

# Making Wales a nation of age-friendly communities

## A practical guide to creating change in your community



**CYMRU** Older People's Alliance

**YOUR VOICE : EICH LLAIS**

Cynghrair Pobl Hyn **CYMRU**



HENEIDDIO'N DDA  
YNG NGHYMRU

AGEING WELL IN WALES

**Making Wales the best place to grow older for everyone**

## **About Ageing Well in Wales**

Ageing Well in Wales is a national partnership programme hosted by the Older People's Commissioner for Wales.

It brings together individuals and communities with public, private and voluntary sectors to develop and promote innovative and practical ways to make Wales the best place to grow older for everyone.

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## **About Cymru Older People's Alliance (COPA)**

COPA is an independent, national charity run by older people for older people in Wales. Its aim is that nothing is developed that affects older people without their full involvement. COPA works in partnership with older people's fora and groups across Wales, ensuring that their voices are heard, and opinions acted on.

COPA gives a strong voice to older people in Wales, informing Welsh Government, local authorities, and organisations in the public and third sectors.

Web: [www.copacharity.com](http://www.copacharity.com)

# Acknowledgements

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The guide builds upon work carried out as part of existing age-friendly community initiatives around the world. The work of the World Health Organisation (WHO) and Ontario Government<sup>1</sup> has been particularly useful and provided great inspiration.

Individuals and groups across Wales have provided ideas and suggestions on how we could improve the guide, which we have incorporated into this revised edition.

Thank you to everyone who has contributed.

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<sup>1</sup> [http://www.seniors.gov.on.ca/en/resources/AFCP\\_Eng.pdf](http://www.seniors.gov.on.ca/en/resources/AFCP_Eng.pdf)

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# Introduction

This guide provides simple and practical advice for anyone looking to make the places where they live more inclusive for people of all ages. It also presents some ideas of the sort of things you can do to make your community more age-friendly.

Throughout the guide we've provided references to websites and resources which may be of interest. You don't need to look at these to start to make your community more age-friendly. If you aren't online but would like more information about any of these references, contact the Ageing Well in Wales team on 029 20 445 030.

Other Ageing Well in Wales resources may be useful, including:

- **The Ageing Well Card**<sup>2</sup>
- **Ageing Well Stories**<sup>3</sup>
- **A guide to being an age-friendly business**<sup>4</sup>
- **A guide to setting up a community learning club**<sup>5</sup>

For more information, visit [www.ageingwellinwales.com/agefriendly](http://www.ageingwellinwales.com/agefriendly).

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<sup>2</sup> [www.ageingwellinwales.com/agewellcard](http://www.ageingwellinwales.com/agewellcard)

<sup>3</sup> [www.ageingwellinwales.com/stories](http://www.ageingwellinwales.com/stories)

<sup>4</sup> [www.ageingwellinwales.com/Libraries/Documents/Age-Friendly-Business-Guide-eng.pdf](http://www.ageingwellinwales.com/Libraries/Documents/Age-Friendly-Business-Guide-eng.pdf)

<sup>5</sup> [www.ageingwellinwales.com/Libraries/Documents/Learning-Club-Guide-eng.pdf](http://www.ageingwellinwales.com/Libraries/Documents/Learning-Club-Guide-eng.pdf)

# What is an age-friendly community?

An age-friendly community is somewhere where local people come together to make life better for the people who live there, particularly as they age. It is a place where older people can live independently and continue to do the things that are important to them.

The concept of age-friendly communities began with the publication of **Global Age-Friendly Cities – A Guide**<sup>6</sup> by the World Health Organisation (WHO) in 2007. Since then, interest in the approach has grown internationally, leading to the development of UK and global networks of Age-Friendly Cities and Communities<sup>7,8</sup> and the website Age-Friendly World.<sup>9</sup>

Being more age-friendly isn't just about government policy or council services, it's about working together with other people in your community to make a difference.

Making your community more age-friendly doesn't need to be difficult or complicated. Small changes can make a big difference. By working together, you might be surprised by what you can achieve.

Age-friendly communities acknowledge that older people are 'experts through experience' and should be equal partners in decisions taken which affect them. Being age-friendly means designing services and facilities in partnership **with** older people, not **for** them.

An age-friendly community recognises and celebrates diversity, bringing people together to challenge ageism and ensure that all ages can fully participate in community life.

When communities work together to become more age-friendly, it doesn't just benefit older people. Communities become more tolerant, compassionate and inclusive, benefiting all who live in them.

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<sup>6</sup> [www.who.int/ageing/publications/Global\\_age\\_friendly\\_cities\\_Guide\\_English.pdf](http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf)

<sup>7</sup> [www.ageing-better.org.uk/age-friendly-communities](http://www.ageing-better.org.uk/age-friendly-communities)

<sup>8</sup> [http://www.who.int/ageing/projects/age\\_friendly\\_cities\\_network/en/](http://www.who.int/ageing/projects/age_friendly_cities_network/en/)

<sup>9</sup> <https://extranet.who.int/agefriendlyworld/>



# What makes a community age-friendly?

The World Health Organisation has identified eight key areas, known as domains, which are essential to age-friendly communities:



## Outdoor space and public buildings

When people feel safe in their communities and find it easy to get about, it encourages more active lifestyles. Accessible communities enable older people to stay connected, participate in social activities and easily access local services and businesses.

Well-maintained and well-lit walkways, clear signage, safe road crossings, green spaces and accessible public toilet facilities all support people to stay involved with their communities.

## **Transport**

A lack of affordable, reliable and convenient transport options is one of the most common barriers which limits the engagement of older people with community activities.

Access to a range of transport options can be particularly important for people living in rural areas and those who do not drive or have access to a car.

## **Housing**

For many, being able to continue to live independently in their own home is a key factor in what it means to age well. Simple modifications and adaptations to homes can enable people to continue to live independently as they grow older. Appropriate and affordable housing with a choice of styles, tenures and locations that incorporate flexibility through adaptive features are essential for age-friendly communities.

An age-friendly community supports people to make decisions about where they live, enabling people to stay in their own homes as they get older, or to find accommodation suitable to their needs near to the people and places that are important to them.

## **Social participation**

Being able to stay connected with friends and family plays a crucial role in maintaining positive mental health and well-being.

Age-friendly communities enable older people to interact with others and to take part in social activities.

## **Respect and social inclusion**

Mutual respect between generations and an understanding of the positive contribution that older people make to society are critical for establishing age-friendly communities.

Age-friendly communities challenge ageism by bringing people of different ages together and fostering positive images of ageing.

## **Civic participation and employment**

Many older people want to be involved in aspects of community life that extend beyond their routine activities, such as volunteering, becoming politically active or taking part in local groups.

Volunteering can provide people with an increased sense of purpose and belonging, making a positive contribution to their health and well-being. At the same time, communities benefit from the time, skills and knowledge of older people.

Supporting older people to remain employed or find new employment improves the economic security and independence of older people and benefits the wider economy through capitalising on the skills, experience and commitment that older employees bring to the workplace.

## **Communication and information**

Information about community events, services and facilities should be available in accessible formats, and in places where people know to look for them.

Efforts should be taken to ensure that language and imagery used in promoting community activities is inclusive and portrays older people in a positive light. Special care should be taken in ensuring information is accessible for people with sensory impairments<sup>10,11</sup>. Be sensitive to people's language preferences, and where possible, provide information in both Welsh<sup>12</sup> and English (and any other languages commonly spoken in your community).

The internet can be a great way to let people know about what is happening in their communities, but it is important to remember that many older people are not online and have no desire to be online.

## **Community support and health services**

Accessible and affordable health and care services are crucial for older people to stay healthy, independent and active. These services need to be conveniently located to where people live.

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<sup>10</sup> The human rights organisation CHANGE has produced an excellent guide, How To Make Information Accessible which can be downloaded from <https://bit.ly/2koxkTA>

<sup>11</sup> RNIB, in association with the UK Association for Accessible Formats have produced good practical guidance on creating clear and large print documents which can be downloaded from <https://bit.ly/1U54QsX>

<sup>12</sup> The Welsh Language Commissioner's Office provides practical advice to groups. More information is available at <http://www.comisiynyddygyymraeg.cymru/hybu/en/contact/Pages/contact.aspx>

# Ideas on how to make your community more age-friendly

Below we have included some ideas of the sort of things you can do to make your community more age-friendly. You can use these as a starting point for conversations about what you want to achieve.

Feel free to come up with your own ideas. Different communities will make different decisions on what it means to be age-friendly, based on their own experiences.

## Outdoor spaces and public buildings

- Use OPERAT (Older People's External Residential Assessment Tool)<sup>13</sup> developed by Swansea University to carry out assessments of the environment around where you live.
- Get involved with an existing Neighbourhood Watch scheme or speak to neighbours to find out if there is interest in setting one up.<sup>14</sup>
- Organise a local litter-pick<sup>15</sup>, or volunteer to help keep a local park or green space tidy and well-maintained.
- Work with your local town or community council – these often look after local green spaces.<sup>16</sup>
- Setup a walking group<sup>17</sup> or dog walking club.
- Encourage local businesses to be more age-friendly – we have produced a handy guide to help you with this.<sup>18</sup>
- Talk with neighbours and offer to help with clearing leaves and snow from neighbours' pavements and drives.
- Ask local businesses and organisations to participate in the Ageing Well Card scheme<sup>19</sup>, which supports older people to maintain their independence and to continue to do the things which are important to them.

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<sup>13</sup> [www.operat.co.uk](http://www.operat.co.uk)

<sup>14</sup> [www.ourwatch.org.uk](http://www.ourwatch.org.uk)

<sup>15</sup> [www.keepwalestidy.cymru](http://www.keepwalestidy.cymru)

<sup>16</sup> [www.onevoicewales.org.uk](http://www.onevoicewales.org.uk)

<sup>17</sup> <http://www.ramblers.org.uk/go-walking/about-group-walks.aspx>

<sup>18</sup> [www.ageingwellinwales.com/business](http://www.ageingwellinwales.com/business)

<sup>19</sup> [www.ageingwellinwales.com/agewellcard](http://www.ageingwellinwales.com/agewellcard)

- Encourage local businesses to provide seats and rest areas<sup>20</sup> for older customers, and to make their toilet facilities available to the public as part of a community toilet scheme.<sup>21</sup>

## Transport

- Join your local bus users group or start one where you live.<sup>22</sup>
- Volunteer with a community transport scheme or start your own.<sup>23</sup>
- Organise a car-share club<sup>24</sup> to help people visit shops, leisure facilities, friends and family.
- Ask your local bus company to help prevent falls by ensuring drivers do not start moving until people are safely seated.

## Housing

- Work with your local Care & Repair<sup>25</sup> agency to let older residents know what support is available to help them to continue to live independently in their own homes.
- Make residents aware about the free Safe and Well visits provided by the Fire Service<sup>26</sup>.
- Work with local housing associations<sup>27</sup> and care homes<sup>28</sup> to help organise community events and activities in partnership with older residents.
- Organise a neighbourhood spring clean. Get residents to share the cost of hiring a skip and help each other to move heavy or bulky objects.

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<sup>20</sup> [www.ageing-better.org.uk/publications/how-guide-take-seat-campaign](http://www.ageing-better.org.uk/publications/how-guide-take-seat-campaign)

<sup>21</sup> <https://beta.gov.wales/sites/default/files/consultations/2018-02/180110guidanceen.pdf>

<sup>22</sup> [www.bususers.org/cymru-wales/about-us](http://www.bususers.org/cymru-wales/about-us)

<sup>23</sup> [www.ctauk.org/in-your-area/wales-CTinwales.aspx](http://www.ctauk.org/in-your-area/wales-CTinwales.aspx)

<sup>24</sup> [www.sustrans.org.uk/what-you-can-do/use-your-car-less/car-clubs-and-car-sharing](http://www.sustrans.org.uk/what-you-can-do/use-your-car-less/car-clubs-and-car-sharing)

<sup>25</sup> [www.careandrepair.org.uk](http://www.careandrepair.org.uk)

<sup>26</sup> [www.fireservice.co.uk/safety](http://www.fireservice.co.uk/safety)

<sup>27</sup> <http://hccymru.org.uk/en/get-involved/-map/>

<sup>28</sup> <https://careinspectorate.wales>

## Social participation

- Arrange a street party<sup>29,30</sup>, tea party<sup>31</sup>, coffee morning or even a glamorous club night<sup>32</sup>, inviting people of all ages from your community.
- Set up schemes to befriend and provide activities for people who might be lonely<sup>33,34,35,36,37</sup>.
- Set up a Good Neighbours scheme<sup>38,39,40</sup> where people in your community help each other out. As well as providing practical support, these schemes can be a great way to bring people together around shared interests, helping older people to continue to do the things that they love, whether it be cooking, gardening, shopping, going to the theatre, or to see live music.<sup>41</sup>
- Setup a Casserole Club<sup>42</sup> where people share home-cooked meals with their neighbours.
- Set up a Community Fridge<sup>43</sup> where food which would otherwise go to waste can be shared with people in the community.
- Start a Community Circle<sup>44</sup>, a great way for friends, neighbours and families to support each other.

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<sup>29</sup> [www.edenprojectcommunities.com/thebiglunchhomepage](http://www.edenprojectcommunities.com/thebiglunchhomepage)

<sup>30</sup> <http://www.streetparty.org.uk/agefriendlystreets/>

<sup>31</sup> [www.contact-the-elderly.org.uk/](http://www.contact-the-elderly.org.uk/)

<sup>32</sup> <http://theposhclub.co.uk/>

<sup>33</sup> <https://www.ffrindimi.co.uk/>

<sup>34</sup> <https://www.redcross.org.uk/get-help/get-support-at-home>

<sup>35</sup> <https://www.ageconnectswales.org.uk/>

<sup>36</sup> <https://www.ageuk.org.uk/cymru/>

<sup>37</sup> <https://volunteeringmatters.org.uk/pillars/older-people/>

<sup>38</sup> [www.royalvoluntaryservice.org.uk/get-help/support-at-home/good-neighbours](http://www.royalvoluntaryservice.org.uk/get-help/support-at-home/good-neighbours)

<sup>39</sup> <https://solvacare.co.uk/>

<sup>40</sup> [/www.pembrokeshire.gov.uk/your-everyday-life/good-neighbour-schemes](http://www.pembrokeshire.gov.uk/your-everyday-life/good-neighbour-schemes)

<sup>41</sup> [www.gigbuddies.org.uk](http://www.gigbuddies.org.uk)

<sup>42</sup> [www.casseroleclub.com](http://www.casseroleclub.com)

<sup>43</sup> [www.hubbub.org.uk/Event/community-fridge-network](http://www.hubbub.org.uk/Event/community-fridge-network)

<sup>44</sup> <http://community-circles.co.uk>



- Work with your local Age Connects<sup>45</sup>, Age Cymru<sup>46</sup>, British Red Cross<sup>47</sup>, Royal Voluntary Service<sup>48</sup> or Volunteering Matters<sup>49</sup>, who co-ordinate voluntary services supporting older people.
- Set up a reading group where volunteers read with and to people who are unable to get out to a library or read on their own<sup>50,51,52</sup>.

## Respect and social inclusion

- Set up an intergenerational project.<sup>53</sup> Talk to local schools, care homes, libraries, museums, scouts or guide groups. The Older People's and Children's Commissioners have jointly produced an online hub with useful resources for people interested in running intergenerational projects.<sup>54</sup> More information on intergenerational working can also be found on the Generations Working Together website.<sup>55</sup>
- Establish a community garden<sup>56,57</sup> or garden share scheme<sup>58</sup> which can be enjoyed by people of all ages and gives the opportunity for older people to share their knowledge and skills with younger people.
- Work with your local church or other place of worship. These are often already active in their communities, and welcome working with people of all backgrounds and beliefs.
- Organise a community film screening<sup>59</sup> or concert<sup>60</sup> which can bring people of all ages in your community together.

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<sup>45</sup> [www.ageconnectswales.org.uk](http://www.ageconnectswales.org.uk)

<sup>46</sup> [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru)

<sup>47</sup> [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru)

<sup>48</sup> [www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

<sup>49</sup> <https://volunteeringmatters.org.uk/category/wales/>

<sup>50</sup> <http://www.ageingwellinwales.com/Libraries/Documents/Suzanne-A4-eng.pdf>

<sup>51</sup> [www.torfaen.gov.uk/en/Libraries/SupportingReaders/Read-to-Me-Service/Read-to-Me-Service.aspx](http://www.torfaen.gov.uk/en/Libraries/SupportingReaders/Read-to-Me-Service/Read-to-Me-Service.aspx)

<sup>52</sup> <http://www.literaturewales.org/our-projects/reading-friends/>

<sup>53</sup> <http://bbc.in/2biGNcu>

<sup>54</sup> <http://www.olderpeoplewales.com/en/intergenerational/resources.aspx>

<sup>55</sup> <http://generationsworkingtogether.org/resources/>

<sup>56</sup> [www.wcva.org.uk/what-we-do/environet-cymru/ms4n/community-gardens](http://www.wcva.org.uk/what-we-do/environet-cymru/ms4n/community-gardens)

<sup>57</sup> [www.growingtogether.community](http://www.growingtogether.community)

<sup>58</sup> [www.growveg.com/guides/no-space-to-grow-food-why-not-try-sharing-a-garden/](http://www.growveg.com/guides/no-space-to-grow-food-why-not-try-sharing-a-garden/)

<sup>59</sup> <https://cinemaforall.org.uk/>

<sup>60</sup> <https://vimeo.com/94925656>

- Use reminiscence sessions to allow older people to share their stories and talk about their experiences. Activities based around shared interests, such as sports<sup>61</sup>, music, art or nature, are a great way to bring people of different ages together. Contact your local library or museum to see what materials are available. If you are online, People’s Collection Wales<sup>62</sup> and The National Library of Wales<sup>63</sup> have a fantastic selection of historical photos and resources which can be accessed free of charge.
- Set up an end-of-life group, to support people who are coming to the end of their lives<sup>64</sup>, or provide a space for people to talk and make plans about dying.<sup>65</sup>
- Organise a pen-pal scheme between local schools and care homes.<sup>66</sup>

## **Civic participation and employment**

- Get involved with your local U3A<sup>67</sup>, Men’s Shed<sup>68</sup>, Adult Learning Wales<sup>69</sup> (formerly WEA Cymru) branch, or set up your own community learning club – we’ve provided a practical guide to help you with this<sup>70</sup>.
- Speak to your local council and get involved with your local 50+ forum.
- Talk to your local library. Libraries often run adult education courses and host community groups.
- Trades unions often have retired members groups you can work with.<sup>71</sup>
- Work with your local CVC (County Voluntary Council)<sup>72</sup> and voluntary groups.<sup>73,74</sup>

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<sup>61</sup> <http://www.sportingmemoriesnetwork.com/>

<sup>62</sup> [www.peoplescollection.wales](http://www.peoplescollection.wales)

<sup>63</sup> [www.library.wales/discover/nlw-resources/nlw-resources/](http://www.library.wales/discover/nlw-resources/nlw-resources/)

<sup>64</sup> <http://www.compassionatecommunities.org.uk/>

<sup>65</sup> <http://deathcafe.com/how/>

<sup>66</sup> [www.walesonline.co.uk/news/education/heartwarming-pen-pal-scheme-been-14132549](http://www.walesonline.co.uk/news/education/heartwarming-pen-pal-scheme-been-14132549)

<sup>67</sup> <https://u3asites.org.uk/walesu3a/members>

<sup>68</sup> [www.mensshedscymru.co.uk](http://www.mensshedscymru.co.uk)

<sup>69</sup> [www.adultlearning.wales](http://www.adultlearning.wales)

<sup>70</sup> <http://www.ageingwellinwales.com/Libraries/Documents/Learning-Club-Guide-eng.pdf>

<sup>71</sup> [www.tuc.org.uk/wales](http://www.tuc.org.uk/wales)

<sup>72</sup> [www.wcva.org.uk/funding/advice/cvcs](http://www.wcva.org.uk/funding/advice/cvcs)

<sup>73</sup> [www.royalvoluntaryservice.org.uk/volunteer](http://www.royalvoluntaryservice.org.uk/volunteer)

<sup>74</sup> <https://volunteeringmatters.org.uk/>



- Organise a local version of Royal Voluntary Service's GrandFest<sup>75</sup>, where older people share their skills with younger people.

## **Communication and information**

- Set up or contribute to local noticeboards.
- Become a Digital Champion<sup>76</sup>, helping people to use computers and get online.
- Raise awareness of what information is online with older people and carers.
- Use social media sites such as Facebook<sup>77</sup>, local interest websites such as NextDoor<sup>78</sup> or online directories such as Dewis<sup>79</sup> to promote community activities.
- Produce and distribute your own community newsletter / local events calendar.

## **Community support and health services**

- Get involved with your local Community Health Council.<sup>80</sup>
- Deliver Dementia Friends<sup>81</sup> sessions to residents and businesses, or work to become a dementia-friendly community.<sup>82</sup>
- Set up support groups for carers or people with dementia<sup>83</sup>. This can be as simple as arranging a regular meet-up in a local pub or café.

**If you have any good ideas of simple ways that people can make their communities more age-friendly, don't keep them to yourself. Share them with Ageing Well in Wales so they can be included in future editions of this guide.**

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<sup>75</sup> [www.mccarthyandstone.co.uk/life-and-living/explore/grandfest](http://www.mccarthyandstone.co.uk/life-and-living/explore/grandfest)

<sup>76</sup> <http://digitalcommunities.gov.wales/volunteer/>

<sup>77</sup> [www.facebook.com](http://www.facebook.com)

<sup>78</sup> <https://nextdoor.co.uk/>

<sup>79</sup> [www.dewis.wales](http://www.dewis.wales)

<sup>80</sup> <http://www.nhsdirect.wales.nhs.uk/localservices/communityhealthcouncils/>

<sup>81</sup> [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

<sup>82</sup> [www.alzheimers.org.uk/get-involved/dementia-friendly-communities](http://www.alzheimers.org.uk/get-involved/dementia-friendly-communities)

<sup>83</sup> <http://dementivoices.org.uk/about-deep-groups/>

## What's the difference between age-friendly and dementia-friendly?

The Alzheimer's Society's dementia-friendly communities scheme<sup>84</sup> supports communities to become more supportive and inclusive for people living with dementia, and those who care for them. The scheme has been hugely successful, with people all over Wales coming together to make their communities more supportive for people affected by dementia.

There are many similarities between age-friendly and dementia-friendly communities. Both aim to make the places we live in more compassionate, considerate and inclusive.

If your community is already working to become dementia-friendly, speak to the people involved and find out how you can work together. Making your community more age-friendly and dementia-friendly should be complementary: doing one doesn't have to exclude doing the other.

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<sup>84</sup> [www.alzheimers.org.uk/get-involved/dementia-friendly-communities](http://www.alzheimers.org.uk/get-involved/dementia-friendly-communities)

# Making your community more age-friendly

Think about the sort of things you'd like to change to make your community more age-friendly. At the end of this guide, you'll find a checklist which can be useful when doing this.

There might be lots of things that you want to change. Don't feel that you need to address them all. Being age-friendly isn't about achieving a standard, but about making a positive change to your community.

To help you in this journey we have developed a simple eight step process:

- 1. Bring people together**
- 2. Start a conversation**
- 3. Agree on what you want to achieve**
- 4. Make an action plan**
- 5. Get recognised for your efforts**
- 6. Make it happen**
- 7. Measure the difference**
- 8. Celebrate your success**

# Step 1: Bring people together

## Identify potential partners

What local groups or organisations might share your aims and be interested in working with you?

- Town or Community Councils.<sup>85</sup>
- Local voluntary groups such as branches of the Lions<sup>86</sup>, Merched y Wawr<sup>87</sup>, Probus<sup>88</sup>, Rotary<sup>89</sup>, Scouts<sup>90</sup> and Guides<sup>91</sup>, Soroptimists<sup>92</sup>, U3A<sup>93</sup>, or Women's Institute.<sup>94</sup>
- Your local 50+ forum.<sup>95</sup>
- Local Councillors.<sup>96,97</sup>
- Local schools.
- Churches and other faith-based groups.
- Local businesses.
- Dementia-friendly community steering groups.
- Social clubs and schemes running in community centres and sports clubs.

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<sup>85</sup> [www.onevoicewales.org.uk](http://www.onevoicewales.org.uk)

<sup>86</sup> [www.lionsclubs.org](http://www.lionsclubs.org)

<sup>87</sup> <http://merchedywawr.cymru/>

<sup>88</sup> [www.probus.org/Probus%20UK.html](http://www.probus.org/Probus%20UK.html)

<sup>89</sup> [www.rotarygbi.org](http://www.rotarygbi.org)

<sup>90</sup> [www.scouts.org.uk](http://www.scouts.org.uk)

<sup>91</sup> [www.girlguiding.org.uk](http://www.girlguiding.org.uk)

<sup>92</sup> [www.soroptimistinternational.org/about-us/our-federations/sigbi/](http://www.soroptimistinternational.org/about-us/our-federations/sigbi/)

<sup>93</sup> [www.u3a.org.uk](http://www.u3a.org.uk)

<sup>94</sup> [www.thewi.org.uk](http://www.thewi.org.uk)

<sup>95</sup> Every Local Authority area in Wales supports one or more 50+ fora, contact your local Council for more information

<sup>96</sup> Every Local Authority in Wales has signed the Dublin Declaration, a commitment to the development of age-friendly communities.

<sup>97</sup> Every Local Authority in Wales has produced its own Ageing Well plan detailing the steps they are taking to achieve the goals of Ageing Well in Wales, including the development of age-friendly communities. For more information, visit [www.ageingwellinwales.com/localplans](http://www.ageingwellinwales.com/localplans).

Offer to meet them to explain what an age-friendly community is, why you think it is important, and to ask if they would be interested in working with you. Try and give some ideas on the sort of things you hope to achieve. A template letter you can adapt to introduce yourself to local groups is included at the end of this guide.

## **Form a steering group**

Once you've found a few people willing to get involved, set up a steering group. The steering group will be responsible for leading and coordinating the action needed to make your community more age-friendly.

The structure and name of your group isn't important. What is important is that members of the group share a vision about what age-friendly means in your community and are committed to making this happen.

The **Can Do Guide**<sup>98</sup>, produced by The Joseph Rowntree Foundation, contains practical advice for anyone looking to set up a community group.

Once you have your steering group established, consider conducting an audit to identify the various skills people bring to the group.<sup>99</sup> As well as helping to identify any skills gaps in the group, you'll probably be surprised by just how much shared knowledge and experience you have.

## **Build partnerships**

Don't try and do everything on your own. Think about what local contacts you already have, and who you need to get involved. What local businesses, charities, voluntary groups or other organisations would be useful to have involved?

Your local County Voluntary Council (CVC) can help you identify groups and organisations where you live. A full list of all CVCs can be found in the **Useful Contacts** section at the end of this guide.

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<sup>98</sup> <http://www.candoguide.org.uk/>

<sup>99</sup> <https://reachvolunteering.org.uk/guide/how-complete-skills-audit>

## Raising funds for your group

Fundraising can be one of the biggest challenges for any community project. To apply for most funding, or to fundraise locally, you'll want to establish your group with a formal constitution. Your local CVC can help you with this.

While we do not underestimate the importance of funding, there are lots of things that can be achieved without funding if you have the support of people in your community. When you're first starting, think about what you can do with the resources you already have. Once you've started to achieve results, you might find it easier to access different funding sources.

A variety of different organisations provide funding for community projects, including the Community Foundation in Wales<sup>100</sup>, the Big Lottery Fund<sup>101</sup>, Greggs Foundation<sup>102</sup>, Fund for Wales<sup>103</sup>, Welsh Water<sup>104</sup>, and most of the large supermarkets.<sup>105,106,107,108</sup>

Your CVC and the Wales Council for Voluntary Action (WCVA) can provide support to voluntary organisations looking for funding.<sup>109</sup>

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<sup>100</sup> <http://cfiw.org.uk/eng/home>

<sup>101</sup> [www.biglotteryfund.org.uk/wales](http://www.biglotteryfund.org.uk/wales)

<sup>102</sup> [www.greggsfoundation.org.uk](http://www.greggsfoundation.org.uk)

<sup>103</sup> <http://www.fundforwales.org.uk>

<sup>104</sup> [www.dwrcymru.com/en/Community-Fund.aspx](http://www.dwrcymru.com/en/Community-Fund.aspx)

<sup>105</sup> [www.asdafoundation.org/what-we-fund](http://www.asdafoundation.org/what-we-fund)

<sup>106</sup> [www.coop.co.uk/local-community-fund](http://www.coop.co.uk/local-community-fund)

<sup>107</sup> [www.morrisonsfoundation.com](http://www.morrisonsfoundation.com)

<sup>108</sup> [www.groundwork.org.uk/Sites/tescocommunityscheme](http://www.groundwork.org.uk/Sites/tescocommunityscheme)

<sup>109</sup> [www.wcva.org.uk/funding/search](http://www.wcva.org.uk/funding/search)

## Step 2: Start a conversation

You could start a conversation through a public meeting, a shared meal or a meeting with another local group. Think about all the good things already happening in your community and how these could be made even better. Focus on the things that you can change rather than those outside of your control.

If you can, it can be useful to get someone from outside the community to act as facilitator to these conversations. Members of your steering group might have ideas on who can help with this. It can sometimes be hard to recognise some of the wonderful assets we have around us. A fresh pair of eyes can often highlight things that you take for granted.

Start to gather information about how age-friendly your community is:

- Organise public meetings.
- Talk to volunteers and staff from local organisations who work with older people.
- Distribute questionnaires or surveys to residents, asking them what is good about their neighbourhood, and the things they'd like to see change.
- Find out what information already exists. Local community plans and council surveys can be very useful. Every local authority area in Wales has produced local Ageing Well<sup>110</sup> and Well-being plans. You can request copies from your local council.

### **Running effective public meetings and workshops**

Organising public meetings doesn't need to be complicated. Decide what you want to get out of the meeting. In most cases this will be to let people know more about what age-friendly communities are, and to find new partners to work with.

Think about suitable venues and times. Libraries, supermarkets, churches and other places of worship often have rooms available for community groups. Try and pick a venue that is well-known and accessible, and a time which allows as many people as possible to take part, including those in or out of work and people with young children or caring responsibilities.

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<sup>110</sup> [www.ageingwellinwales.com/localplans](http://www.ageingwellinwales.com/localplans)

Be considerate of issues that might be more likely to affect older people such as:

- Reduced mobility.
- Sensory loss.
- Cognitive issues such as dementia.<sup>111,112</sup>
- Relying on public transport to get to and from the meeting.

If you know any active local groups or clubs, ask if they can help you organise and promote the event.

Make sure to publicise your event. Let the whole community know what you are doing and make sure that everyone is invited. We have provided a template poster for a public meeting at the end of this guide which you can modify to promote your own events. You can also contact us for support in promoting your event.

Choose someone from the steering group to chair the event. Make sure to welcome everyone who attends. Try and make sure that everyone has an opportunity to speak or ask questions, and that the meeting doesn't get dominated by a single person or issue.

Think about having a guest speaker at the event. This might be someone respected in your community such as a local Councillor, teacher, someone from your local church or other place of worship, or someone from a nearby community already working to be more age-friendly. The Ageing Well in Wales team can help put you in touch with potential speakers for your event.

Most people won't be familiar with the term 'age-friendly', so think about using common terms such as 'compassionate', 'caring' or 'friendly' to describe what you're trying to do.

A good way of getting everyone to participate in your event is to run a workshop where everyone can share their ideas. An example of a workshop format that you can use is provided at the end of this guide.

At the end of any event, remember to thank everyone for their input. Ask if they'd like to be part of what you do going forward. A sample sign-up sheet which you can adapt for your own use can be found at the end of this guide.

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<sup>111</sup> Alzheimer's Society co-ordinate free awareness sessions called Dementia Friends which can be useful in being more supportive of people living with dementia. You can find out more information at [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk).

<sup>112</sup> DEEP (the Dementia Empowerment and Engagement Project) have produced some excellent guides to working with people living with dementia, which can be downloaded from [www.dementiavoices.org.uk/resources/deep-guides](http://www.dementiavoices.org.uk/resources/deep-guides).



Having the contact details of individuals and groups willing to help you can be hugely useful in later steps but remember to regularly keep everyone up-to-date with what's happening.

It's fine to collect and store people's contact details but remember to only use any personal information for the purposes that it was collected. Never share anyone's information with another group or use it to keep them informed about other projects you are involved in without first getting their express permission.

## Step 3: Agree on what you want to achieve

Take the information you've collected and think about what it is you want to change. Be realistic on what can be achieved. Agree one or two tangible and achievable things to do that will make a positive difference for people. Pick things that you can do together and where there is agreement on what to do.

Stay focused on **why** you want to change things, not just **how**. Be clear from the beginning about the change you want to see.

## Step 4: Make an action plan

It's now time to start to turn your ideas into action.

Agree a plan of action. This involves:

- Analysing any information you have collected about your community.
- Identifying what you will do to make your community more age-friendly.
- Agreeing the steps needed to achieve this.
- Deciding how you will evaluate your plan and monitor its progress.

When you can, involve people from your community in any meetings or discussions about your plans. This can encourage greater participation and address any concerns they might have.

Some useful questions to think about when making your action plan include:

- What ideas and options are available to create the change you want?
- Have other communities done anything similar?<sup>113</sup>
- What are the barriers to change?
- How can we overcome these barriers?
- What resources do we have available to us?
- Do we need other people or groups involved?
- What specific steps are needed in the short and medium term?
- Who will be responsible for each step?

To help you with the planning process, you can use the template action plan we have included at the end of this guide.

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<sup>113</sup> The Ageing Well in Wales team can let you know of other groups near to you and share examples of what is happening in other communities.

## Step 5: Get recognised for your efforts

Don't keep what you're doing to yourself! Let Ageing Well in Wales know about your plans and get recognised for your efforts. Once you've shared your action plan, you'll be able to use the **Age-Friendly Communities in Practice** logos below to help publicise and promote your work. You can find out how to do this at the end of this guide.

The Ageing Well in Wales team can also support you in your work and share your experience and ideas with others. Join the Ageing Well in Wales network to get ideas from other groups and organisations around Wales about ways you can make your community more age-friendly.



SICRHAU CYMUNEDAU  
SY'N YSTYRIOL O OEDRAN

*Gan gymunedau lleol, i gymunedau lleol*

AGE-FRIENDLY  
COMMUNITIES IN PRACTICE

*By local communities, for local communities*

SICRHAU CYMUNEDAU  
SY'N YSTYRIOL O OEDRAN



AGE-FRIENDLY  
COMMUNITIES IN PRACTICE

SICRHAU CYMUNEDAU  
SY'N YSTYRIOL O OEDRAN

*Gwneud Cymru yn genedl o gymunedau sy'n gyfeillgar i oed*



AGE-FRIENDLY  
COMMUNITIES IN PRACTICE

*Making Wales a nation of age-friendly communities*

## Step 6: Make it happen

Work together on implementing your plan. Remember to keep track of your progress.

In some cases, things may go better than expected. If things don't go quite how you expected don't get disheartened, take the time to understand why. Were your original assumptions inaccurate? What have you learnt?

Don't be afraid to revise your plans to reflect changes in circumstances or as you get a better understanding of what is needed. Use the experience to do things better in the future.

## Step 7: Measure the difference you make

Think about how you will measure the success of your plan. How will you know if your actions make the differences you expect?

Don't be nervous about evaluation. Evaluation doesn't have to be complicated. It can help you identify what works and ways to do things better in the future.

There are lots of different ways to carry out an evaluation, including:

- Using surveys / questionnaires. This can be useful to measure a change in people's attitudes or general awareness. You might want to carry out the same survey at the start and the end of your project to see how people's opinions have changed.
- Recording the number of people who have been involved in any activities or groups you organised or set up. This can be a good way to measure levels of participation. You might also want to ask people what they liked or disliked about the activities<sup>114</sup>.
- The amount of media coverage you have received. Local press and radio is a great way to raise awareness of issues.
- If you are online and use social media to publicise your project, check how many people have seen or interacted with your posts to gauge how many people you are engaging with.
- Determine whether the actions or policy of organisations you are attempting to influence have changed. This can be useful if you are trying to influence local (or national) government policy, or if you're trying to encourage local businesses to become more age-friendly.

Pick a way that helps you to measure what you are trying to change.

Your actions may have wider benefits than you originally planned. Look out for any unexpected side benefits of your project. Such side benefits can often be important changes in their own right, such as:

- People knowing more about what is going on in their community.
- More people volunteering.
- People feeling more part of their community.

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<sup>114</sup> [www.eventbrite.co.uk/blog/academy/event-evaluation-template-free-download-ds00/](http://www.eventbrite.co.uk/blog/academy/event-evaluation-template-free-download-ds00/)

## Evaluation example

In your initial conversations, people were concerned that older people in your community might be lonely. You decide to set up a Casserole Club, where people cook an extra portion of food to share with neighbours who might not be able to cook for themselves.

You choose three measures to determine whether the scheme is successful:

- The number of households cooking food for neighbours.
- The number of older people receiving meals via the scheme.
- Whether people felt less lonely because of receiving meals.

You agree to evaluate the scheme after 6 and 12 months, using the following methods:

- Recording how many people volunteer to share home-cooked meals. As well as the total number of volunteers, you decide it's important to know how many people volunteers share meals with, and how often.
- Recording the number of older people receiving meals. You also choose to record when everyone involved receives a meal. This will let you determine whether there is demand for the scheme and whether people choose to stay involved after initially participating.
- You do some research on how you might be able to measure loneliness. You find a simple three-question tool developed by the Campaign to End Loneliness<sup>115</sup> which you turn into a simple questionnaire. You decide to ask everyone taking part in the scheme to complete this when they first get involved with the scheme, and then after 6 and 12 months of involvement. You decide to ask volunteer cooks as well as older people receiving meals to complete this questionnaire, to see if volunteering makes people feel less lonely.

You're going to set-up a Facebook group for the project, so you also decide it would be useful to record how many people are members of the group, and how often people post messages on the group to measure general interest.

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<sup>115</sup> [www.campaigntoendloneliness.org/wp-content/uploads/Loneliness-Measurement-Guidance1.pdf](http://www.campaigntoendloneliness.org/wp-content/uploads/Loneliness-Measurement-Guidance1.pdf)

## **Step 8: Celebrate your success (and think about what you'd like to change next)**

Hold a party to celebrate what you have achieved. Invite everyone in your community. Congratulate yourselves and each other. Be proud that your community is becoming a better place to grow older whatever your age.

When the celebration is over, pause and take a deep breath. Remind yourselves that being age-friendly is an ongoing process. You can always find ways to make things even better.

Now go back to Step 2. Think about what else you'd like to change in your community and begin to start new conversations. This time around, you'll probably find that more people are interested in getting involved and you will have new partners to work with.

**Don't forget to share your experiences with others.**

**Contact the Ageing Well in Wales team so that they can arrange for your project to be written up as a case study.**



## Useful contacts

### Age-Friendly Culture Network of Wales

A national initiative supported by Age Cymru / Gwanwyn, Ageing Well in Wales, Amgueddfa Cymru - National Museum Wales and Arts Council Wales. The network brings together individuals and organisations from arts, culture and heritage sectors from all over Wales to develop standards and share skills, knowledge and good practice.

- Web: [www.agefriendlyculturenetwork.co.uk](http://www.agefriendlyculturenetwork.co.uk)
- Email: [bigpit@museumwales.ac.uk](mailto:bigpit@museumwales.ac.uk)

### Age-Friendly World

World Health Organisation website which shares information about various age-friendly initiatives.

- Web: <https://extranet.who.int/agefriendlyworld>

### Age Cymru

The largest charity working with and for older people in Wales. Supports creating an age-friendly Wales.

- Web: [www.ageuk.org.uk/cymru/our-work/age-friendly-wales/](http://www.ageuk.org.uk/cymru/our-work/age-friendly-wales/)
- Email: [webenquiries@agecymru.org.uk](mailto:webenquiries@agecymru.org.uk)
- Tel: 029 20 431 555

### Ageing Well in Wales

National partnership programme supporting individuals, communities and organisations to work together and make Wales a good place to grow older.

- Web: [www.ageingwellinwales.com/agefriendly](http://www.ageingwellinwales.com/agefriendly)
- Email: [ageingwell@olderpeoplewales.com](mailto:ageingwell@olderpeoplewales.com)
- Tel: 029 20 445 030

### Alzheimer's Society Wales

Organises Dementia Friends sessions and supports the dementia-friendly communities programme

- Web: [www.alzheimers.org.uk/get-involved/dementia-friendly-communities](http://www.alzheimers.org.uk/get-involved/dementia-friendly-communities)
- Tel: 029 20 480 593

## **COPA (Cymru Older People's Alliance)**

The independent, national charity run by older people for older people in Wales. COPA gives a strong voice to older people in Wales, informing Welsh Government, local authorities, public sector and national organisations.

- Email: [copa@copa.cymru](mailto:copa@copa.cymru)

## **DEWIS**

Online directory of activities, groups and advice relating to well-being of people in Wales.

- Web: [www.dewis.wales](http://www.dewis.wales)

## **OPERAT (Older People's External Residential Assessment Tool)**

A simple tool developed by the University of Swansea which identifies environmental features that can support older people to live in their neighbourhood.

- Web: [www.operat.co.uk](http://www.operat.co.uk)
- Email: [operat@swansea.ac.uk](mailto:operat@swansea.ac.uk)
- Tel: 01792 602 186

## **WHO Global Network for Age-friendly Cities and Communities**

An international network of communities making efforts to become more age-friendly hosted by the World Health Organisation (WHO).

- Web: [www.who.int/ageing/projects/age\\_friendly\\_cities\\_network/en/](http://www.who.int/ageing/projects/age_friendly_cities_network/en/)

## **RNIB (Royal National Institute of Blind People) Cymru**

Supports people in Wales living with sight loss. Provides practical advice on making written information accessible.

- Email: [cymru@rnib.org.uk](mailto:cymru@rnib.org.uk)
- Tel: 029 20 828 500

## **Welsh Language Commissioner**

Promotes and facilitates the use of the Welsh language and provides practical advice to community groups.

- Web: [www.comisiynyddygybraeg.cymru](http://www.comisiynyddygybraeg.cymru)
- Email: [post@welshlanguagecommissioner.wales](mailto:post@welshlanguagecommissioner.wales)
- Tel: 0345 6033 221

# CVCs (County Voluntary Councils) in Wales

## Anglesey

Medrwn Môn

- Web: [www.medrwnmon.org](http://www.medrwnmon.org)
- Tel: 01248 724 944

## Blaenau Gwent

GAVO (Gwent Association of Voluntary Organisations)

- Web: [www.gavowales.org.uk](http://www.gavowales.org.uk)
- Tel: 01633 241 550

## Bridgend

BAVO (Bridgend Association of Voluntary Organisations)

- Web: [www.bavo.org.uk](http://www.bavo.org.uk)
- Tel: 01656 810 400

## Caerphilly

GAVO (Gwent Association of Voluntary Organisations)

- Web: [www.gavowales.org.uk](http://www.gavowales.org.uk)
- Tel: 01633 241 550

## Cardiff

C3SC (Cardiff Third Sector Council)

- Web: [www.c3sc.org.uk](http://www.c3sc.org.uk)
- Tel: 029 20 485 722

## Carmarthenshire

CAVS (Carmarthenshire Association of Voluntary Services)

- Web: [www.cavs.org.uk](http://www.cavs.org.uk)
- Tel: 01267 245 555

## Ceredigion

CAVO (Ceredigion Association of Voluntary Organisations)

- Web: [www.cavo.org.uk](http://www.cavo.org.uk)
- Tel: 01570 423 232

## Conwy

CVSC (Community & Voluntary Support Conwy)

- Web: [www.cvsc.org.uk](http://www.cvsc.org.uk)
- Tel: 01492 534 091

## **Denbighshire**

DVSC (Denbighshire Voluntary Services Council)

- Web: [www.dvsc.co.uk](http://www.dvsc.co.uk)
- Tel: 01352 744 000

## **Flintshire**

FLVC (Flintshire Local Voluntary Council)

- Web: [www.flvc.org.uk](http://www.flvc.org.uk)
- Tel: 01633 241 550

## **Gwynedd**

Mantell Gwynedd

- Web: [www.mantellgwynedd.com](http://www.mantellgwynedd.com)
- Tel: 01286 676 626

## **Merthyr Tydfil**

VAMT (Voluntary Action Merthyr Tydfil)

- Web: [www.vamt.net](http://www.vamt.net)
- Tel: **01685 353 900**

## **Monmouthshire**

GAVO (Gwent Association of Voluntary Organisations)

- Web: [www.gavowales.org.uk](http://www.gavowales.org.uk)
- Tel: 01633 241 550

## **Neath Port Talbot**

NPTCVS (Neath Port Talbot Council for Voluntary Service)

- Web: [www.nptcvs.com](http://www.nptcvs.com)
- Tel: 01639 631 246

## **Newport**

GAVO (Gwent Association of Voluntary Organisations)

- Web: [www.gavowales.org.uk](http://www.gavowales.org.uk)
- Tel: 01633 241 550

## **Pembrokeshire**

PAVS (Pembrokeshire Association of Voluntary Services)

- Web: [www.pavs.org.uk](http://www.pavs.org.uk)
- Tel: 01437 769 422

## **Powys**

PAVO (Powys Association of Voluntary Organisations)

- Web: [www.pavo.org.uk](http://www.pavo.org.uk)
- Tel: 01597 822 191

## **Rhondda Cynon Taf**

## **Interlink RCT**

- Web: [www.interlinkrct.org.uk](http://www.interlinkrct.org.uk)
- Tel: 01443 846 200

## **Swansea**

### **SCVS (Swansea Council for Voluntary Services)**

- Web: [www.scvs.org.uk](http://www.scvs.org.uk)
- Tel: 01792 544 000

## **Torfaen**

### **TVA (Torfaen Voluntary Alliance)**

- Web: [www.tvawales.org.uk](http://www.tvawales.org.uk)
- Tel: 01495 742 420

## **Vale of Glamorgan**

### **GVS (Glamorgan Voluntary Service)**

- Web: [www.gvs.wales](http://www.gvs.wales)
- Tel: 01446 741 706

## **Wrexham**

### **AVOW (Association of Voluntary Organisations in Wrexham)**

- Web: [www.avow.org](http://www.avow.org)
- Tel: 01978 312 556

## Further reading

### **Age-friendly resource hub**

Ageing Well in Wales

- Web: [www.ageingwellinwales.com/agefriendly](http://www.ageingwellinwales.com/agefriendly)

### **Age-friendly resource manual**

International Federation on Ageing

- Web: <https://bit.ly/2Bqv48g>

### **Clear print guidelines**

RNIB and Sensory Trust

- Web: [www.sensorytrust.org.uk/resources/connect/infosheet\\_clearlargeprint.pdf](http://www.sensorytrust.org.uk/resources/connect/infosheet_clearlargeprint.pdf)

### **Creating an age-friendly Wales**

Age Cymru

- Web: <https://bit.ly/2N2XI65>

### **Finding the right fit: Age-friendly community planning**

Ontario Seniors' Secretariat

- Web: [www.seniors.gov.on.ca/en/resources/AFCP\\_Eng.pdf](http://www.seniors.gov.on.ca/en/resources/AFCP_Eng.pdf)

### **Global age-friendly cities: A guide**

World Health Organisation

- Web: <https://bit.ly/2aNFLAy>

### **Measuring the age-friendliness of cities**

World Health Organisation

- Web: <https://bit.ly/2ncT9Gg>

### **What are age-friendly environments?**

AFE-INNOVNET

- Web: <https://bit.ly/2Pm580a>

# Age-friendly checklist

This checklist incorporates information from the **Checklist of Essential Features of Age-Friendly Cities**<sup>116</sup> developed by the World Health Organisation and **Age-Friendly Rural and Remote Communities: A Guide**<sup>117</sup>, developed by the Seniors of Alberta, Canada.

The checklist can be a useful way to think about how age-friendly your community is, and to identify areas which could be improved. It can also be used to give ideas on what things you can measure to evaluate your work.

## Outdoor spaces and buildings

### Pavements and pathways

<input type="checkbox"/>	Pavements and pathways are accessible, well-maintained and well-lit.
<input type="checkbox"/>	Pavements have low curbs and can accommodate walkers and wheelchairs.
<input type="checkbox"/>	Streets are clean, tidy and well-maintained.

### Public toilets and rest areas

<input type="checkbox"/>	Public toilets are accessible and can accommodate people with a variety of disabilities (e.g. buttons to open and close doors, handrails and doors that are easy to open and close).
<input type="checkbox"/>	Public toilets are located at convenient locations with clear signage (e.g. large print, good colour contrast, braille).
<input type="checkbox"/>	Local businesses have rest areas and toilet facilities available for customers and non-customers or staff who signpost people to nearby facilities.
<input type="checkbox"/>	Accessible benches are located along streets, paths or trails, and are spaced at regular intervals.

### Safety and security

<input type="checkbox"/>	Neighbourhood watch schemes and home safety and security checks are in place to support community safety and crime prevention.
<input type="checkbox"/>	Streets are well-lit.

<sup>116</sup> [http://www.who.int/ageing/publications/Age\\_friendly\\_cities\\_checklist.pdf?ua=1](http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf?ua=1)

<sup>117</sup> [http://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age\\_friendly\\_rural/AFRRRC\\_en.pdf](http://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age_friendly_rural/AFRRRC_en.pdf)

## Community facilities (such as shops, places of worship, community centres and Council offices)

<input type="checkbox"/>	Services are grouped together, close to where people live.
<input type="checkbox"/>	Services and shops can be easily accessed (e.g. they are located on the ground floor of buildings, include wheelchair ramps, etc.).

## Public buildings

Public buildings and businesses are accessible and have:	
<input type="checkbox"/>	Ramps with a slope appropriate for people using walkers, wheelchairs, mobility scooters or other mobility aids.
<input type="checkbox"/>	Easy access to all floors.
<input type="checkbox"/>	Non-slip flooring.
<input type="checkbox"/>	Doors that are easy to open.
<input type="checkbox"/>	Accessible toilets located on the ground floor.
<input type="checkbox"/>	Parking that is well-maintained and easy to access (including considerations such as use of tactile markers and good colour contrast).

## Transportation

### Roads

<input type="checkbox"/>	Roads are well-maintained, well-lit and are supported by clear and visible signage.
<input type="checkbox"/>	Pedestrian crossings are at convenient locations and consider the needs of people with sensory impairments.
<input type="checkbox"/>	Pedestrian crossings allow adequate time for people with limited mobility to cross.
<input type="checkbox"/>	Pedestrian crossings have clear visual and auditory signals to indicate when it is safe to cross.
<input type="checkbox"/>	Roadways are free of obstructions that may block drivers' vision.
<input type="checkbox"/>	Traffic signs and junctions are visible and well-placed.



## Parking

<input type="checkbox"/>	Parking spaces and street parking are located close to amenities.
<input type="checkbox"/>	Parking regulations are enforced (e.g. preventing people from parking on pavements or in disabled spaces when they are not permitted to).
<input type="checkbox"/>	There are sufficient parking places for persons with disabilities, located in convenient locations.

## Public transport

<input type="checkbox"/>	Accessible, affordable and convenient public transport options are available.
<input type="checkbox"/>	Public transport is easy to use, with well-advertised routes and vehicles.
<input type="checkbox"/>	Public transport is reliable and frequent.
<input type="checkbox"/>	Public transport allows people to take part in social and community activities at evenings and weekends.
<input type="checkbox"/>	Bus and train timetables are prominently displayed in clear and easy-to-read formats, accessible to all.
<input type="checkbox"/>	Bus and train timetables are made available in formats suitable for people with sight loss (e.g. via a phone service or in Braille).
<input type="checkbox"/>	Bus stops and train stations provide suitable shelter and rest for older people.
<input type="checkbox"/>	Buses and trains provide auditory and visual notifications to let passengers know which stop or station they are at.
<input type="checkbox"/>	Vehicles used for public transport are clean, well-maintained and accessible.
<input type="checkbox"/>	Buses and trains are not overcrowded and have priority seating for older people or people with disabilities that is respected by other passengers.

## Private and community transport

<input type="checkbox"/>	Where public transport is limited, voluntary, community or private transport alternatives are available.
<input type="checkbox"/>	Affordable and accessible community transport services are available to take people to medical appointments, shopping trips and community events in different areas.
<input type="checkbox"/>	Taxis or similar options are available, accessible and affordable to those who need them.
<input type="checkbox"/>	Accessible transport for people with a variety of disabilities, including mobility challenges is available across all transport options available.

# Housing

## Housing options

<input type="checkbox"/>	A range of appropriate and affordable housing options (including for sale and to rent) are available
<input type="checkbox"/>	Housing is located close to public services, shops and other facilities.
<input type="checkbox"/>	Housing options (including both houses and flats) are available that are responsive to local needs, including the needs of older people, people with disabilities and young families.

## Ageing in the right place

<input type="checkbox"/>	Home support (including home maintenance services and personal care) are available to enable older people to continue to live in their own homes.
<input type="checkbox"/>	Support is available for older people who live alone and may struggle to manage their homes or stay active within their community (e.g. volunteer services, networks of neighbours or community members)
<input type="checkbox"/>	Housing adaptations are available and affordable, with financial assistance available to those on low incomes.
<input type="checkbox"/>	New housing is built to accommodate individuals and families at different life stages and/or to allow people to adapt their homes to meet changing needs (following guidance such as the Lifetime Home Standards <sup>118</sup> )
<input type="checkbox"/>	New housing is encouraged to consider principles of inclusive and accessible design (following guidance such as RNIB's Visibly Better scheme <sup>119</sup> ).

# Social participation

## Preventing loneliness and unwanted isolation

<input type="checkbox"/>	People who are unable to leave their homes receive regular visits from community agencies, organisations or volunteers.
<input type="checkbox"/>	Active efforts are made to engage with and involve people who are at risk of social isolation.
<input type="checkbox"/>	A culture of inclusion and neighbourhood support is promoted in the community.

<sup>118</sup> <http://www.lifetimehomes.org.uk/>

<sup>119</sup> [www.rnib.org.uk/wales-cymru-how-we-can-help/designing-accessible-housing-and-buildings](http://www.rnib.org.uk/wales-cymru-how-we-can-help/designing-accessible-housing-and-buildings)

## Events and activities

<input type="checkbox"/>	There are a range of events and activities for people of all ages, including physical and recreational activities, cultural activities, sporting events, community and school related events etc.
<input type="checkbox"/>	Activities are available which take place indoors and outdoors.
<input type="checkbox"/>	Community events and activities are designed to appeal to people of different ages, abilities and backgrounds.
<input type="checkbox"/>	Community events and activities are held in locations that are served by accessible and affordable transportation, ideally on a regular bus route.
<input type="checkbox"/>	A range of learning opportunities are available and affordable, located in places that are well served by public transport.
<input type="checkbox"/>	Community activities are well-publicised to all community members through a variety of methods, including those appropriate for people with disabilities.
<input type="checkbox"/>	Community activities and events are held in locations that are accessible to all, including people with disabilities.

## Respect and social inclusion

<input type="checkbox"/>	People of all ages are treated respectfully.
<input type="checkbox"/>	Community activities encourage the sharing of skills, knowledge and experiences between generations.
<input type="checkbox"/>	Residents of all ages and abilities can have their voice heard on matters important to them and are invited to co-produce community services and facilities with other agencies and professionals.
<input type="checkbox"/>	All public-facing staff (whether from public or private sectors) are courteous, helpful and attuned to the needs of people with varying degrees of physical and cognitive abilities.
<input type="checkbox"/>	Community-wide activities and events are open and accessible to everyone.

## Participation and employment opportunities

### Accessibility

<input type="checkbox"/>	Transportation is available and accessible to older people who want to remain in work or volunteer.
<input type="checkbox"/>	Workplaces are willing and able to adapt workplaces to meet the needs of people with disabilities or with reduced mobility.

## Civic participation

<input type="checkbox"/>	People of all ages, backgrounds and abilities are well represented on local councils, boards and committees.
<input type="checkbox"/>	A range of voluntary opportunities are available that meet the interests of people in the community, including older people, people living with dementia and people with disabilities.
<input type="checkbox"/>	Volunteering encourages intergenerational interaction.
<input type="checkbox"/>	Opportunities for volunteering accommodate people with different interests, needs and preferences.

## Employment

<input type="checkbox"/>	Hiring policies encourage diversity in age and ability as well as skills and experience
<input type="checkbox"/>	Workplaces offer flexible working including part-time or seasonal employment, job sharing and reduced hours to support older workers.
<input type="checkbox"/>	Training and development opportunities such as training in new technologies are available to workers of all ages.
<input type="checkbox"/>	Retirement programmes and policies support the ongoing participation of older workers if they choose to remain in the workforce.
<input type="checkbox"/>	Firms offer employees mid-life career reviews <sup>120</sup> to support older workers to continue to develop in the workplace.
<input type="checkbox"/>	Firms provide pre-retirement planning which supports older workers to plan for their future and transition to retirement, addressing both financial and social considerations.

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<sup>120</sup> <http://www.learningandwork.org.uk/resource/mid-life-career-review/>

## Communication and information

<input type="checkbox"/>	Information about community activities and events is promoted widely.
<input type="checkbox"/>	Information about community activities and events is displayed in places where people regularly go such as post offices, banks, supermarkets, places of workshop, pubs, libraries, doctors' surgeries, pharmacies and community centres.
<input type="checkbox"/>	Information is provided to people who may be socially isolated by volunteer workers, befrienders, home support workers or carers.
<input type="checkbox"/>	Information is provided in accessible and easy to understand formats, with clear, large fonts and using simple language.
<input type="checkbox"/>	Information can be accessed in people's language of choice.

## Community support and health services

### Health and support services

<input type="checkbox"/>	Affordable health and home support (e.g. personal care, cleaning, home maintenance, nail cutting services) are available.
<input type="checkbox"/>	Affordable meal options are available in the communities (e.g. meals on wheels, home delivery services, regular community dinners, etc.).
<input type="checkbox"/>	Delivery services for essential items including food shopping and prescriptions is available to people who are unable to get out and about.
<input type="checkbox"/>	Health services such as doctors, hospitals and pharmacies are fully accessible by people with all levels of mobility.

### Health information

<input type="checkbox"/>	People are informed about the services that they may be eligible for and how to access them.
<input type="checkbox"/>	Information is provided to carers about services and facilities available to support them.

# Sample letter for local groups

Your address.

It can also be useful to include an email address (if you have one) and phone number if you don't mind being contacted in these ways.

184 Heol Seren  
Nantcoed  
PY4 8PP

my.name@domainname.com  
04321 123 456

Nantcoed Adult Learners Club  
130 High Street  
Nantcoed  
PY4 3NU

20<sup>th</sup> July 2018

Dear Sir/Madam

The address of the group you are contacting

If you know the name of the person you are writing to, include it here (e.g. "Dear Mrs. Temple")

## Re: meeting to discuss Age-Friendly Nantcoed

My name is Rhian Jones, and I am the Chair of Age-Friendly Nantcoed. Age-Friendly Nantcoed is a new community group which aims to make Nantcoed a great place for people of all ages to live in. We want to build upon the things that make our community great and are looking into how we can make things even better.

I would appreciate the opportunity to meet with yourself and members of the Nantcoed Adult Learners Club to tell you a bit about the group, explain what we mean by the term age-friendly and to have a chat about how we could work together going forward.

Please let me know if you and the group would be interested in meeting to discuss this. If you have any questions or queries, please don't hesitate to contact me.

I look forward to hearing from you.

Yours faithfully,

If you know the name of the person you are writing to, end with "Yours sincerely", otherwise, use "Yours faithfully"



Rhian Jones

## Workshop idea for residents

### How can we make Nantcoed a better place to grow older?

We want your ideas about how we can make our community more age-friendly. An age-friendly community is one where people of all ages can take part in community activities and are supported to continue to do the things that matter to them as they get older.

We want to hear from you about the things that already make Nantcoed a good place to grow older, as well as things that we could improve by working together as a community.

Post-Its, pens and paper have been provided. In small groups, we'd like you to discuss the following three questions:

- **What makes Nantcoed a good place to grow older?**

This could be things like people being friendly and good neighbours, having beautiful green spaces close-by, a good local doctor's surgery, lots of interesting things to do locally, or that the bus service is good and it's easy to get to the local shops.

- **What would make Nantcoed a better place to grow older?**

This doesn't just have to be big schemes or projects. Being age-friendly isn't just about Government policies and Council services, it's also about making small changes that make a big difference to the lives of older people. Don't focus on the things we can't do anything about, instead think about things that we can change by working together.

- **Who do we need to work with to make Nantcoed more age-friendly?**

Who do we need to involve to turn your ideas into reality? This might include local businesses, schools, the Council, doctor's surgery, church or voluntary groups.

Make sure that you write down your ideas in a way that can be understood by other people. It might help to nominate one person from your group to do all the writing.

Once you've had a chance to come up with some ideas, please put your answers to the three questions on the posters on the wall. Then, take the time to read some of the ideas that other people have come up with. Use the gold star stickers provided to highlight which ideas you like best (even if it's your own!).

If you need any help or have any questions at any time, please ask and we'll be glad to help.

Don't forget to leave your contact details on the sheet provided if you'd like to work with us to make Nantcoed more age-friendly going forward, we'd love to have you involved.

**Thank you for taking part and helping us make  
Nantcoed a great place to grow old in!**



# Sample sign-up sheet

Thanks for helping us to make Nantcoed more age-friendly. If you'd like to stay involved, please fill-in your details below.

**We will never share your contact details with anyone else.**

Name	Address	Email	Tel

## Template poster to publicise events

# We love Nantcoed!

## Making our community a great place to grow older

SICRHAU CYMUNEDAU  
SY'N YSTYRIOL O OEDRAN  
*Gan gymunedau lleol, i gymunedau lleol*



AGE-FRIENDLY  
COMMUNITIES IN PRACTICE  
*By local communities, for local communities*

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## Wednesday 12<sup>th</sup> September, 6pm – 8pm

### Nantcoed Primary School, Middle Harpist Road, Nantcoed PY4 8PW

Join us to discuss how we make our community a better place for people of all ages.

- Hear from the local Council on what they are doing to make our borough more age-friendly
- Have your voice heard and help contribute to our plans to make Nantcoed a better place to grow older

**Free event – all are welcome!**

**Tea, coffee and biscuits will be provided!**

For more information, contact Rhian at [my.name@domainname.com](mailto:my.name@domainname.com) or on 07712 987 654.

# Action plan template

What needs to be done?	Who will do it?	When will it be done by?	How will we know that it has been completed?

# Age-Friendly Communities in Practice

**Age-Friendly Communities in Practice** recognises the fantastic and inspirational work taking place in communities around Wales. The scheme is supported by Ageing Well in Wales and COPA (Cymru Older People's Alliance).

## What are the benefits of taking part?

- You'll be part of a growing network of groups committed to making Wales a nation of age-friendly communities.
- You'll be able to use the Age-Friendly Communities in Practice logos to help promote your work and to identify your community as working to become more age-friendly.
- You'll be automatically updated about new resources and tools which can help you in your work.
- Information about your work will be shared with other groups across Wales.
- You'll have the opportunity to learn from other communities working to become more age-friendly.

## How can we get involved?

- Complete the form on the following pages.
- If you're already involved in any age-friendly projects you'd like to share, please consider completing an age-friendly case study for each project (a case study template can be found at the very end of this guide).
- Return all completed forms by email to **ageingwell@olderpeoplewales.com** or by post to **Ageing Well in Wales, Older People's Commissioner for Wales, Cambrian Buildings, Mount Stuart Square, Cardiff CF10 5FL.**

Electronic versions of all these forms can be requested from Ageing Well in Wales at **ageingwell@olderpeoplewales.com**.

# Age-Friendly Communities in Practice: Get recognised for your efforts

## About your group

Name of community / group	
Contact name	
Address	
Telephone	

## Online information (if applicable)

Email address	
Website	
Facebook page	
Twitter account	
Other (e.g. listing in DEWIS, Nextdoor)	

## Brief description about what you are planning to achieve?

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## Who else is involved?

Details of any other organisations / groups you are working with

## How will your work improve the lives of older people?

## How will you measure whether you have achieved your aims?

## How does your work link to the 8 domains of age-friendly communities?

Please tick all that apply

1. Outdoor space and public buildings	<input type="checkbox"/>
2. Transport	<input type="checkbox"/>
3. Housing	<input type="checkbox"/>
4. Social participation	<input type="checkbox"/>
5. Respect and social inclusion	<input type="checkbox"/>
6. Civic participation and employment	<input type="checkbox"/>
7. Communication and information	<input type="checkbox"/>
8. Community support and health services	<input type="checkbox"/>

## Your age-friendly action plan

<b>What needs to be done?</b>	<b>Who will do it?</b>	<b>When will it be done by?</b>	<b>How will we know that it has been completed?</b>

# Case studies template

**Project name: what is it's unique selling point?  
What makes it different / interesting?**

**Space for photo(s)**

## **What is it?**

A brief (one or two) sentence description of the project.

Use font Arial, size 14.

Maximum 4 lines.

## **Who is it for?**

Who is the target audience?

Use font Arial, size 14.

Maximum 4 lines.

## **Where is it?**

Where is the project / scheme based?

Use font Arial, size 14.

Maximum 4 lines.



## When is it?

How often does the group meet / when does the service or activity run? Are there specific days / hours for getting involved?

Use font Arial, size 14.

Maximum 4 lines.

## Who is involved?

List of partner organisations involved in running and supporting the scheme.

Where appropriate, details of who is providing funding / financial support.

Use font Arial, size 14.

Maximum 4 lines.

## What are the benefits for older people?

- Bullet-point list of benefits to older people.
- Use font Arial, size 14.
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- 
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- 
- 
- Maximum 10 lines.

## Contact details

Phone numbers, email addresses and websites for people to get more details about the scheme.

Use font Arial, size 14.

Maximum 4 lines.

For more information on age-friendly communities, visit [www.ageingwellinwales.com/agefriendly](http://www.ageingwellinwales.com/agefriendly)



HENEIDDIO’N DDA  
YNG NGHYMRU  
AGEING WELL IN WALES

**Sharing good practice to make Wales a good place to grow older for everyone.**

02920 445 030

[www.ageingwellinwales.com](http://www.ageingwellinwales.com)