# Age Friendly
**Bournemouth • Christchurch • Poole**

**Part of the UK network of
Age Friendly Communities**

# Action Plan
April 2023 - April 2025

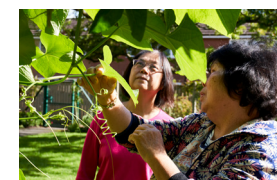**Prama**
Dignity in later life

**BCP** Council

# What is an Age Friendly Community?

"Older residents help to shape the place that they live. This involves local groups, councils, businesses and residents all working together to identify and make changes in both the physical and social environments, for example transport, outdoor spaces, volunteering and employment, leisure and community services." (Centre of Ageing Better, 2022)

Through consultation with older people, the World Health Organisation (WHO) developed an **Age Friendly Community framework** in 2007, which contains eight interrelated domains to support communities to evaluate their level of Age Friendliness. The interrelated domains are roughly split into two main areas covering the social and built environment.

This Age Friendly Communities Action Plan for Bournemouth, Christchurch and Poole outlines the areas of focus across the domains (Centre of Ageing Better, 2022).



Older people

Outdoor spaces and buildings

Transportation

Housing

Social participation

Respect and social inclusion

Civic participation and employment

Communication and information

Community support and health services

# The World Health Organisation's Eight Age Friendly Domains*

## 1 Transportation

Transportation, including accessible and affordable public transport, is a key issue for people in later life. People's ability to move about in the community impacts on participation in and access to services. Every aspect of transport infrastructure, equipment and service is integral to creating an Age Friendly Community.

## 2 Housing

Safe, good-quality homes can maintain or improve physical and mental health, wellbeing and social connections. It is vital to have housing and support that allow us to age comfortably and safely within the community of people's choosing.

## 3 Social participation

Social participation is strongly connected to good health and wellbeing throughout life. It is important to enable people to feel connected and have a sense of belonging, and maintain or establish supportive and caring relationships. Enabling accessibility, particularly for those with mobility issues, is also key.

## 4 Respect and social inclusion

An Age Friendly Community enables people of all backgrounds to actively participate and treats everyone with respect, regardless of age. Multigenerational activities are a great way for different generations to learn from one another.

## 5 Civic participation and employment

Age Friendly Communities provide options for people in later life to continue to contribute to their communities. Those options can include paid employment or voluntary work and being engaged in the political process.

## 6 Communication and information

Staying connected with events and people and getting timely, practical information to meet personal needs is vital for active ageing. It is important to have relevant information that is accessible to those of us with varying capacities and resources.
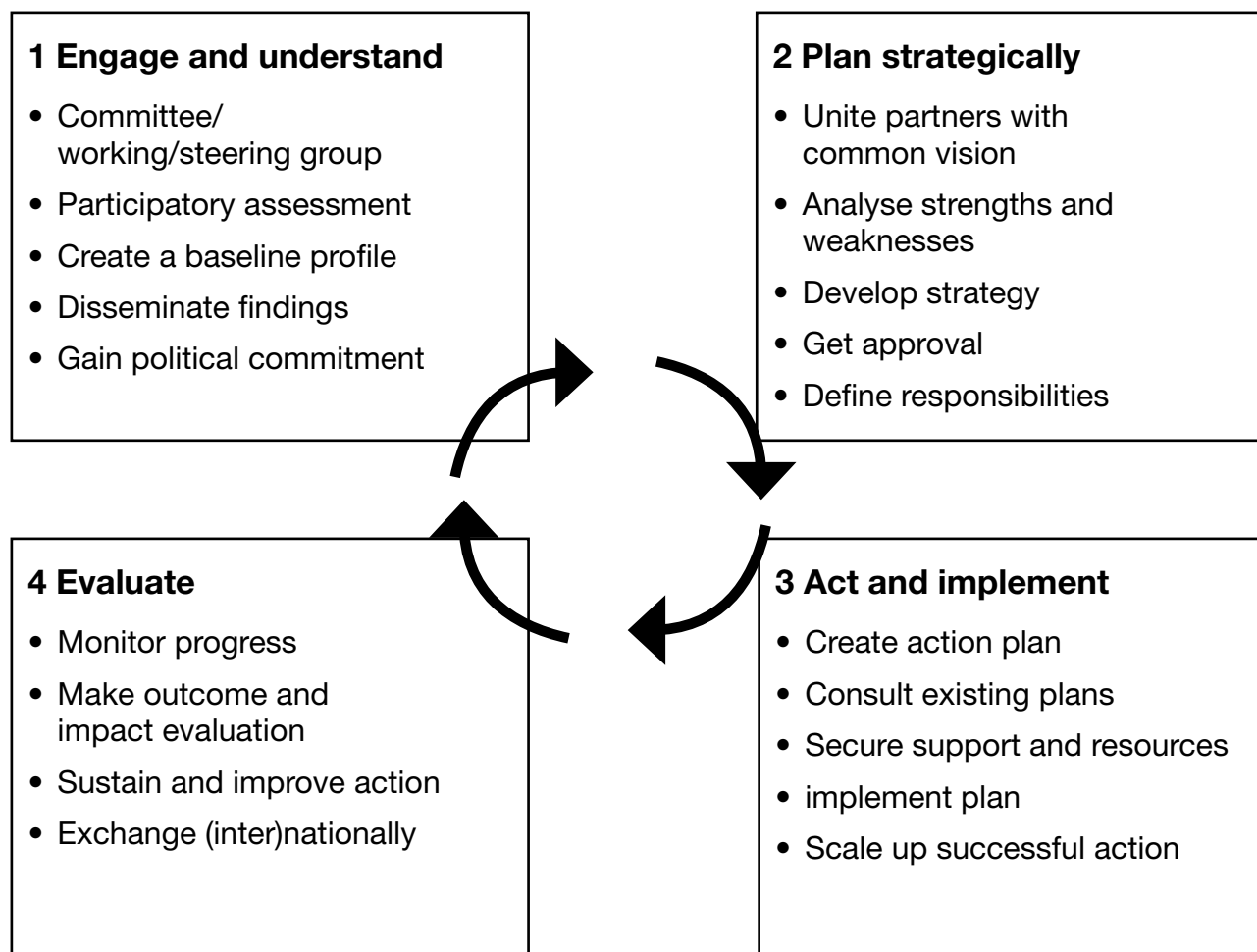
## 7 Community support and health services

Community support is strongly connected to good health and wellbeing throughout life, alongside accessible and affordable health care services. Both criteria are vital for maintaining health and independence as people age, communities grow too and health and social care funding will need to increase substantially.

## 8 Outdoor spaces and buildings

The outside environment and public buildings have a major impact on the mobility, independence and quality of life of people in later life. Characteristics of the built environment that contribute to being Age Friendly include: access and safety, green spaces, walkable streets, outdoor seating and accessible buildings (with lifts, stairs with railings etc).

# The World Health Organisation's 4-stage approach

The World Health Organisation (WHO) recommends a 4-stage approach to becoming an Age Friendly Community. The first stage is 'Engage and Understand' and should take approximately one year to understand the key areas for action by prioritising engagement with the older adult community and partner organisations that support older adults across Bournemouth, Christchurch and Poole (BCP area).

**1 Engage and understand**

- Committee/working/steering group
- Participatory assessment
- Create a baseline profile
- Disseminate findings
- Gain political commitment

**2 Plan strategically**

- Unite partners with common vision
- Analyse strengths and weaknesses
- Develop strategy
- Get approval
- Define responsibilities

**4 Evaluate**

- Monitor progress
- Make outcome and impact evaluation
- Sustain and improve action
- Exchange (inter)nationally

**3 Act and implement**

- Create action plan
- Consult existing plans
- Secure support and resources
- implement plan
- Scale up successful action

# A local Age Friendly Network across Bournemouth, Christchurch and Poole

**A group of committed local partners are working together to focus on Bournemouth, Christchurch and Poole being an age friendly place to live, work and visit.**

In July 2022, BCP Council recruited an Age Friendly Communities Coordinator to provide a dedicated resource to focus on building an Age Friendly Network across the conurbation. In close partnership with Prama, the concept of Age Friendly Communities has been introduced to over 120 individuals from 45 partners across statutory, voluntary and faith sectors.

Building an **Age Friendly Network** enables us to work together, share a breadth of resource and expertise, as well as listen and involve a variety of representatives from diverse communities to create an environment where people can live and age well locally.

An **Age Friendly Steering group** has been created, which currently includes representation from BCP Council, Prama, Help and Care, Community Action Network (CAN), Health colleagues such as Public Health Dorset and u3a. The Steering Group will meet bi-annually with the purpose to identifying areas of improvement and good practice. They will work together with the common goal for our local area to become recognised by the World Health Organisation as an Age Friendly Community.

This **Age Friendly Communities Action Plan** includes actions and activities to help achieve that goal. The Age Friendly Community Coordinator will facilitate and coordinate with others the delivery of the action plan; engaging and involving older adults and a breadth of representatives across the Age Friendly Network on a variety of projects and activities. The plan includes ways to develop connections and learning across the Network, such as monthly newsletters, bi-annual Network Forums alongside smaller working groups on themed areas of work. Through recent engagement work, the Network has identified the following **first year priorities** to work towards:

1. Engagement with Older Adults and partners

2. Enabling Older Adults to socially participate and connect with their communities

3. Working with local employers on Age Friendly practices

The following action plan has been created through the partnership with ownership by various partners.

It includes a Project Priority Rating:

**High** = To start within 4 months

**Medium** = To start within 6 months

**Low** = To start within 8 months

## Stage 1  Engage and Understand

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| **Aim 1:** Build an Age Friendly Network that includes a range of older adults and partner organisations from across sectors to understand the age friendliness of the BCP area | | | |
| • Using national and local best practice to create an 'Older Adult and Partner **Engagement strategy** for BCP'<br>• **Raise awareness** to older adults in their community spaces, groups and forums about Age Friendly Communities<br>• Participate in and host **events/roadshows** pertinent to the promotion of Age Friendly Communities<br>• **Develop working relationships** across statutory, private, voluntary and faith sectors across the 8 domains<br>• **Ensure fair representation** of older adults by involving/ engaging various groups in the Network | Age Friendly Community Coordinator – BCP Council<br><br>Steering Group | • An Engagement Strategy that defines clear pathways for older adults and partners to engage with the Age Friendly assessment of BCP<br>• Examples of when older adults informed and shaped services about what matters to them<br>• Increased awareness of the Age Friendly Communities Initiative<br>• Increased range of membership to the Age Friendly network<br>• Those involved in the Network are satisfied with its functioning | High |
| **Aim 2:** To learn from and participate in the UK Network for Age Friendly Communities through the Centre of Ageing Better | | | |
| • Attend weekly peer support calls as appropriate<br>• Support the Centre of Ageing Better Age Friendly awareness events through sharing information across the Age Friendly Network<br>• Support other Age Friendly Communities across the UK network through sharing resources and highlighting Age Friendly practices in BCP<br>• Attend quarterly UK Age Friendly Steering Group meetings | Age Friendly Community Coordinator | • Build an understanding of Age Friendly practices across the UK<br>• Share UK examples of Age Friendly practices as well as events/ campaigns across BCP Age Friendly Network<br>• Use examples of good practice to inform Age Friendly communities work<br>• Share BCP Age Friendly Practices to the national Age Friendly Network<br>• Share BCP Age Friendly information with Centre of Ageing Better as appropriate to support the wider Network of Age Friendly Communities<br>• Attend and support UK Age Friendly Steering Group meetings | High |

## Engage and Understand continued ...

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| **Aim 3:** Develop opportunities for the Network to connect and work towards the action plan, with an effective accountability structure | | | |
| • Organise bi-annual **Steering Group meetings**<br>• Arrange bi-annual themed **Forum meetings**<br>• Set up **monthly newsletters** to share information and provide **regular updates** on Age Friendly projects<br>• Facilitate **communication** and **sharing of resources** across the Age Friendly Network<br>• Ensure the Age Friendly initiative is included in BCP Council's corporate strategy and plan<br>• Ensure Age Friendly work has a governance and accountability structure | Age Friendly Community Coordinator – BCP Council<br><br>Steering Group | • Steering Group to meet in April and Sept 2023 and demonstrates functioning well<br>• Forum meetings in June and November 2023 and the Network working together<br>• Monthly newsletters set up and sharing relevant information<br>• Effective information sharing across the Network | High |
| **Aim 4:** For older adults to be supported as Age Well Ambassadors to raise awareness about healthy ageing and be able to shape their community | | | |
| • Learn from national examples of good practice in the Age Well Ambassador role<br>• Create an Age Well Ambassador Role – designed with older adults and key partners to share healthy ageing information with peers and engagement opportunities which inform Age Friendly work<br>• Key Age Well information and messages planned for the year and structure of sharing this information agreed<br>• Create a sign up route (that follows best practice for Age Friendly communication) for Age Well Ambassadors | Age Friendly Community Coordinator | • Age Well Ambassador role created, support and benefits for role agreed<br>• Age Well Ambassadors network of older adults<br>• Age Well Ambassadors feel well supported and able to raise awareness about healthy ageing with others<br>• Age Well Ambassadors share engagement opportunities with older BCP residents such as through resident surveys/feedback etc | Medium |

## Domain 1 **Transportation**

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 1:** Improve older adults' experience of public and community transport and their ability to feel part of their communities

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Gather information from older adults about their experience of community and public transport<br>• Raise awareness of transport options to older adults, including how to access Concessionary passes and community transport<br>• Grow and maintain a rapid public transport network providing access to key work medical and recreational services, accessible by a majority of older residents<br>• Work with and support commercial bus operators through the Enhanced Partnership Bus Services Improvement Plan<br>• Continue to increase the number of high-quality bus shelters installed across the BCP area<br>• Continue to raise awareness of the Helping Hand Card | BCP Council - Age Friendly Community Coordinator with partners<br><br>BCP Council Passenger Transport Manager<br><br><br>Go South Coast, Head of Marketing | • Older adults experiences are shared with transport colleagues<br>• Older adults to participate in transport projects as appropriate<br>• Improved experiences of community transport reported by older adults<br>• Improved awareness of how to apply for a bus pass<br>• New shelters to incorporate seating and many have real-time information displays<br>• Improved network coverage, reliability, efficiency and accessibility. This applies to all of the local community including older people<br>• Increased use of the Helping Hand Card to enable better support on bus journeys | Medium<br><br><br>High |

**Aim 2:** Create better equality of access to community transport

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Conduct a needs assessment survey to determine the transportation needs of different groups in the community, especially those who face barriers to accessing transport, to can help identify the gaps in the current transport system<br>• Expand the transportation network: Increase the availability and accessibility of Community Transport services to cover all areas across BCP Area<br>• Improve affordability: Ensure that services are accessible and affordable to everyone. Consider supplementing fares to Community Transport operators who provide lower fares for transport to low income households | SEDCAT - Chief Officer | • Conclusive Report outlining transport needs of different groups in the community and how the needs have been met<br>• Community Transport services offered in all areas of BCP Council<br>• Measuring the number of passengers using Community Transport in the area over a time period<br>• Conduct Post survey's to measure clients satisfaction | High |

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Raise awareness of Community Transport services in all areas of BCP and encourage Volunteers to sign up as drivers<br>• Collaborate with local partners such as other charities and community groups, transport providers to improve overall transport system<br>• Ensure Community Transport services are accessible to everyone, including people with disabilities, older people and other marginalised groups<br>• Work with and support the voluntary sector to ensure that community transport services are accessible to all BCP residents with a need<br>• Source sufficient funding to sustain and develop services whilst maintaining affordability for members | BCP Council Passenger Transport Manager and partners | • Increase in volunteers signed up as community drivers in the area<br>• Increase in dial a bus services<br>• Increase in membership / passenger journeys<br>• Stakeholder satisfaction in common goals being met in the community<br>• Measuring the social impact of affordable community transport to demonstrate the value of the service to the community | High |

**Aim 3:** Improved accessibility to social opportunities through increased community transport in Christchurch

| | | | |
|---|---|---|---|
| • Expand community transport provision to Lunch Clubs, support groups and social activities using both our Dial a Bus and Neighbour Car services to combat social isolation | Christchurch Community Partnership | • Increased number of older adults accessing community clubs and support | |

## Domain 2 **Housing**

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 1:** Improve collaboration between Housing Association Charitable Trust (HACT) and wider community partners

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Create new approaches to enable more co-designed services across housing<br>• Members of Age Friendly Social Housing working group to collaborate on fundraising and enable the joining of budgets to facilitate Age Friendly projects<br>• Facilitate support of HACT projects through the Age Friendly Networks | HACT - Age Friendly Community Coordinator | • Improve quality and volume of Age Friendly Activities across BCP Housing Association<br>• Improved Outcomes for over 50s<br>• Active facilitation of networking and support<br>• Age Friendly Networks are aware of and where appropriate participate in HACT's projects | High |

**Aim 2:** Improve communal areas in housing associations to create community hubs that are better utilised and accessible to all

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Coordinating more Age friendly activities across BCP Housing Associations to connect older adults with their local communities<br>• Focusing on improving access of Housing associations communal areas to be utilised by the wider community<br>• Facilitate links between Extra Care Homes and the Age Friendly Network<br>• Develop (with others) a programme to deliver monthly social/coffee mornings | HACT - Age Friendly Community Coordinator<br><br>BCP – Age Friendly Community Coordinator<br><br>Christchurch Community Partnership, CEO | • Increased number of Housing Associations Communal areas welcome to the public<br>• Improved Housing Association Communal Spaces through investment<br>• Evidence of partnership working between Community spaces and Housing Associations in areas of dense social housing<br>• Increased use of communal spaces in Extra Care Homes by residents and wider community<br>• Encourage socialising within sheltered/assisted housing developments and enable access to other services | High |

## Domain 3 **Social participation**

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| **Aim 1:** Work together to enable older adults to participate in social activities including those that are housebound | | | |
| • Delivery of Social Prescribing Link Working (SPLW) across the area to support older adults to participate in social activities<br>• Extend the existing Telephone Support Groups offer to include older adults and carers who have been identified as lonely/isolated through the NHS Urgent Community Response scheme<br>• Sustain and develop the Yours Sincerely pen pal scheme to involve more volunteers and older adults<br>• Identify gaps in local service delivery and facilitate change through collaborative working<br>• Identifying gaps in provision in Christchurch<br>• Providing one to one enabling support (Christchurch Angels)<br>• Help with practical tasks to enable older residents to maintain independence (Helpful Neighbours)<br>• Using both CCP Transport Services to enable residents to participate in activities to overcome social isolation and loneliness | Help and Care – Dorset Self Management Service Operations Manager<br><br>PramaLife Programmes Director<br><br><br>Christchurch Community Partnership, CEO | • A network of Telephone Support Groups established with older adults and carers reporting that their participation has enhanced their health and well-being<br>• A better understanding of the impact schemes such as telephone based or pen pal have on older adults and how they can be sustained and developed<br>• Gaps in service provision identified<br>• Increased numbers of older adults offered practical support<br>• Increased number of older adults accessing community clubs and support | High |

## Domain 3 **Social participation** continued ...

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 2:** Develop ways for all older adults from diverse communities to feel connected within their communities

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Work with the Jewish, Chinese and Bengali communities to explore the needs of older adults, especially those living with memory loss<br><br>• Develop a carers support group for the Armed Forces community<br><br>• Develop the Poole Well-being Hub (NHS Dorset, CAN, Prama and Help & Care), to better understand the needs of older adults living in central Poole, Turlin Moor and Bourne<br><br>• Liaise with partner organisations to better understand how different communities access their services | PramaLife Programmes Director | • A better understanding of the needs of older adults from these communities and evidence that local support services are being influenced by this information<br><br>• The communities report that they have a better understanding of local support services and how they can be accessed | Medium |

**Aim 3:** Work together to ensure older adults in a caring role are supported to access social activities in their local communities

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Improved access to support for carers across the BCP area which includes:<br>   • Carers Training Booklet<br>   • Carers Journal<br>   • Website redesign/ relaunch<br>   • Dorset Carers Card<br><br>• Enable effective, consistent, and timely bereavement care for people living in BCP and across Dorset | BCP Council - Carers Commissioning Officer | • Increased number of Carers across BCP accessing support through improved resources<br><br>• For Older Adults to receive improved access to timely bereavement support through effective sign posting to services | High |

## Domain 4 **Respect and social inclusion**

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

### Aim 1: Promote positive ageing and reduce ageism

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Arrange events and support community projects that help raise awareness of the impact of ageism and promote positive ageing (refer to Events doc for full details), such as:<br> - Intergenerational projects and Global Intergen Week – 24/4/23- 30/4/23<br> - Death and Dying Awareness Week 8 – 14 May<br> - Bourne Free Pride Weekend Bournemouth 7/8 July<br> - International Day of Older Persons  1 October 2023<br> - Day of the Dead 1/ 2 November<br>• Ageism education and training to be developed with older adults<br>• Promote the use of Centre of Ageing Age Positive Image library<br>• Create a guidance document around age positive language and inclusion | BCP Council - Age Friendly Community Coordinator | • Increased intergenerational activities across BCP<br>• Cultural events promoting conversations about health ageing<br>• Ageing Positive events (see Events doc)<br>• Increased awareness of Age Friendly Communities across BCP<br>• Partners using the Age Positive Image Library<br>• Guidance for Age Friendly Communication widely shared<br>• Evidence of inclusive language used in Age Friendly Network<br>• Increased numbers of services working with older adults receiving Age Friendly and Ageism training | High |

### Aim 2: Engage with the Armed Forces community in the BCP area to create more age friendly opportunities that integrate this community

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Work with the Dorset Armed Forces Covenant programme, the Defence Medical Welfare Service and Royal British Legion to map out the specific support services being provided for the Armed Forces community and promote them<br>• Using the census figures and feedback from partners to develop a better understanding of the scope and needs of older adults from the Armed Forces community | PramaLife Programmes Director | • Older adults from the Armed Forces community can better access services and the latter are more responsive to their needs | Medium |

## Domain 4 **Respect and social inclusion** continued ...

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 3:** Support those living with dementia in BCP to feel part of their community and access relevant support

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Help those living with dementia to access available community support<br>• Support community projects, including linking to funding opportunities where appropriate<br>• Provide Dementia Awareness Training to a wide range of groups/individuals/organisations – to improve community knowledge and create more dementia friendly communities<br>• Understand the challenges and enable those living with dementia to participate and access services in their local communities<br>• Work with the Dorset Dementia Partnership and link their priorities and work with the Age Friendly Network | Help and Care - Dorset Self Management Operations Manager  /<br><br>PramaLife Manager | • Help and Care's Dementia Coordinator Services support local care homes and groups<br>• Help and Care to look at seed funding options to support community initiatives regarding people affected by Dementia<br>• Increased range of areas who have received Dementia Awareness Training (led by Prama with other partners) | High |

**Aim 4:** To support community groups and organisations with embracing diversity, equality and inclusion to enable wider participation of older adults

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • u3a to create their own Diversity, Equality and Inclusion Policy to support and guide u3a leaders<br>• Share knowledge and best practice of diversity, equality and inclusion across the Age Friendly Network to encourage more age friendliness | u3a<br><br>BCP Council - Age Friendly Community Coordinator | • Policy adopted by leaders at u3a<br>• Range of options for social and learning opportunities open to all using u3a services | High |

## Domain 5 **Civic participation and employment**

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 1:** Raise awareness of the needs of people living with memory loss within the workplace

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Dementia Friendly training to be delivered to private sector partners based in the Poole Dolphin Shopping Centre<br>• Revisit the private sector partners previously supported through the Good Life programme with dementia friendly training | Prama - Programmes Director | • A network of private sector organisations who report that they are confident in engaging with and supporting people with memory loss | Medium |

**Aim 2:** Deliver Age Friendly Training to improve quality of service experienced by older adults

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Consult with older adults and businesses to create co-designed Age Friendly training that meet the needs of businesses, employees and customers | BCP Council - Age Friendly Community Coordinator | • Co-designed Age Friendly training<br>• Employers/ employees report improved awareness of issues that are important to older adults<br>• Age Friendly and Dementia Awareness Training delivered to range of stakeholders - outcomes measured<br>• Increased awareness of ageism and use of inclusive language with improved standards of customer service | Medium |

**Aim 3:** Increase awareness of volunteering opportunities and intergenerational activities through volunteering

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Increase range of volunteering opportunities available for young people to interact with older adults<br>• Raise awareness to older adults of volunteering options in the local area through roadshows and events | BCP Council - Volunteer Coordinator<br><br>CAN – Volunteering Development Lead | • Increased opportunities for young volunteers to connect with older adults<br>• Retirement Roadshows (21 June & 13 Sept) to talk to people about volunteering opportunities<br>• CAN Volunteer Fairs – three times a year | High |

## Domain 5 **Civic participation and employment** continued ...

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| **Aim 4:** Better understand older adults experience of volunteering to make relevant improvements | | | |
| • Review recent information gained about older adults experiences of volunteering<br>• Work with a range of diverse communities to improve volunteering opportunities across BCP<br>• Share information gained with partners to consider age friendly projects | Age Friendly Community coordinator | • Increased numbers of volunteers aware of Age Friendly Communities<br>• Increased number of volunteer agencies joined the Age Friendly Network<br>• Older adults and partners better connected on relevant projects | Medium |
| **Aim 5:** Increase accessibility of volunteering options for those who are housebound | | | |
| • Enable older adults at risk of isolation to be connected to meaningful volunteering opportunities | Prama – PramaLife Manager | • Capture range of volunteering opportunities offered to residents that our housebound or at risk of isolation<br>• Increased numbers of older adults volunteering that are at high risk of isolation<br>• Feedback gained from older adults in their volunteering role | High |

## Domain 6 **Communication and information**

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 1:** Provide guidance to the Network on Age Friendly Communication best practices

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Research national best age friendly communication best practice to model throughout the Age Friendly Network<br>• Review current guidelines at BCP Council and create additional guidance support if required<br>• Work with partners and older adults to improve how access to services are communicated to older adults<br>• Actively engage in the BCP Digital inclusion working group and promote relevant work and support to the Age Friendly Network, such as tech buddies programme, donated IT equipment scheme | Age Friendly community coordinator | • Create and share age friendly communication best practice guidelines for BCP<br>• Examples of improved communication as a result of the guidance being created<br>• Shared information about digital inclusion work and support for BCP residents across Age Friendly Network | Medium |

**Aim 2:** Improve access to support services for older adults not using IT

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Continue to work with private statutory and voluntary sector partners to ensure older adults who do not use IT are not unfairly excluded from support e.g. it is still possible for older adults to visit services in person to complete forms<br>• Work with partners to ensure information about support and services is shared through a variety of ways, including non-digital formats of information | Prama Programmes Director<br><br>All partners | • Older adults report that they can access the support services they need | Medium |

# Domain 6 **Communication and information** continued ...

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| **Aim 3:** Investigate the impact of use of technology on the quality of life among older people | | | |
| • Review literature on the impact of the use of technology among older people and its impact on their quality of life<br>• Investigate how the use of technology among older people in BCP communities impacts their quality of life<br>• Make recommendations on the availability and use of technology among older people in BCP communities | Bournemouth University, Lecturer in Adult Nursing Faculty of Health and Social Sciences | • Greater understanding of how technology affects quality of life nationally<br>• Appreciation of how technology impacts quality of life in the context of BCP communities<br>• Improved use of technology and quality of life among older people in BCP communities | Medium |

## Domain 7 Community support and health services

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 1:** Engage with Health and Social Care teams to improve understanding of current projects and drivers affecting older adults

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Increase ease of discharge from hospital/ reduce risk of readmission through schemes that support older adults in the community<br>• Connect health and social care teams with relevant Age Friendly projects that will positively impact service demand<br>• Connect with University Hospitals Dorset – older people services to understand service development and facilitate connections with Age Friendly Network as required<br>• Connect and support falls prevention projects across the BCP area | Commissioning Manager – Prevention and Wellbeing<br><br>BCP Council -Age Friendly Community Coordinator | • Older adults accessing and benefiting from:<br>  • PramaLife Urgent Community Response Scheme<br>  • Handyvan service<br>  • CAN Wellbeing Collaborative virtual hub<br>  • Small Grants for aids to meet essential needs<br>  • Pathway Coordinator to support Reablement and Community hospitals<br>• Age Friendly Networks actively using information sharing resources (e.g. newsletter) to facilitate increased awareness of community projects supporting older adults<br>• Facilitation between interested partners and health and wellbeing projects Age Well Ambassador Role<br>• Increased range of methods reducing the risk of falls in older adults across the BCP area<br>• Number of older adults accessing falls prevention advice and services increased | High |

**Aim 2:** To help older adults to access nutritional food

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Work with BCP's Access to Food partnership to help older adults better access local community food support when needed<br>• Participate in Dorset's malnutrition programme and local identify opportunities for improvement<br>• Work with Bournemouth University and Access to Food partnership around the "Hidden Hunger project" focused on Older Adults' access to community meals and other food support | Community Food Coordinator, BU PIER | • Improved understanding of the barriers to accessing support in the community<br>• Improved knowledge of local systems enabling older adults to access community food support<br>• Reduced barriers experienced by older adults to accessing community food support<br>• Development of "Community Researchers" that are able to help others in their community access help | High |

## Domain 8  **Outdoor spaces and buildings**

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|

**Aim 1:** Transform routes used by older adults to ensure improved accessibility for walking, cycling and wheeling

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • Improve road crossing access and road safety between local sites of interest amenities, health facilities and green spaces<br>• Identify, create/Improve accessible green routes between and around local sites of interest, amenities, health facilities and green spaces | BCP Council - Sustainable Travel Team Leader<br><br>Greenspaces Dev Mgr (engaging with Rights of Way officer) | • Crossing at Branksome Wood Road linking Coy Pond and Upper Gardens<br>• Improved pathway through widening and resurfacing the path linking Upper Gardens to Lower Gardens<br>• Improved path linking (widening, resurfacing, new crossings) Baiter Park to Poole Quay<br>• Removal of physical barriers which prevent access by people using wheelchairs and mobility scooters i.e at Mudeford Woods<br>• Identification of feasible routes mapped between and around local sites of interest, amenities, health facilities in each of towns (x 3)<br>• Creation of working group engaging with partners in the community in and around mapped areas to develop action plan | High |

**Aim 2:** Build partnerships with those working in areas of outdoor spaces and buildings that are used by older adults

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| • To build partnerships with colleagues who are reviewing the volunteering infrastructure of Parks, Countryside and Green Spaces to ensure that Age Friendly practices are considered<br>• To continue to research and increase knowledge of Age Friendly Activities in our Green Spaces | Age Friendly Community Coordinator working with Open Spaces / Parks Foundation | • Increased awareness of Age Friendly Practices, resources across BCP<br>• Increased numbers of members of the Age Friendly Network interested in this domain<br>• Increased knowledge of local and national best practice around open spaces | Medium |

## Domain 8 **Outdoor spaces and buildings** continued ...

| Actions | Lead | Measures of success | Priority |
|---|---|---|---|
| **Aim 3:** Through engagement with older adults consider the impact of their local environment on them, or their health and wellbeing and use this knowledge to construct Age Friendly Community plans | | | |
| • To build partnerships with internal and external colleagues who are reviewing the volunteering infrastructure of Parks, Countryside and Green Spaces to ensure that Age Friendly practices are included within policies<br>• To continue to research and increase knowledge of Age Friendly Activities in our Green Spaces<br>• Increase number of age-appropriate park/nature-based activities in BCP | Age Friendly Community Coordinator<br><br>With Greenspaces Development Manager<br><br>With the Parks Foundation | • Increased awareness of Age Friendly Practices, resources across BCP -evidenced in policies and practices approved in BCP<br>• Increased numbers of members of the Age Friendly Network interested in this domain<br>• Increase engagement with key contacts at Bournemouth University Health and Social Science (HSS) Faculty<br>• Develop repository of age specific research and data specific to BCP<br>• Increased knowledge of local and national best practice<br>• Promote existing sensory gardens and create additional sensory spaces in local areas. | Medium |

# Key outcomes

Successful completion of the action plan will lead to key outcomes including:

**Stage 1: Engage and Understand**
Older residents in the local area will help to shape the place where they live. This will involve local groups, councils, businesses and residents working together to identify and make changes in the physical and social environments

**Domain 1: Transport**
Older adults have improved ability to move about the local area enabling increased independence and better access to services.

**Domain 2: Housing**
Older residents across the conurbation will have better access to facilities that maintain or improve their physical and mental health, wellbeing and social connections.

**Domain 3: Social participation**
Older adults feel more connected across the conurbation through opportunities to form supportive and caring relationships.

**Domain 4: Respect and social inclusion**
Residents are treated with respect, regardless of age and background.

**Domain 5: Civic participation and employment**
Older residents across the BCP area have the opportunity to contribute to their community through paid or voluntary work.

**Domain 6: Communication and information**
Older residents have information provided about services to support their needs in ways that are accessible to them.

**Domain 7: Community support and health services**
Older adults are aware and connected to services in their local community that improve health and wellbeing.

**Domain 8: Outdoor spaces and buildings**
Older adults can access safely local sites of interest and green spaces within the BCP area.

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The collaborative approach in the Age Friendly Action Plan for Bournemouth, Christchurch and Poole (April 2023- March 2025) demonstrates the commitment from BCP Council, Prama and partner organisations to work together to support the BCP area to become an Age Friendly Community and to become part of the World Health Organisations Global network for Age Friendly Cities and Communities.

Outcomes from the Action Plan will be reviewed through annual reporting and monitored through surveys such as BCP Council's residents survey, Adult Social Care Carers Survey.

For more information, please contact communities@bcpcouncil.gov.uk

BU Bournemouth University | Public Involvement in Education & Research Partnership

Christchurch Community Partnership — Working together to end social isolation

HACT

help&care

more

The Queen's Award for Voluntary Service — The MBE for volunteer groups

sedcat — Your community transport

u3a Poole