



UK Network of Age-friendly Communities Members' Pack





The UK Network of Age-friendly Communities at a glance

100+
members

across England, Scotland,
Wales and Northern
Ireland



30+ million
people

and 10+ million
aged 50+ covered



**Towns, districts,
cities, counties
and regions**

are all part of the
network



Key opportunities the network offers...



Weekly online peer calls
every Thursday 9.30-
10.30 for age-friendly
coordinators and local
age-friendly partners,
covering topics from
falls prevention to digital
inclusion to community
transport.



Monthly
Age-friendly
Communities
newsletter
with news and
opportunities



Connections and
contacts to other
Age-friendly
Communities
through the **UK
Network map**



Access and input into tools, case studies
and guides that make it easier to make
changes locally, including **Age-friendly
Communities Handbook**



1:1 support and
guidance

“ The network and sharing of
information and contacts is
very impressive. The best
I’ve experienced in 25 years
of public service. ”
Kirklees

Get involved

Contact AFC.Network@ageing-better.org.uk
with any questions, change in contacts or
updates on your age-friendly community.



Welcome to the UK Network of Age-friendly Communities!

This membership pack has been created to give you an introduction to the UK Network of Age-friendly Communities (UK Network) and to share all the exciting opportunities and free resources available. Whether you are new or have been part of the network for a while, you'll find everything you need here to get involved. The network is a vibrant and welcoming learning space, so we encourage you to dive in, explore, and take full advantage of all the activities.





The UK Network is a growing movement, with over 100 places committed to making their community a better place to age in. Over 30 million people are living in an Age-friendly Community, and over 10 million of those are aged 50 or over. The Centre for Ageing Better works with the UK Network to provide guidance, connect places and offer support to member communities as they work towards making their services, spaces and infrastructure more age-friendly. As affiliates to the WHO Global Network of Age-friendly Communities, Ageing Better's role within the UK Network is:

Inspire

Inspiring change by showing what can be done and how it can be done



Connect

Connecting communities to facilitate exchange of information and experience



Support

Supporting cities and communities to find innovative and evidence-based solutions





The role of the age-friendly lead

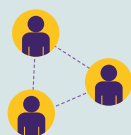
Network members generally have one or a few individuals playing the role of the age-friendly lead or coordinator in their area – this might be their full time job, or form part of a wider role. It's an exciting, varied and vital role they play. They will coordinate their local age-friendly communities programme, manage relationships with local partners and departments and ensure older residents' voices are heard in their place. They will be the key contact person to receive communications from Centre for Ageing Better and ensure local partners access the research and support available to network members which is relevant to their work. The UK Network brings together over 100 age-friendly leads across the country to share learning with one another. Centre for Ageing Better can provide support to individuals who are taking on this role for the first time.





Benefits of the UK Network

The UK Network offers a range of free opportunities and activities to help members develop their Age-friendly Communities. These opportunities, along with how they can be accessed, are shared throughout this membership pack. As highlighted by the Age-friendly Communities Impact Report, the opportunities available to the UK Network are helping members achieve impact in their communities in five important ways:



1/

Connects people via a network of networks



2/

Helps individuals feel part of something bigger



3/

Builds capacity through a tailored, responsive approach



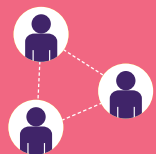
4/

Boosts engagement and change through high-quality resources



5/

Accelerates impact through shared ideas



Connecting people via a network of networks

The UK Network is a national network of local and regional networks. This ‘network of networks’ allows communities to connect with similar localities, learn from one another, and work together. The UK Network is not only made up of the over 100 places, but within these places there are almost 5000 partners taking action to make their communities more age-friendly.

“ There’s always a council in England that has done something similar [...] the benefit of the UK Network is putting them in touch with people who can guide them through their experience. ”

Causeway Coast and Glens

Interactive contact map

On the [UK Network webpage](#), there is a section for all Age-friendly Communities to have a place biography and lead contact details on an interactive map. This map allows contacts within the network, and those outside of it, to get in touch with age-friendly leads.

When communities first join the network, the lead contact on the application form will be added to the map. If the age-friendly lead of a community leaves, the community is responsible for contacting the UK Network team to inform us of this change of personnel.

Bespoke connections and member requests

Members can contact the UK Network team directly if they are looking to connect with others working on a specific topic or project.

The team will share your request and email address with other network members through the weekly peer call and email (sent every Wednesday) for members to respond to you directly.

Inquiry visits bursaries

Members may want to visit another member to see their age-friendly practice in action. Centre for Ageing Better can provide a small number of bursaries to support with travel and accommodation of these visits.

Members apply for an inquiry visit bursary by submitting [this form](#) via email to afc.network@ageing-better.org.uk. The UK Network team will review your request and, if successful, a bursary will be provided for the visit. In return, members are asked to write a blog or share their learning with the wider network in a peer call.

Sub-groups

Members can come together in smaller sub-groups to focus on specific topics, learning from each other’s experiences and co-creating solutions. Examples of previous sub-groups include an action learning group supporting rural communities and a working group developing the theme and messaging for the International Day of Older People.

Members can suggest the creation of sub-groups to the UK Network team, and these groups can either be facilitated by the team or led by members themselves.



Bringing individuals together into a bigger movement for change

The UK Network supports staff within Age-friendly Communities to feel part of the broader age-friendly movement by bringing them together in person and online. Beyond the sharing of practical learning, this can provide motivation and mutual support - especially as coordinators are often the only person employed in their locality with an explicit focus on ageing.

“Honestly, I’ve just felt less alone (as I was originally a one-woman team), and feel as though I have a great group of people to bounce ideas off of, come to for expert advice, and just generally make life a little easier, and planning a lot clearer. I’m VERY grateful for this network!”

Bath and North East Somerset

Weekly peer calls

The peer call is a weekly opportunity for leads of UK Network member communities to connect with one another, problem-solve, and learn about effective age-friendly practice.

Peer calls are held online on Zoom every Thursday from 9.30am-10.30am. Each call covers a different planned topic related to the WHO framework. Previous themes include ‘falls prevention’, ‘community transport’ and ‘marking International Day of Older People’. Peer call topics are decided by the UK Network team, responding to members’ suggested topics and speakers. The upcoming peer call programme is shared monthly in an email to members.

Who is the call for?

The call is primarily for leads on age-friendly work, but we also encourage you to forward the individual invites to relevant contacts or colleagues that would be interested in that week’s topic, e.g. inviting your council’s Library Manager to a call on age-friendly libraries.

Peer call values

The peer call is a welcoming and supportive learning space. We ask attendees to adhere to our peer call values when participating and share these with colleagues they may be inviting to attend.

“The peer calls and conferences regularly inspire me to improve and refocus my work. [...] The peer calls are amazing and are so well run and informed by the groups wishes that I have changed the way I chair meetings, including our Dementia Action Alliance.”

Brighton and Hove

Members’ conference

The UK Network of Age-friendly Communities members conference gives a chance for leads to meet in person and build on connections made at the peer call and beyond.

The next conference is likely to be held in Autumn 2026. We are able to provide a small number of travel and accommodation bursaries to support attendance.

In 2025, the UK Network Conference formed part of a wider **Age-Friendly Futures Summit** which was hosted in partnership with Greater Manchester Ageing Hub, The World Health Organisation, University of Manchester and Manchester Metropolitan University. Sessions including building age-friendly communities in a rural context and understanding differing experiences of ageing.



Accelerating impact through shared ideas and learning

There is so much knowledge, expertise, and experience within the UK Network. Centre for Ageing Better record and share that learning in different ways to avoid members recreating the wheel.

Case studies

Case studies of exemplary age-friendly practice can be found on Centre for Ageing Better's [website](#). Examples of published case studies include:

- [Bolton's Walking Audits](#)
- [South Lanarkshire's Men's Shed](#)
- [Sunderland's Ageing Well Ambassadors](#)
- [Greater Manchester's Pension Credit Uptake Campaign](#)

Knowledge Hub

The [Knowledge Hub](#) is a free members-only platform collating key resources for developing your age-friendly programme, where members are encouraged to upload their own materials.

On the Knowledge Hub you can find [UK Network resources](#) including the logo, templates to promote your membership and Peer Call notes, [Age-friendly programmes and projects](#) as well as key documents to help you structure and coordinate your work including [job descriptions](#), [baseline assessments](#) and [action plans](#).

Once a place becomes a member of the UK Network, all contacts on their application form will be signed up to the Knowledge Hub. You can also sign up by clicking [this link](#).

Training

Our [Introduction to Age-friendly Communities webinar](#) provides a foundation for professionals to understand what the WHO Age-friendly Communities approach is and the difference it can make.

We have also developed training on the four stages of the WHO Programme Cycle. This is available [on demand on our Youtube channel](#).

Peer call notes

As shared in the previous section, on a weekly basis network members come together to share ideas and learning in the peer calls around a chosen weekly topic. A summary of these calls, including any presentation slides, is sent out in a weekly peer call note every Wednesday.

All resources from peer calls are also uploaded to the Knowledge Hub folder [here](#).



Boosting engagement and change through high-quality resources

The UK Network offers members access to a variety of tools and resources to make it easier for communities to take action.

Monthly newsletter

The monthly e-newsletter shares up to date events, opportunities, news and evidence related to age-friendly communities. It also includes a 'Members Update' section for you to share any work happening in your local area.

Key publications

What are Age-friendly Communities:

A webpage explaining the World Health Organisation Frameworks for creating an Age-friendly Community – the Eight Domains and the Four-step Programme Cycle.

Age-friendly Communities: A handbook of principles to guide local policy and action:

This handbook outlines the key features of Age-friendly Communities in the UK and gives examples of practices and policies that can be implemented at a local level.

Age-friendly Communities Impact Report:

This report describes the multitude of positive impacts Age-friendly Communities are having on the local systems they represent and the older people that live there.

Tools and guides to develop your age-friendly programme

Age-friendly mapping tool: the tool helps communities map what is already happening in their area that is age-friendly where there might be gaps or opportunities to do more. The mapping tool is ideal for use in the early stages of your age-friendly programme, or when refreshing an age-friendly action plan.

Age-friendly funding (2023): the report maps sources of funding of different age-friendly communities in the UK Network summarising trends across the network and guidance on how communities can access funding.

Using local data on ageing: this webpage brings together guidance, case studies and tools on how and why to use data to inform the development of your ageing projects and programmes.

LG Inform Report - Understanding Ageing in your area: a tailored report providing a snapshot of key data available at the local authority level to help local councils to better understand their ageing population.

Creating an Age-friendly Community Survey:

a template community survey for members to use to ask residents their experiences with the eight domains of age-friendly communities

Age-friendly business framework: a framework for customer-facing settings in communities outlining how they can be more age-friendly, including good practice examples.

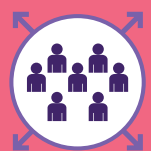
International Day of Older People, 1st October:

a shared annual theme for the UK Network, logo, infographics and ideas on how to mark the day.

Explaining Age-friendly Communities to your networks: Age-friendly Communities template slides

Age-friendly Communities leaflet: a short explainer that can be printed and shared with residents in your area to outline what an Age-friendly Community is.

Getting started delivering an Age-friendly Community: a guide that outlines the key foundations of an Age-friendly Community and how to apply to the UK Network of Age-friendly Communities.



Building capacity through a tailored, responsive approach

UK Network members receive highly tailored and responsive one-to-one support to progress in their age-friendly journeys.

Whilst the ability to fulfil requests depends on the team's capacity and knowledge, the UK Network team can:

- Identify examples of practice or resources from across the network
- Present an overview of the age-friendly approach and the UK Network at local meetings
- Provide guidance as you move through your age-friendly journey – for example, reviewing a draft action plan.





Contributing to the UK Network

As the UK Network is a learning network, it thrives on the active participation and engagement from its members. By sharing achievements, challenges, and lessons learned, members help strengthen the collective impact of the network. Members do not formally report to Centre for Ageing but are expected to:

Stay in touch

Keep contact details up to date, respond to emails, and share updates about what's happening locally. The UK Network team will respond in turn, providing guidance, answering questions, and inviting members to speak at relevant events where possible. Please email afc.network@ageing-better.org.uk as your first point of contact.

Share learning

Actively exchange knowledge and experiences with peers. This might include attending or presenting at peer calls, sharing learning directly with other members on a 1:1 basis, uploading materials to the Knowledge Hub, or contributing to a case study to highlight good practice.

Collaborate as a network

Take part in joint activities that amplify collective impact. This includes participating in campaigns and research projects, attending events and our conference, and positively promoting both the UK Network and wider local and national work on ageing.

Work towards joining the Global Network

UK network members are actively encouraged to join the WHO Global Network of Age-friendly Cities and Communities. The join the network places have to fill out [this application](#) and are expected to submit an [Age-friendly Practice to the Global Database of Age-friendly Practices](#) annually.





Meet the team



**Charlotte Lewis – Senior
Programme Manager (she/her)**

Charlotte.lewis@ageing-better.org.uk

Charlotte oversees our programme of work to make it easier for places to become more age-friendly, including overseeing the network as well as some of our other publications, resources, and national influencing on age-friendly.



**Ellen Denley – Programme
Officer (she/her)**

Ellen.denley@ageing-better.org.uk

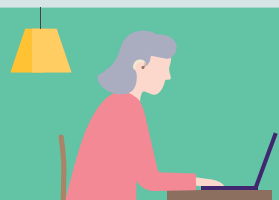
Ellen supports the smooth and efficient functioning of the UK Network and its programme of activity. She manages our main inbox 'afc.network@ageing-better.org.uk' so is the first point of contact managing any requests, local updates or contact changes that are shared.



**Pippa Mannerings – Learning
Officer (she/her)**

Pippa.mannerings@ageing-better.org.uk

Pippa supports the network to share ideas and learn from each other; so, you might hear from her about the peer call programme, case studies, or opportunities for other types of learning. She plans and facilitates the weekly peer calls and writes the monthly newsletter.



First steps for new members

Check you have access to all of our opportunities

If you provided us with your contact details we will sign you up to the newsletter, forward the peer call invite and sign you up to the Knowledge Hub. You will need to accept the invitation to the Knowledge Hub from the email in your inbox.

Attend peer calls

As members' priorities become clear they may choose to attend peer calls that are particularly relevant to their place. For those new to age-friendly attending peer calls is a good way to get familiar with the important issues communities may be tackling.

Share online that you have joined the UK Network

Please use these **membership resources** including certificates, email banners and template press release to promote that you have joined the UK Network within your local networks, your local authority and any local news outlets. Please tag us in your social media posts so we can follow along with your communities work!

Linkedin: **Centre for Ageing Better**

Instagram: **@ageing_better**

Bluesky: **@ageingbetter.bsky.social**

We hope you have a good understanding of the different opportunities and activities within the UK Network and know how to participate and access them all.

If you have any questions please contact
afc.network@ageing-better.org.uk

We look forward to working with you!

