....	4
2. Pensions, Income and Retirement.....	6
3. Leadership and Implementation.....	6
4. Health, Mobility and Transport.....	7
5. Participation/Inclusion/ Ageism.....	8
6. Elder Abuse.....	9
7. Technology.....	9
8. Housing.....	10
9. Demographics.....	10
10. Education.....	11

## Appendix 1 – Submissions made by Advocacy Groups and Professionals/Academics

## Submissions Process

The submissions process for the second topic “How we best respond to the challenges and opportunities of an ageing population” was open from 3<sup>rd</sup> April to 19<sup>th</sup> May 2017.

A number of steps were taken to encourage the public to engage with the submission process. Advertisements were placed in a number of national newspapers on 3<sup>rd</sup> April 2017. These papers included: The Irish Examiner, The Irish Times, The Irish Independent and The Irish Mirror. In addition an advertisement was placed in the Farmers Journal.

From the week beginning 8<sup>th</sup> May additional advertisements were placed in the following regional newspapers: Cork Independent, Dublin People Group, Limerick Post, Galway Advertiser, Meath Topic, Drogheda Leader, Wexford People, Clare Champion, The Kerryman.

The submissions process was also promoted on the Assembly’s Twitter Account @CitizAssembly and by using the hash tag #citizensassembly.

The Secretariat has created this summary to outline some of the key issues and some possible solutions identified by individuals, non-government organisations, and professionals on the second topic the Citizens’ Assembly is to consider “How we best respond to the challenges and opportunities of an ageing population”. This summary covers many of the areas highlighted from the submissions process; however it is worth visiting the Citizens’ Assembly website ([www.citizensassembly.ie](http://www.citizensassembly.ie)) to read the submissions in full. Where possible a reference number is provided to allow the members to consider the relevant submissions in more detail.

## The numbers

129 submissions were received, of which 124 were received online and 5 were received by post.

Of these, 122 have been published to the Citizens’ Assembly’s website. In total 7 were not published. Of those originally received and not published the reasons were as follows:

- 1 online submission was withdrawn by author.
- 3 online submissions were resubmitted by the authors.
- 2 postal submissions were not signed and assumed anonymous.
- 1 postal submission was not relevant to the topic.

Category of respondent	Published Submission
Individual citizens	86
Professions	3
NGOs	33

Total 122

## **Key Issues arising from Submissions**

The overwhelming view throughout the submissions is that while there are substantial challenges to be expected with an ageing population, we have a duty and a responsibility to care for our older members of society and we should welcome the opportunities and experience they present.

The challenges facing society with regard to the ageing population are primarily in the areas of care, health, housing, pensions, transport and technology. Valuing the older members of society and recognising and respecting the enormous contribution they can make at all stages of their lives is an integral part of ensuring that people can live with dignity as they age.

A number of key issues arose consistently in many of the submissions. It is important to note that individual submissions often presented more than one issue for consideration. Bearing this in mind, we have extracted the themes which arose most frequently through the submissions and some of the recommendations which came through with these.

### ***1. Long-Term Care including End of Life Care***

The most commonly raised matter was that of long term care for older people. The changing nature of society and the less family support available, the more need is emerging for appropriate alternatives to caring for older people in both their own homes and in nursing homes or other institutional settings. Suggestions also emerged around providing community type accommodation specifically designed for older residents which facilitates independent living for as long as possible with a range of available services on site (A1-186KDI8XMUPN). Another suggestion was for inter-generational solutions to this issue such as combination retirement home/childcare centres

One submission quoted the Minister for Health in an address to the Dáil in January last, acknowledging the differences between residential and home care and the importance of recognising the need for a properly funded system that will work for all older people wherever they can and wish to live (A1-YY2WAIQZIK9P).

The availability of adequate funding for and the effective regulation of both residential care and home care was also submitted as an important consideration in the provision of person-centred care. It was noted that the main source of state funding – the Fair Deal – is focused entirely on long term residential care in nursing homes irrespective of the care and support needs or indeed the choice or wishes of older people (A1-JO7USESW1OI4 )

The difficulty accessing the grant application process to make an older person's home accessible, was reported as unnecessarily difficult, and often resulted in the older person having to go into a nursing home because of this (A1-VGO3DFXCFSME ). Demand for both public and private nursing care, public hospital and community care for older people means that the services for this group are constantly under pressure. It was suggested that as home care is not a viable option for some older citizens, the Government must address the nursing home issue and with that, the funding issue, as soon as possible (A1-B5WJAUQKFQHV).

The need for adequate home help for those living in their own homes was noted in a number of submissions (A1-L64K6GT361ZA)

Overall, the general feeling in the submissions which raise this issue is that people should be allowed to remain in their home, with appropriate supports, if they so wish. One Advocacy group pointed out that while it is well documented that most people in Ireland wish to die in their home, only 26% of people achieve their wish to do so. Another submission noted that our health system is already pressurised, so we need to ask the question - how can we meet the health and social care demands under this pressure? (A1-8L61UQ8P0B4R).

In relation to care of people with Alzheimer's, on submission noted that there appears to be evidence of a 'rush to institutionalise loved ones' and suggested, similar to other submissions, that funding for the 'Fair Deal' scheme should be diverted to care in the home (A1- M9SMDEB1XHIR).

It was noted from a number of the submissions that many older people are themselves, caregivers ( A1-M02FNW75VJH3). A lack of support for long-term care is putting a great amount of pressure on these older people who have to consider those in their care as well as themselves.

It was suggested in one submission that while older people's issues are dealt with by the section within the Department of Health responsible for long-term residential care, older people will always be seen as patients and not as contributors to society. (A1-KY0T3EN2ILRN ). A suggestion was made to appoint a full or junior Minister who could act cross-departmentally to implement the National Positive Ageing Strategy.

A significant number of submissions noted the need to ensure that appropriate end of life care is provided in Ireland (A1-924TNU7F1W8I)

**Some recommendations included:**

- "Nursing homes provide a vital service but need to be considered as an integrated, skilled, knowledgeable member of the multidisciplinary team" ( A1-B5WJAUQFQHV)
- Establish a statutory entitlement to home care (A1- JW59JZ6K9JHC)
- Urgent review of the Nursing Home Support ('Fair Deal') scheme. (A1-KY0T3EN2ILRN )
- Ageing at home should be prioritised. (A1-KY0T3EN2ILRN )
- Importance of the state providing appropriate end of life care. (A1-OW4GQ6R7VI33)
- There needs to be a 'one stop shop' of information regarding all older people care services, rather than having family members having to conduct their own individual research (A1-M9SMDEB1XHIR)
- Greater funding for Home Care Packages/ home based supports so as to enable Older People to live at home as long as they wish. (A1-WZ50N9NOPH39 )

- A submission notes that older people need choices regarding housing such as retirement communities, bungalows, semi-sheltered accommodation, space for visitors to stay, access to transport, shopping and leisure facilities. (A1-BZ7AMKDEEEKJ )

## **2. Pensions, Income and Retirement**

The issue of retirement, income and pensions is of concern to older people, particularly those living alone. Poverty in the older population is of immediate concern in respect of those living alone who are dependent on the State pension.

Suggestions have been made throughout the submissions received that the compulsory retirement age should be abolished or raised and proper retirement planning to include financial planning should be available to all. One suggestion was made that assistance be provided by the Department of Social Protection to older people to explain pension entitlements prior to retirement (A1-K106EOLWVQAZ).

It was pointed out that those in self employment, such as farmers for example, are often to be found working into their seventies eighties and nineties. The question was asked “why do we have to retire because we are 65 years young?” (A1-IW7U2TENS3V)

Of particular concern is the impact of a legacy of Government policy on female pensioners (A1-YK29GRHG2G4Y), health and welfare issues associated with older people living in homes that they can no longer afford to maintain and those with additional costs associated with having a disability.

### **Some recommendations included:**

- Conduct a review of pensions and reverse cuts to pensions (A1-VGZ74FY8Z9WM).
- The State pension should be benchmarked in legislation as 35% of average weekly earnings, and the Government should launch a targeted awareness campaign targeted at younger generations (A1-JW59JZ6K9JHC).
- An Advocacy group emphasised for the greater involvement for the State in any enhancement to the pension system (A1-1WTSKJXNDPR).

## **3. Leadership & Implementation**

A number of submissions recommended the appointment of a Minister for Older People and/or a Department for Older People. It was suggested that this Department could champion older people's needs and represent them in many matters (A1-P9863ZVJLW8E).

A number of suggestions were made around the theme of leadership and implementation. One submission for example, highlighted that for many years there have been inconsistencies between policies on services for older people and their implementation (A1-JSL53WKNY30D ).

### **Some recommendations included:**

- Appoint a Minister for Older People. (A1-P9863ZVJLW8E)
- Have a Department for Older People. (A1-T8QWXCPJEM3A)
- Appoint a Senior Civil Servant with a co-ordination role so as to report a whole of government action plan for the National Positive Ageing Strategy (A1-6M4PESDGXS40 )

#### **4. Health, Mobility and Transport**

Health issues and access to appropriate and adequate health care is of concern to many. Some of the particular issues which were raised included waiting lists, deferred treatments, and insufficient beds/nurses/doctors.

Difficulties experienced by older people in navigating, activating and managing services need to meet their medical and personal care needs. (A1-W46NGVQXNDPE )

One advocacy group noted that statistically women have a longer life than men and suggested that it is important for policy makers and service providers to recognise both gender differences and impact of ageing on one's health. (A1-XM4S1CAGFV0J)

Proposal for an extensive and intensive educational campaign regarding health to operate as a 'prevention and not a cure' format – targeting those at age 50 to address physical and psychological problems. The submission notes that if successful, such a campaign should be self financing as it would reduce strain on state sponsored medical assistance. (A1-25KFRT2NK08O)

Loneliness and isolation of older people were issues which were raised in a number of the submissions received. Inability to access services, social outlets etc. is a problem faced by many people because of poverty, disability or lack of transport, particularly in rural Ireland. Accessible transport systems are required in the first instance to combat this particularly in rural Ireland, one submission noted. (A1-8XW0OOGUNJL3 )

One submission included a proposal for a voluntary initiative to be offered to nursing homes. With this initiative older people would be invited on bike rides with volunteers. The submission noted mental, physical, psychological and social health benefits accrue from the cycling experience. (A1-JXCAQI7GE235 )

#### **Some recommendations included:**

- Review medical card qualification levels for older people (A1-NYBF9UQ59Z06)
- An advocacy group suggested the Citizens' Assembly examine the impact of socio-economic inequalities within older people and across the lifecycle in health and wellbeing. (A1-IDA0M1B5XQL1)
- The All-party Oireachtas Group on Dementia recommends that supports for people with dementia be a key component in any recommendations being made regarding law, public policy, strategies and investments in services of older people.( A1-MBK51SMM76H1)



- Income maintenance, transport, and infrastructural policies should be age proofed for older people from equality and social inclusion perspective (A1-P7AXX3O8WUNW).
- An advocacy group pointed out that they are often required to provide specific nutrition requirements to vulnerable older people, they suggested that a nutritional assessment should take place as part of a HSE Home Care Package (A1-Z2PQRY20ANS).

### **5. Participation/ Inclusion/ Ageism**

One advocacy group submission pointed out that recognising the contribution of older people as volunteers and as active citizens will assist in addressing issues that add to the narrative of older people as a burden on society. The submission pointed to a TILDA report which suggested that older adults are active respondents in civic and religious activities, with more than 80% of this population having voted in the last general election (A1-BNDDC9XAZOQS ).

One submission noted that ageism often goes unrecognised and unchallenged in Ireland. (A1-JSL53WKNY30D ) Another went on to note that the effects of ageism are even more acute when coupled other discrimination issues, such as homophobia, sexism, and discrimination on the grounds of a disability (A1- S4Z4FOVSGG7T).

#### **Some recommendations included:**

- One suggestion made was that older people continue to work in a related field well into their retirement, possibly in a part-time or reduced capacity if required. Others suggested that health permitting, people should not be restricted in employment based on their age (A1-IW7U2TENSG3V).
- Intergenerational cooperation to enhance active citizenship. (A1-JSL53WKNY30D )
- Promote attitudes of respect and value. (A1-JSL53WKNY30D )
- The goal should be to create a dynamic older participating population who participate in developing society by continued use of their skills and experience (A1-BNDDC9XAZOQS).
- An individual stated in their submission “State sponsored Clubs for the elderly would be also ...helpful to both the elderly and their families. It would allow those elderly people living on their own to have a more sociable life which has been proven to have a positive impact on their quality of life especially their mental health” ( A1-50RCVUOAYGZY ).

### **6. Elder Abuse**

A number of submissions raised the issue of elder abuse and suggested that urgent action be taken to address this problem. One submission from a member of the Oireachtas included the text of a Private Members Bill with respect to the issue (A1-VW0MRCBBT19H).

Another submission noted that ‘the issue of elder abuse is widespread, secretive and hugely damaging to the person and families involved’ (A1- 55UOSRUXO9W5).

In relation to elder abuse one submission noted the following report and the suggested follow up actions required:

“In 2013 the National Positive Ageing Strategy reported that the prevalence of elder abuse in Ireland was 2.2 per cent but that the prevalence of elder abuse in other developed countries is between 3 and 5 per cent, and that the number of people experiencing elder abuse may be greater than reported. The Commission has recommended that ‘research should be commissioned by the government to establish the reasons for the significant lower reported rate of elder abuse in Ireland compared with other developed countries’”( A1-UFQ5874GEPHS).

**Some recommendations included:**

- Structures/ professional bodies required to fully implement presumption of capacity enshrined in the Assisted Decision Making Act 2016 must be put in place without delay (A1-WZ50N9NOPH39).
- Increase the number of HSE Case Workers assigned to process and combat elder abuse (A1-VW0MRCBBT19H).

## **7. Technology**

The advances in technology in society have made accessibility to services even more difficult for many older people and in some cases leaves them more isolated than ever. Many services are now automated or require internet access and an ability to navigate some form of technology.

A concerned 80 year old noted in his submission that the state and private bodies insist ‘he go to their website for further information’, which he finds very difficult to do (A1-3QSV1LVLE1K9). The submission goes on to note that Ireland needs a Minister for Older people, and that such a request would help represent older people going forward. Another representation from an advocacy group emphasises the importance of tackling this issue, and notes, even phone calls are difficult due to the use of ‘menu systems’ by call centres (A1-55UOSRUXO9W5 ).

A submission from a PHD candidate made an observation that technology is on its own evolutionary path, and the public’s task should be to actively engage with the challenges and changes ‘evolving technologies’ bring our way, and start that conversation sooner rather than later (A1-TDJUZI30PTIZ )

**Some recommendations included:**

- Continuing assistance for those who are able to use certain technologies prior to entering a nursing home, to ensure older people do not become isolated (A1-USA6HWVE4IIH )

## **8. Housing**

In relation to housing, one submission noted that the State seems opposed to state-subsided housing, but that the only way to ensure people of all ages and backgrounds have the same standard of housing is large scale State intervention. The submission went on to say that special segregation in housing is a sign of failed policy (REF A1-4EE20D3P48OU).

A submission from one of the advocacy groups in this area notes “the importance of the housing adaption grant and its importance in enabling people with an acquired disability to remain in their own house”. However the submission goes on to say ...the housing adaption grant...“as it currently operates, falls short of what it is supposed to do, due to slow administration and limited funding for the grant” (A1-P7AXX3O8WUNW).

Another submission noted that “older people who do not have private wealth are likely to live in poor-quality accommodation not suited to their needs” (A1-4EE20D3P48OU ).

### **Some recommendations included:**

- A scheme to allow older people or remain in their houses, and for the house to be gradually adapted to their needs as required (A1-JC3XBCBGL2AW).

## **9. Demographics**

One submission pointed to a report published by the UN in 2015 entitled ‘World Population Ageing’. According to the submission, “by 2050, the number of older persons will have doubled reaching 20% of the global population”. There is no doubt, the submission emphasises, “ but this change in demographics represents one of the most significant challenges of our time” (A1-N4LW1QUWE2PA).

Another submission questioned the validity of claims that the population is ageing and suggested that this is a myth put forward to advance an agenda (A1-1EGRD944NTOT). One submission suggested that an ageing population is based on projections which is really guesswork and is being used as a way of extending retirement age to ensure people are at the end of their life before they can claim a pension (A1- 369VK2AB5CLA).

### **Some recommendations included:**

- One advocacy group noted that the increase in ageing demographics should be seen as a positive change rather than viewed as a burden on the systems of the state. The submission goes on to say that “older people are not just patients of a health system rather they are participants in communities as volunteers, act in caring roles from family, contributors to the economy and active citizens as voters” (A1-BNDDC9XAZOQS ).

### **10. Education**

The development of an awareness program to allow for middle age adults to plan for when they are older was suggested in a submission. A university made a submission offering courses tailored to this topic.

#### **Some recommendations included:**

- Modules should be included in all professional education and training for individuals working with older people (A1- JW59JZ6K9JHC).

## Appendix 1

### Submissions made by Advocacy Groups and Professionals

#### 1. Table of Submissions Made by Advocacy Groups

The following submissions were made by Advocacy groups.

In the table below, you will find the name of the person who made the submission on behalf of the Advocacy group.

The third column in the table contains a reference number. You can use the reference number or person's name in the first column, to find the submission on the Citizen's Assembly website via the search function.

Find the submission you would like to view. Visit <http://citizensassembly.ie/> and then select 'submissions' from the navigation menu.

You can also visit this short URL to take you directly to this page <http://goo.gl/d1zXNT>

<b><u>Name</u></b>	<b><u>Group</u></b>	<b><u>Find this submission online</u></b> Enter the reference number below at this URL: <a href="http://goo.gl/d1zXNT">http://goo.gl/d1zXNT</a>
Sheila Devane	Medical Missionaries of Mary (MMM)	<b>A1-55UOSRUXO9W5</b>
Meredith Raley	Disability Federation of Ireland	<b>A1-MN2S07J51D9M</b>
Sandra McCullagh	Inclusion Ireland	<b>A1-8SNAGMBW5UJC</b>
Tadhg Daly	NHI Nursing Homes Ireland	<b>A1-YY2WA10ZIKGP</b>
Maurice A O'Connell	The Alliance of Age Sector NGOs	<b>A1-T8QWXCPJEM3A</b>
Zoe Hughs	Care Alliance Ireland	<b>A1-U0P84RY5LDEX</b>
Brendan O'Hara	All Ireland Institute of Hospice and Palliative Care	<b>A1-VCC00B9MMRZ6</b>
Anne Donnellan	Glór Age Action Galway	<b>A1-6IDIDY2PGN9F</b>

Louise Lennon	Irish Rural Link	<b>A1-DBDYG2X4EM0U</b>
Karan O Loughlin	SIPTU	<b>A1-6V1FPAZLAP9T</b>
Age Action	Age Action	<b>A1-JW59JZ6K9JHC</b>
Angela Edghill	The Irish Hospice Foundation	<b>A1-UZ0PFTPJO49J</b>
Chris Noone	National LGBT Federation	<b>A1-HYUC0UET9QQK</b>
Lelia O'Flaherty	Council for the status of the Family	<b>A1-NTJXBICHMFO2</b>
Niamh Clowry	Irish Association For Palliative Care	<b>A1-ES236FUL8JOY</b>
Deputy Mary Butler & Senator Colette Kellehr	All-Party Oireachtas Group on Dementia	<b>A1-MBK51SMM76H1</b>
Rodger O'Sullivan	IPH, Institute of Public Health in Ireland	<b>A1-IFA0M1B5XQL1</b>
Geralyn McGarry	Citizens Information Board	<b>A1-P7AXX3O8WUNW</b>
David Byrne	COPE Galway	<b>A1-Z2PQRY20ANS</b>
Derek Bell	Retirement Planning Council of Ireland	<b>A1-RJE1VTKCZQZU</b>
Madeleine Clarke	Genio	<b>A1-LFYJESYHQ8C3</b>
Maureen Kavanagh	Active Retirement Ireland	<b>A1-BNDDC9XAZOQS</b>
Peter Harper	Fine Gael LGBT	<b>A1-S4Z4FOVSGG7T</b>
Caoimhghin Ó Caoláin	Sinn Féin	<b>A1-N4LW1QUWE2PA</b>
Mattie McGrath	TD	<b>A1-VW0MRCBBT19H</b>
Barry O'Brien	IBM Ireland	<b>A1-GYLDJ8739C9E</b>
Irish Human Rights and Equality Commission	Irish Human Rights and Equality Commission	<b>A1-UFQ5874GEPHS</b>
Peter Kavanagh	Green Party	<b>A1-KY0T3EN2ILRN</b>

Noreen Walters	Limerick Seniors Forum	<b>A1-XWGW616IP0TS</b>
----------------	------------------------	------------------------

## 2. Table of Submissions made by professionals/ academics

<b><u>Name</u></b>	<b><u>Group</u></b>	<b><i><u>Find this submission online</u></i></b> Enter the reference number below at this URL: <a href="http://goo.gl/d1zXNT">http://goo.gl/d1zXNT</a>
Christine Kelly	Age Friendly University, DCU	<b>A1-48WAK815H9I9</b>
Michelle Maher	Irish Pension Policy Research Group, Trinity College	<b>A1-1WTSKJXNJDP</b>
Dr. Lorna Roe	Centre for Health Policy and Management, Trinity College	<b>A1-W46NGVQXNDPE</b>
Dympna Tuohy	Lecturer, Dept Nursing and Midwifery UL	<b>A1-XM4S1CAGFV0J</b>
Adrian Smyth	PHD candidate, DIT	<b>A1-TDJUZI30PTIZ</b>
Gerard Griffin	Rooskey Retirement Home	<b>A1-186KDI8XMUPN</b>
Dr. Elizabeth Healy	Doctor	<b>A1-JC3XBCBGL2AW</b>
Dr. Ursula Nusgen	Doctor	<b>A1-A0KZEWW34K04</b>
Dr. Donn Brennan	Doctor	<b>A1-SKAO9US92AOM</b>
Dr. Sabina Brennan	Trinity College Dublin	<b>A1-6M4PESDGXS40</b>
Prof Desmond (Des) O'Neill	Tallaght Hospital and Trinity College Dublin	<b>A1-K1MV53W9GOWS</b>