



Tuath Housing Age Friendly Resident Feedback Panel

Social Value and Impact Report 2026





Introduction

Building Social Value through the collective voices of Tuath residents.

Established in August 2025, the Age Friendly Resident Feedback Panel is a central element of Tuath Housing's commitment to supporting older residents to live independent, connected, and fulfilling lives. The Panel provides a structured and meaningful platform for residents to directly influence service design, communication approaches, and community initiatives. By ensuring that the lived experiences of older residents' shape

decision-making, Tuath continues to strengthen its resident-led approach to housing and community development.

The Panel consists of eleven older residents alongside two staff representatives and meets in person up to six times annually. It plays a vital role in identifying barriers to inclusion, highlighting opportunities for improvement, and ensuring that housing environments remain responsive to the evolving needs of an ageing population. Its establishment aligns with Tuath's Age Friendly Ireland accreditation, achieved in 2023, reflecting best practice in age-friendly housing.

Key Priorities for 2026

For 2026, the Panel has set out five key areas of focus to guide its work:

- Combating loneliness and social isolation
- Reviewing home design and fit-out, including medical adaptations
- Improving access to community rooms and shared spaces
- Addressing health and safety concerns for older residents
- Strengthening community relationships within retirement villages

These priorities reflect both the strategic direction of Tuath Housing and the direct feedback gathered from residents.



Key Activities and Progress

Using Data to Drive Change

A significant milestone in 2026 has been the demographic profiling of residents aged 55 and over. Conducted in collaboration with Tuath's Data Manager, this analysis identified that 9% of residents fall within the older age category. This insight enables more targeted planning, ensuring that services and supports are tailored to meet the specific needs of this growing group.

Building Strong Partnerships

The Panel has strengthened its alignment with national policy and best practice through collaboration with Age Friendly Ireland. Presentations delivered to the Panel, including those on the Healthy Homes Initiative, have supported knowledge sharing and strategic development.

In addition, new and emerging partnerships with ALONE and the National Adult Literacy Agency (NALA) are enhancing Tuath's ability to respond to key challenges such as loneliness and digital exclusion and the delivery of training and information sessions for both staff and residents throughout 2026.

Policy Review and Improvements

In April 2026, the Panel undertook a detailed review of Tuath's Housing and Medical Adaptations Policy. The feedback provided has informed recommendations to the Housing and Property Services team, helping to ensure that policies remain resident-centred and responsive.

To support accessibility, a clear and concise information leaflet on medical and home adaptations is currently in development. This will be distributed to residents aged 65 and over and made available online, improving awareness of available supports.



Building Organisational Capacity

Investing in staff knowledge and understanding has been another key achievement. In April 2026, 27 staff members from Development, New Business, and Property Services completed accredited training delivered by Age Friendly Ireland. This has strengthened organisational capacity to deliver age-friendly housing design and services, ensuring that staff are better equipped to respond to the needs of older residents.

Enhancing Safety and Security

Safety in the home remains a priority. A pilot initiative promoting the use of pendant alarm systems has been launched in two retirement villages. These systems enable residents to call for assistance in the event of a fall or emergency, improving peace of mind and independence.

The initiative aligns with the government-funded Seniors Alert Scheme, which provides financial support for such systems. Plans are in place to expand this programme across additional schemes and to residents aged 65 and over.



Embedding Age-Friendly Design

The Panel is actively influencing design standards for both the interior and exterior design and layout of new and existing homes. Engagement with Tuath's Development Team is supporting discussions on best practice including Universal Design and aging in place concepts, in addition to practical features such as flooring, door handles, and outdoor spaces. Proposals include accessible garden areas, raised planters, and "grow your own" initiatives, all aimed at enhancing usability, wellbeing, and independence.



You Said, We Did: Delivering on Resident Feedback

A core strength of the Panel is its ability to translate feedback into action. Throughout 2026, resident input has directly informed a range of initiatives:

Addressing Loneliness and Isolation

Residents identified loneliness as a key issue. In response, Tuath has developed key links with Age Friendly Ireland and ALONE, planned training and awareness sessions, and explored new ways to connect residents with local and national supports.

Improving Access to Information

To make services more accessible, Tuath is developing a user-friendly information leaflet on home adaptations and expanding digital inclusion efforts through collaboration with the Hi Digital programme and the National Adult Literacy Agency's Digital Initiatives.

Supporting Changing Health Needs

Residents highlighted the need for homes to better accommodate ageing and health changes. The review of the Housing and Medical Adaptations Policy and the focus on age-friendly design ensure that homes are adaptable and future-proofed.

Enhancing Safety

Safety concerns have been addressed through the pilot pendant alarm initiative and alignment with national supports such as the Seniors Alert Scheme, with plans for wider rollout.



Improving Community Spaces

Access to shared spaces remains a priority. Work is underway to identify barriers and improve usability across housing schemes, ensuring that community areas support social interaction and inclusion.

Strengthening Community Connections

Recognising the importance of connection for older persons Tuath has prioritised community-building initiatives and is working with partners to enhance resident engagement.

Ensuring Services Reflect Resident Needs

Demographic analysis has allowed Tuath to better understand its population and tailor services accordingly, ensuring resources are directed where they are most needed.

Building Staff Awareness

Training initiatives have strengthened staff understanding of the needs of older residents, ensuring that services are delivered with greater empathy and effectiveness.

Aligning with Best Practice

Ongoing collaboration with Age Friendly Ireland and ALONE ensures that Tuath continues to align its work with national standards and innovative approaches in age-friendly housing.



“I was impressed by the Age Friendly Resident Feedback Panel’s genuine seeking of result-driven solutions, all the more so as I honestly felt this rare sincerity seemed to me to be coming from a place where compassion clearly dwells. It was with an uplifting fulfillment that I left each meeting knowing there were those amongst us who take such obvious pride in their purpose of serving the community. I was very taken from the beginning by what clearly was the Age Friendly Resident Feedback Panel’s genuine remit to reach a better understanding of key issues that affect us older persons as a collective. Immediately apparent was their deep desire to identify difficulties being experienced and explore ways through actionable practices (and products) to improve the situations with ‘real life’ resolutions. It seemed to me these were people whom, in themselves, and what they were seeking to do , were the very personification of positivity itself.” Dan Harvey, Cork. Age Friendly Resident Feedback Panel Member.





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