

Age Friendly Faversham Action Plan

Action	Who would lead? Who else needs to be involved?	Next Steps	Outputs How will we know this action has happened?	Outcomes What change should an older person notice if the action is successful?
Maximise the capacity of the Faversham Hopper service. Domain: Transport	Active Travel Committee Rob Gibbs Claire Farley-Hills	-Obtain second vehicle (subject to funding). -Opportunity to gain out of hours private hire use to boost income. -Consider transferring to CIC. -Advertise the current service more widely, e.g. through supermarkets and medical services. -Advocate for notice boards at ALL Faversham supermarkets and GP surgeries. -Offer sponsorship to private local businesses for 3 years to have logos on the bus. -Review stops of buses (could include GP surgeries, community centres, library, Age UK, etc) -Corporate social responsibility (link to Age Friendly employer pledge) – are there any tax benefits? -Advertise the Hopper as a ‘Chatty Bus’ to help combat loneliness. -Introduce more service routes and bus stops.	-Introduce new bus by April 2027, so there are 2 buses providing service. -Bus survey of users, re: routes, stops, timings. -We will have at least 10 private hires per annum. -We will have business sponsors (as part of their Age Friendly Pledges). - GP surgeries could promote the Hopper service, prioritising appointments for older people using Hopper service. -We will have more passengers from a wider area and demographic. -Case studies of those who use the service to share on social media, noticeboards and FTC magazine.	-More buses available. -Positive Facebook, with people confident re: service reliability and reach – growth of independence. -The bus will be funded to cover the £15,000 estimated running costs x2 buses per annum. -Reliable service for health appointments at GP surgeries in partnership with service. Actively promote use to patients. -Help people feel less isolated and more connected.
Encourage Faversham businesses and organisations to sign up to the Age Friendly Employer pledge. https://ageing-better.org.uk/employer-pledge	Community Committee Involve Kent Ambassadors	-Sign up Faversham Town Council as an Age Friendly employer. -Use Involve Kent Age Friendly Ambassadors to promote the scheme to local businesses and organisations. -Promote the businesses and organisations who have signed the pledge via FTC website and magazine.	-FTC leadership by example. Make pledge and promote it as community leadership. -In year 1, 5 businesses and organisations to sign the Age Friendly Employer Pledge. -In year 2 and beyond, encourage more businesses	-Businesses and organisations will be more welcoming to older people. -Age Friendly Ambassadors will be known and appreciated for the work they are doing. -Older people will know there are celebratory events throughout the year:

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Domain: Civic Participation and Employment Domain: Respect and Social Inclusion		-Identify host business or organisation for Age Friendly Ambassadors when Involve Kent funding ends to provide statutory training and guidance, etc. -Organise celebratory events throughout the year: • Jun- Age Without Limits Day • Oct- International Day of Older People	and organisations to sign the pledge. -More Age Friendly logos around the town in business windows etc. -Ambassadors to carry out a survey of employers and their customers to gauge the improvements made. -Case studies of Age Friendly employers to share on social media, noticeboards and FTC magazine.	• Jun- Age Without Limits Day • Oct- International Day of Older People -Staff of businesses and organisations will feel more engaged – older staff will feel listened to, and small actions will be appreciated that support them. -Intergenerational relationships improved.
Create a map of toilets that can be used by older people during business hours. Domain: Outdoor Spaces and Buildings	Community Committee Involve Kent Ambassadors Fiona Palmer	-Age Friendly Ambassadors to approach businesses and organisations to find out if they can open a toilet to members of the public who might need one. -Plot open toilets onto a map, with the times they are open, which can be shared via noticeboards, on the Hopper bus, FTC magazine and website, etc. -Map could show those toilets that are: • Open for the public to use • Wheelchair accessible • Require a radar key	-A map of local businesses who have toilets the public can use will be published. -Age Friendly Ambassadors to check on the toilets to ensure they are open as publicised.	-Older people will feel more confident spending time in town, knowing where they can use a toilet if they need one.
Improve drop kerbs to support walkability and access. Domain: Outdoor Spaces and Buildings	Active Travel Committee Planning Committee	-Lobby Helen Whately. -KCC have committed 2027-28 funding. -Carry out townwide survey to find out where drop kerbs are needed and which need improving.	-Identified locations will have drop kerbs in place. -Age Friendly Ambassadors could walk around the town to check the drop kerbs are in the locations they were planned to go.	-The walkability and access will improve and enable the public to get around Faversham more easily.

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	Involve Kent Ambassadors Rob Gibbs			
Support older people to downsize their home. Domain: Housing		-Approach the businesses and organisations in Faversham who have signed the Age Friendly pledge. -Create information pack for older people who need assistance containing: • Businesses and organisations who can help with house clearance. • Organisations that can help with the emotional change. • Businesses that can offer financial advice. • Estate Agents that can identify properties that are age friendly (accessible, within walking distance of the town, on a bus route)		