Action plan of Kwun Tong District

1.   Outdoor Spaces and Buildings

Goal: Facilitate "Age-friendly" design in outdoor space environment and building

Proposed action	Outcome	Performance Indicator
Establish channels for senior citizens to express their concerns and suggestions on the outdoor space environment and buildings	Facilitate senior citizens to voice out their concerns which contribute to the 'age-friendly' design in outdoor space environment and buildings	• Level of participation (such as meetings/consultations etc) enhanced; or • Number of channels established or newly established.

Goal: Create barrier free outdoor spaces that promote walking as a mode of transportation for senior citizens

Proposed action	Outcome	Performance Indicator
Continue to initiate projects (i.e. improvement of staircase/walk trails, installation of lifts at footbridges, widening of footpaths, addition of new pedestrian crossings and widening the existing pedestrian crossings) to enhance pedestrian linkages and connectivity	Increase senior citizen's mobility to different places	• Number of newly launched/completed projects; • Number of new/enhancement projects under discussion/planning; • Number of enhancement projects concluded; • Progress made to planned projects; or • Progress made to improve facilities by other means.
Continue to initiate projects to construct covered walkways and rain shelters	Encourage senior citizens to go out even in poor weather condition	
Continue to enhance public lighting system	Increase the safety of senior citizens when walking through the street	

Goal: Improve facilities of shopping malls and community buildings in way that take into consideration the needs of senior citizens

Proposed action	Outcome	Performance Indicator
Examine the feasibility of increasing barrier-free access facilities (i.e. automatic door installation, handrail installation for wide staircases) in shopping malls	Provide convenience to senior citizens when visiting the shopping malls	• Number and progress of studies conducted; • Number of completed elderly- friendly facilities; • Number of new facilities initiated;
Continue to initiate facility improvement work at community halls/centers	Facilitate senior citizens to gather and participate in activities in community buildings	• Number of new facilities under discussion/planning; • Number of enhancement projects under discussion/planning; • Number of enhancement projects concluded; or • Progress made to improve facilities by other means.

Goal: Maintain and improve the health of senior citizens by encouraging them to go out and do exercise

Proposed action	Outcome	Performance Indicator
Continue to enhance elderly-friendly facilities (i.e. elderly fitness equipment, sitting benches at open areas) in public areas (i.e. open spaces in public rental housing estates, parks and playgrounds)	Provide more resting areas for senior citizens and maintain their health by offering more facilities for doing exercise	• Number of completed elderly-friendly facilities; • Number of new facilities initiated; • Number of new facilities under discussion/planning; • Number of enhancement projects under discussion/planning; • Number of enhancement projects concluded; or • Progress made to improve facilities by other means.

2.   Transportation

Goal: Facilitate "Age-friendly" design in transport services

Proposed action	Outcome	Performance Indicator
Establish channels to consult senior citizens about their views on public transport services	Facilitate senior citizens to voice out their concerns which contribute to the 'age-friendly' design in public transport services	• Level of participation (such as meetings/consultations etc) enhanced; or • Number of channels established or newly established.
Enhance the comfort of waiting areas at the bus terminus and bus stops	Decrease physical discomfort of senior citizens when waiting for buses	• Number of seats installed; • Number of enhancement initiative conducted; • Number of additional bus terminus and bus stops with seated areas; or • Progress made to improve facilities by other means.
Continue to study the feasibility of replacing and deploying Super-Lower-Floor ('SLF') vehicles on bus routes serving the Kwun Tong District	Increase accessibility of senior citizens (especially those using wheelchair) when using bus services	• Progress made to the study; • Number of buses deploying the vehicles; • Number of new bus routes initiated; or • Progress made to improve facilities by other means.
Enhance the connectivity between MTR Kowloon Bay Station and the future East Kowloon Cultural Centre	Increase mobility and connectivity of senior citizens accessing to public transport services	• Projects planned/under discussion for enhancing the connectivity; • % of project improved; • Number of improvement initiated; or • Progress made to improve facilities by other means.

3.   Housing

Goal: Facilitate "Age-friendly" design in housing facilities and home setting that enables senior citizens to live independently in the community

Proposed action	Outcome	Performance Indicator
Provide platforms (e.g. design workshops) to facilitate senior citizens to express their needs and aspirations about home settings	Increase senior citizens' awareness of their needs in home settings	• Level of participation (such as meetings/consultations etc) enhanced; or • Number of channels established or newly established.
Initiate projects to provide one-stop information about home repair and modification services	Increase senior citizens' accessibility to reliable home repair and modification services, so as to facilitate them to live independently in the community	• Number of visitors/subscribers; • Number of updates; or • Progress made to improvements by other means.
Continue to provide barrier-free access facilities (i.e. Lift modernization programme) in public rental housing estates	Ensure a safe and pleasant living environment for the public rental housing tenants	• Number of completed elderly-friendly facilities; • Number of new facilities initiated; • Number of new facilities under discussion/planning; • Number of enhancement projects under discussion/planning; • Number of enhancement projects concluded; or • Progress made to improve facilities by other means.

Goal: Provide relief to senior citizens living in public rental housing who are facing financial hardship

Proposed action	Outcome	Performance Indicator
Continue to grant rent reduction to eligible 'All Elderly Families' living in public rental housing who are aged 60 or above under Rent Assistance Scheme (RAS)	Senior citizens (living in public rental housing) under financial difficulties can also afford the housing rent	• Number of elderly recipients.

4.   Social Participation

Goal: Ensure senior citizens are able to participate in different activities in the community

Proposed action	Outcome	Performance Indicator
Continue to provide opportunities for senior citizens to participate in different social activities (i.e. recreation and sports, leisure and learning activities)	Senior citizens could extend their healthy and active years of life and enjoy more fulfilling lives	• Number of programs; or • Number of senior citizens participating in programs.

5.   Respect and Social Inclusion

Goal: Build up a caring community for senior citizens

Proposed action	Outcome	Performance Indicator
Continue to run projects (i.e. 'Opportunities for the Elderly Project' (OEP)) to offer more chances of participation for the senior citizens to interact with the young and actualize their potentials	Enhance cross-generation cohesion and create a sense of worthiness among the elderly	• Number/scale of programs; • Number of enterprises participating the programs; or • Feedback received from questionnaire
Organize publicity programs (i.e. award scheme) to encourage enterprises to be sensitive to the needs of senior citizens when designing services	Create a caring community where senior citizen is respected	

Goal: Establish channels for senior citizen to voice out their concerns about the age-friendliness issues in the community

Proposed action	Outcome	Performance Indicator
Provide platforms to senior citizens (i.e. involve senior citizens in meetings at district level) to voice out their opinions with different stakeholders in the community, such as District Council (DC) members, government officials and NGOs	Enable senior citizens to voice out their concerns about age-friendliness issues and facilitate to develop an age-friendly city in Kwun Tong district	• During the three-year action plan, to establish a district level forum involving senior citizens, NGOs, government officials and DC members to exchange views on age-friendliness issues in the community; • Number of meetings held; or • Parties involved in the meetings.

6.   Civic Participation and Employment

Goal: To assist senior citizens (especially young old) to re-enter the job market

Proposed action	Outcome	Performance Indicator
Provide a series of training courses to equip senior citizens to understand the prevailing circumstances of the employment market and strengthen their job skills	Enhance the pre-vocational preparations of senior citizens and increase their employment opportunities to re-enter the labour market	• Number of training courses; and • Number of promotional activities.
Continue to promote the training and employment opportunities of senior citizens through different promotional activities	Enhance the awareness of the senior citizens about the training courses and services offered by the Employees Retraining Board and the employment opportunities of different industries	

Goal: Utilize the strengths of senior citizens as volunteers

Proposed action	Outcome	Performance Indicator
Continue to recruit senior citizens as volunteers to enable them to continue contributing to the community	Promote volunteerism among the senior citizens and utilize their contributory roles in building up an aged-friendly community with strong neighbourhood support	• Number of senior citizens as volunteers

7.   Communication and Information

Goal: Increase senior citizens' accessibility to affordable internet services

Proposed action	Outcome	Performance Indicator
Improve the provision of free Wi-Fi hotspots in the public rental housing and public transport interchange	Increase senior citizens' accessibility to affordable internet services	• Number of improvement works of free Wi-Fi hotspots in the Kwun Tong district

Goal: Facilitate senior citizens to adapt to the digital world

Proposed action	Outcome	Performance Indicator
Promote programs (including courses) about digital technology taught by younger generations to seniors	Enhance cross-generation cohesion and help senior citizens to integrate in the increasing digital world	• Number of programs (including courses); • Level of participation by senior citizens; • Frequency of updates; • Volume of subscribers/users/visitors; or • Feedback received from questionnaire.
Promote the use of website providing information about elderly services	Help senior citizens to integrate in the increasing digital world	
Promote the use of transportation apps providing information about the waiting time for buses	Help senior citizens to manage the time to bus stop and avoid a long waiting time	

8.   Community Support and Health Services

Goal: Strengthen community support services to senior citizens and caregivers

Proposed action	Outcome	Performance Indicator
Consolidate the information about community support services (especially caregiver support services) available in the district	Enhance caregivers' awareness of and accessibility to appropriate community support services	• Number of visitors/subscribers; or • Number of updates in the platform.
Providing innovative services for the caregivers in special needs (i.e. deliver support services through the telephone or digital platform (whatsapps or wechat))	Increase reach out to caregivers who might not be able to receive face-to-face services due to caregiving responsibility	• Number of caregivers joining the services
Continue to conduct home visits to elderly households	Increase participants' (i.e. volunteers) understanding about the needs of the senior citizens and provide emotion support to senior citizens in need	• Number of home visits
Continue to provide financial assistance to eligible elderly household of public rental housing estates to install Emergency Alarm System (EAS)	Ensure senior citizens can access to emergency assistance when needed	• Number of elderly recipients receiving the financial assistance
Continue to launch the Aging in place (AIP) programme for the senior citizens living in public rental housing	Improve the livability of senior citizens in the community by helping them to understand the importance of healthy and active ageing and maintaining a safety living habit	• Number of elderly service recipients

Goal: Promote healthy life of senior citizens and facilitate them to deal with different diseases

Proposed action	Outcome	Performance Indicator
Continue to conduct programs (i.e. talks and seminars) on different health related topics	Promote healthy life among senior citizens by enhancing their health consciousness, and increase knowledge and skills of senior citizens and their family members in dealing with different diseases	• Number of programs; or • Number of participants (including senior citizens and family members).
Continue to provide free body checks to senior citizens in Kwun Tong	Provide early detection of physical risk caused by diseases (i.e. stroke)	• Number of service recipients; or • Number of activities held.