

AGE FRIENDLY CITY: PENANG



2nd Stakeholders Engagement Report 2023

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Contents

Executive Summary	3
A Brief Summary of the 1 st Stakeholders Engagement Workshop.....	4
Pre-workshop Training	5
2 nd Stakeholder Engagement Workshop Objective	6
Second Workshop on the Outcomes of Stakeholder Engagement.....	7
Milestones	8
Conclusion	8
Signatures.....	9
Appendices	9
Gallery:.....	10

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Executive Summary

The Stakeholders Engagement process, comprising two workshops conducted in January 2023 and December 2023, represents a pivotal step in advancing Age-Friendly City (AFC) initiatives in Penang Island.

The First Stakeholders Engagement (January 2023) aimed to convene stakeholders and initiate dialogue on initiatives under each of the eight WHO domains under the AFC framework. It yielded a policy brief that delineated the objectives and priorities of the AFC initiatives for Penang Island.

Building upon the groundwork laid in the initial engagement, the second stakeholders' engagement (December 2023) focused on reviewing progress and charting a course for the future. Such a process assures the importance of raising awareness about AFC initiatives and fostering communication between Majlis Bandaraya Pulau Pinang and the Penang Island community. The event emphasised collaboration across eight domains crucial to an Age-Friendly City. It featured sessions on fundamental principles, stakeholder grouping, and discussions on the roles and perspectives of the relevant stakeholders. Additionally, it identified key group members under each domain who will be involved in regular meetings and devise action plans and monitoring strategies. The culmination of the workshop involved envisioning, action planning, and developing a monitoring and evaluation strategy.

A comprehensive report summarising the outputs of the workshop was distributed to participants, encouraging sustained engagement and providing a platform for monitoring progress.

These engagements aimed to empower stakeholders to collectively contribute to establishing an age-friendly environment on Penang Island. Key themes included fostering communication, fostering collaboration, and developing actionable plans. The workshops served as valuable forums for networking, engagement, and exchanging ideas, ultimately fostering an inclusive and supportive environment for older and vulnerable populations.

A Brief Summary of the 1st Stakeholders Engagement Workshop

The stakeholders' engagement process in Penang Island began with a workshop on January 9th and 10th, 2023, with 70 individuals representing 20 community-based organisations and 19 government agencies. This meeting yielded a [Policy Brief](#) that was submitted as an application of commitment to the [World Health Organization \(WHO\)](#). Following the review of this report, WHO approved the application, acknowledging Penang Island's advancement to the 3rd Phase in sustaining its status as an Age-Friendly City (AFC). This achievement is now prominently featured on the [WHO Age-Friendly Cities Network](#) under the designated web page label "[Penang as an Age-Friendly City](#)".

During the workshop, both government and non-government stakeholders contributed their perspectives on the eight AFC domains. This collaborative effort laid the foundation for identifying priority areas supporting the AFC membership application. The workshop clarified initial focus areas and delineated plans to address all eight domains in subsequent phases, as outlined in the [phase two policy brief](#).

Subsequently, MHAS proposed a second stakeholders' workshop to enhance further awareness and commitment by identifying the Person in Charge (PIC) and its task force within the Age-Friendly City framework. This workshop aimed to identify priorities within each domain and outline necessary action steps to address identified gaps, highlighting their importance for community well-being and growth.

The pre-workshop training aimed to equip PICs with comprehensive knowledge of the process, thereby enhancing active participation from both government and non-government agencies in the creation and execution of the action plan. Such plans will undergo rigorous monitoring and evaluation. This methodical approach highlights Penang's dedication to prioritising the well-being and needs of all its citizens, with the ultimate ambition of transforming into a model city that provides sustainable, equitable, and high-quality life for individuals across all age groups.

Pre-workshop Training

MBPP hosted the training session, and MHAS working group members moderated the training to ensure alignment and readiness among the identified PIC of each AFC domain. This training workshop was organized with the Penang Women Development Corporation (PWDC).

Listed below is the summary of the preparatory work before the 2nd workshop.

Participants and Format: The training sessions included specific individuals, such as the MBPP team identified as the Person in Charge (PIC), academics/experts who could potentially serve as facilitators to support the PIC, and graduate-level students from universities who are appointed as rapporteurs. The first face-to-face session occurred on October 30th, 2023, at Auditorium F, 5th Floor Komtar Pulau Penang, followed by an online session on November 17th, 2023.

Objectives: The primary goal of the training sessions was to ensure that all participants were aligned with their roles and responsibilities, possessed the necessary knowledge, and could effectively engage their respective domain partners. It was crucial for facilitating pre-engagement and setting the stage for productive discussions and action planning.

Agenda and Content: The agenda for the training sessions, detailed in the attached document as Appendix II, encompassed crucial aspects, including an introduction to AFC initiatives, scoping review, baseline study findings, and working documentation for domain groups to discuss and propose action points for the upcoming year. These sessions gave participants the necessary information and tools to contribute meaningfully to the AFC initiatives.

Conducive Environment: The key focus of the training sessions was to create a conducive environment for pre-engagement facilitation, aiming to promote effective communication, collaboration, and coordination among stakeholders by ensuring all involved parties were well-acquainted with their roles and responsibilities.

Overall, the training sessions were crucial in preparing key stakeholders for involvement in the AFC initiatives, setting the stage for productive engagement, and facilitating the development of actionable plans to create an age-friendly environment in Penang.

2nd Stakeholder Engagement Workshop Objective

The objectives outlined for the 2nd Stakeholders Engagement process for the Age-Friendly City (AFC) initiative are comprehensive and highlight the importance of stakeholder engagement, communication, and collaboration. Here's a breakdown of each objective:

A. Raise Awareness of AFC Initiatives:

- Provide opportunities for participants to connect and share experiences, fostering ongoing partnerships for the AFC initiative.

B. Enhance Communication Strategies:

- Improve communication between MBPP and the community, particularly those actively promoting the well-being of older adults, vulnerable individuals, and people with disabilities.
- Communicate progress and updates on the AFC initiative to the broader community.

C. Define an Action Plan:

- Identify concrete steps for stakeholders to make Penang more age-friendly, ensuring alignment with all eight AFC domains.

D. Align Monitoring and Evaluation:

- Ensure that the monitoring and evaluation processes align with the AFC initiative's goals and objectives.

E. Empower the "Person in Charge" (PIC):

- Identify, support, and train the PIC to mobilise an independent task force representing various stakeholders, including government, NGOs, older adults, women, youth, and people with disabilities.
- Equip the PIC for meaningful discussions and collaboration among diverse stakeholders.
- Facilitate discussions to identify challenges, opportunities, and strategies for creating an Age-Friendly City under respective domains.

Collectively, these objectives emphasise the importance of inclusivity, collaboration, and strategic planning in creating an age-friendly urban environment in Penang. By engaging diverse stakeholders, aligning actions with specific domains, and empowering key individuals, the AFC initiative aims to achieve meaningful and sustainable improvements in the well-being of all residents, especially older adults, vulnerable individuals, and people with disabilities.

Second Workshop on the Outcomes of Stakeholder Engagement

The "Second Workshop on the Outcomes of Stakeholder Engagement" was hosted at the Rainbow Paradise Hotel over two days, from 8:30 a.m. to 5:30 p.m., and attracted approximately 80 participants. Detailed action plans from the meeting are available in Appendix III.

The event started with a warm welcome and registration, followed by opening remarks from Dato Ong of PWDC, which set a collaborative tone. The initial sessions offered a broad overview of the workshop's goals and agenda, an icebreaker for networking, and a deep dive into age-friendly cities' concept. These sessions also included presentations on the essential elements of age-friendly cities and examples of successful initiatives worldwide.

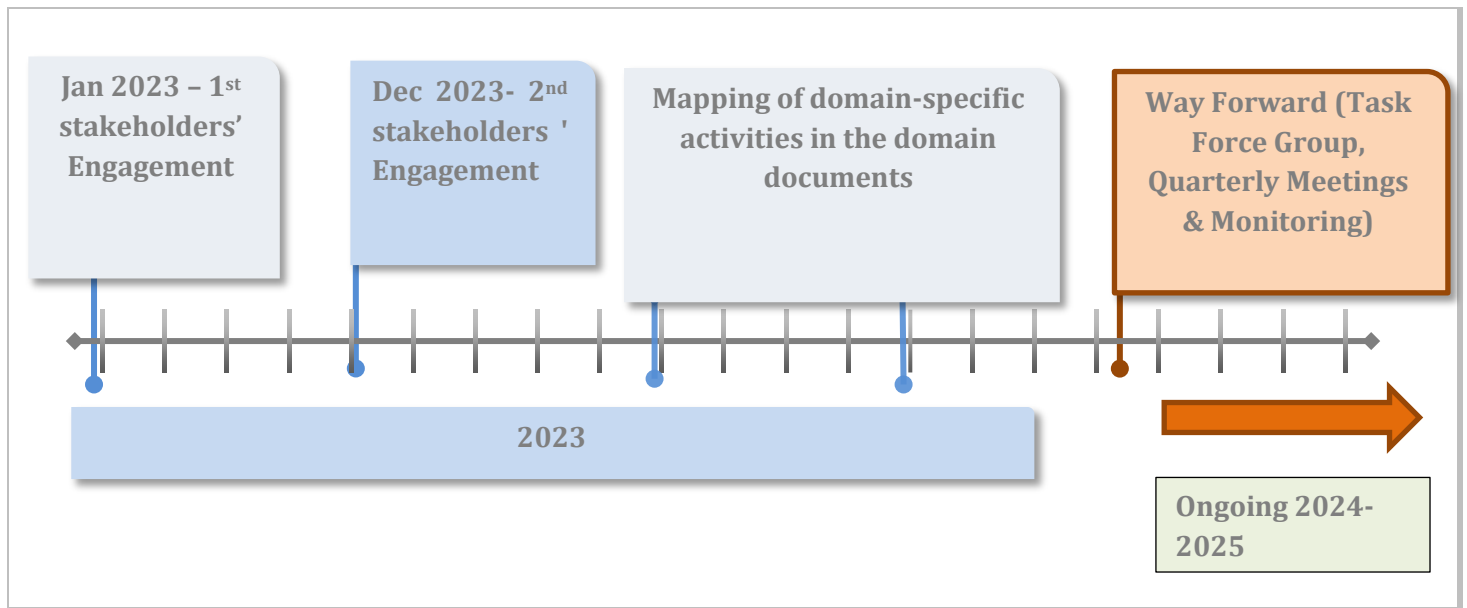
Post-morning break, participants were divided into eight groups based on the age-friendly city (AFC) domains to outline specific goals and objectives, fostering focused discussions and feedback. The day concluded with discussions on stakeholder roles in developing age-friendly cities, sharing of baseline data and evidence (Appended in IV and V), and planning for future actions.

The second day progressed with more group discussions by domain, focusing on identifying challenges and opportunities, visioning, action planning, and strategies for monitoring and evaluation. The outcomes of these discussions are detailed in Appendix VI, titled 'Second Stakeholders Engagement Outputs.'

The workshop aimed to review domain areas suggested during the first stakeholder engagement, identifying three action points under each domain, alongside recommendations that cover the aspects of WHAT, WHO, WHOM, WHERE, and HOW. The groups also highlighted existing interventions that qualify as Age-Friendly initiatives, outlining strategies for achievement by June 2025. The importance of collaborative efforts among group members was emphasised to align discussions and enhance the quality of life for older and vulnerable populations on the Island. The strategies developed by each domain group are documented in a working group template designed by MHAS, attached as Appendix VII.

Facilitators identified key group members for bi-monthly meetings to report and coordinate the activities outlined in the working group papers/domain documents. Their responsibilities included documenting contact details for these key members and defining action points, key indicators, and timelines for completion by mid-2025; comprehensive information are listed in the domain documents (Appendix VIII). Domain leads are expected to transfer this information into a Word document (Appendix IX - Action points under Domains - guideline) and an Excel sheet (Appendix X) for quarterly monitoring and updates as part of their departmental Key Performance Indicators (KPIs).

Milestones



Conclusion

An action plan and guidelines are in progress to establish the groundwork for a strategic plan. The outcomes of this strategic plan will be assessed quarterly, with a report submitted to the Executive Committee (EXCO) for evaluation and appraisal. This procedure guarantees that progress is consistently monitored and communicated to the relevant governing body, facilitating necessary adjustments and informed decision-making.

Signatures

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Appendices

ATTACHMENT NAME	Detail
Appendix I	Policy Brief
Appendix II	Training agenda
Appendix III	2 nd stakeholders' engagement action plan
Appendix IV	Baseline data
Appendix V	Scoping review evidence
Appendix VI	2 nd stakeholders' engagement outputs ppt
Appendix VII	Working group document template
Appendix VIII	Domain documents
Appendix IX	Action points under domains - guideline
Appendix X	AFC monitoring Excel Sheet

Gallery:



