

Cwm Taf Ageing Well in Wales Plan

Heneiddio'n Dda
yng Nghymru
Ageing Well
in Wales



MERTHYR TYDFIL
County Borough Council
Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL



STRONG HERITAGE | STRONG FUTURE
RHONDDA CYNON TAF
TREFTADAETH GADARN | DYFODOL SICR

Introduction

The Ageing Well in Wales programme launched in October 2014 and is a partnership approach in collaboration with the Welsh Government's Strategy for Older People that seeks to recognise the needs and contributions of Older People across Wales.

The overall aim of the programme is to improve the well-being of Older People (50+) in Wales. The overview of the programme which was published in October 2014 outlines five thematic strands supported by expert advisory groups and the 50+ fora within which it is hoped to reach this ambitious goal.

The five strands of the Ageing Well in Wales programme are:

- Age Friendly Communities
- Falls Prevention
- Dementia Supportive Communities
- Opportunities for Learning and Employment
- Loneliness and Isolation

Across Cwm Taf we have worked with colleagues including Cwm Taf University Health Board, the Local Service Board and voluntary sector partnerships to collate information about activities to support the Ageing Well in Wales agenda.

We have also worked proactively with Older People through consultation to listen to their views and incorporate them into the plan. A questionnaire was used to assist in this process as well as face to face sessions. Details of this can be found in Appendix 2.

Both Local Authorities are committed to supporting Age Friendly Communities and have demonstrated this through signing the Dublin Declaration (2013) details of which can be found in Appendix 3.

Recently, the Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf University Health Board Joint Commissioning Statement for Older People's Services 2015-2025 has been published. This commissioning statement describes a strong and shared commitment to ensure seamless and integrated health and social care services for our older population.

The approach is based on partnership working across the regional Local Service Boards in Cwm Taf and the development of the Single Integrated Plans (SIP) for Merthyr and Rhondda Cynon Taf, produced to complement each other.

Consultation on the Joint Commissioning Statement received a total of 193 responses. Common themes identified through the consultation were:

- Living independently at home;

- Accessing accessible information and advice;
- Social isolation and loneliness;
- Transport;
- Dignity, respect and compassion;
- Easier and quicker access to GP's;
- Family Carer Support;
- Accommodation/Housing and;
- Funding/Resources.

The Cwm Taf Ageing Well in Wales Plan will be a sister document to this Joint Commissioning Statement for Older People's Services.

This drive and commitment from key partners is in recognition of the ageing population. The table below outlines the midyear estimate population information from the census:

| Age | Merthyr Tydfil | RCT |
|--------------------|-----------------------|----------------|
| Aged under 1 year | 700 | 2,800 |
| Aged 1 - 4 years | 2,900 | 11,700 |
| Aged 5 - 9 years | 3,500 | 14,100 |
| Aged 10 - 14 years | 3,200 | 12,800 |
| Aged 15 - 19 years | 3,500 | 14,500 |
| Aged 20 - 24 years | 3,900 | 16,800 |
| Aged 25 - 29 years | 4,200 | 15,700 |
| Aged 30 - 34 years | 3,900 | 14,800 |
| Aged 35 - 39 years | 3,200 | 13,100 |
| Aged 40 - 44 years | 3,700 | 15,800 |
| Aged 45 - 49 years | 4,300 | 16,900 |
| Aged 50 - 54 years | 4,300 | 16,200 |
| Aged 55 - 59 years | 3,700 | 14,400 |
| Aged 60 - 64 years | 3,500 | 13,700 |
| Aged 65 - 69 years | 3,400 | 14,400 |
| Aged 70 - 74 years | 2,500 | 10,400 |
| Aged 75 - 79 years | 2,000 | 8,100 |
| Aged 80 - 84 years | 1,400 | 5,600 |
| Aged 85 and over | 1,200 | 5,100 |
| Total | 59,100 | 236,900 |
| Aged 65 and over | 10,600 | 43,600 |

Age Friendly Communities

Overarching aim: To make Wales a Nation of Age-Friendly Communities

Outcomes

1. The importance of Age-Friendly Communities is recognised at all levels throughout Wales.

- 1.1. Support the creation of Age-Friendly Communities across Wales.
- 1.2. Define what is meant by an Age-Friendly Community in the Welsh context and to formalise the recognition process communities, cities and counties/county boroughs need to follow in order to be officially recognised as being Age-Friendly.
- 1.3. Establish Age-Friendly Champions in local communities.

2. The voices of all generations are heard and actively included in the creation and ongoing development of their Age-Friendly Communities.

- 2.1. Actively promote the inclusion of all generations in discussions about their community, with particular reference to groups sharing protected characteristics.
- 2.2. Facilitate the development of shared public spaces (both physical and social) as an integral element of an Age-Friendly Community.
- 2.3. Support and encourage communities to identify and realise the assets (actual and potential) that contribute towards an Age-Friendly Community.

3. Local and national government support the development of Age-Friendly Communities and inter-generational practice.

- 3.1. For Age-Friendly Communities to feature in key strategic planning documents in all Local Service Boards.
- 3.2. Develop information packs, training and development resources and learning networks for professionals, to embed the understanding and practice of Age-Friendly approaches in strategic planning and implementation.
- 3.3. Establish Age-Friendly Advocates within Local Authority planning, housing, transport and education departments

What Older People across Cwm Taf told us about what makes an Age Friendly Community

Neighbours looking after each other

Someone you can get in touch with for advice and to visit older people maybe once or twice a month

More street furniture i.e. seats, benches

Clubs and possibly monthly luncheon clubs for older people. A volunteer or champion to go round to people to explain what is available.

Age friendly champion who actively engages with and listens to Older People

A community where young and old join together to help one another

Encourage social activity locally

What we are doing

50+ Forums

There are six 50+ Forums that provide an opportunity for independent groups of people aged 50+ who meet to discuss issues that affect the lives of older people across Cwm Taf. These Forum meet in their local communities – Upper Rhondda, Rhondda, Cynon, Taf, Llantrisant and Merthyr.

The six 50+ forums continue to be active in engaging with Older People across both County Borough's. The forums have run and held several successful events that aid in addressing social isolation through sharing information in a friendly and approachable way.

In partnership with the Rhondda Cynon Taf 50+ Forums, Rhondda Cynon Taf County Borough Council and Cwm Taf University Health Board, a series of Health & Wellbeing Events have taken place and enabling people 50+ to take ownership for their own health and wellbeing.

Engagement

There is a Joint Public Engagement Strategy for Merthyr Tydfil and Rhondda Cynon Taf Local Service Boards which as a result of the PEG (Public Engagement Group)

that meets across the Cwm Taf area. It builds on the good work undertaken in both areas through Local Service Board Single Integrated Plans.

Single Integrated Plan's

The Merthyr Tydfil Single Integrated plan has committed to protect, improve, promote and provide sufficient use of safe, accessible open and green spaces to meet the socio-economic, health and learning needs of residents and communities of Merthyr Tydfil.

Within the Single Integrated Plan for Merthyr Tydfil key priority areas for action have been identified as:

- Community Safety - Anti Social Behaviour and Crime and Disorder Domestic
- Abuse and Sexual Violence, Substance Misuse, Offender Management and Community Cohesion
- Housing
- Safeguarding Vulnerable People

In Rhondda Cynon Taf, the Single Integrated Plan has 3 priority areas:

- Health
- Safety
- Prosperity

Local Authority

Older people are a cross cutting theme and have also become co-opted members on a Scrutiny Panel for Adult Services.

MTCBC has endeavoured to sustain community resources as much as possible. In order to facilitate this they have undertaken a Capital Asset transfer to Merthyr Valleys Homes. This has ensured that some community centres which would otherwise close have been able to stay open.

RCT Together is the Council's forward-thinking approach to engaging with its residents and communities about how they can work together to explore alternative delivery models, which could maintain services and facilities in the future. Provided will be a range of ways for residents to have their say on the challenges that lie ahead including via engagement events and social media and this page will be kept up to date with the latest news and event information. It will also provide information on the support available to community groups, social enterprises etc. as well as giving examples of community ownership initiatives which are working well in Rhondda Cynon Taf.

Within Merthyr Tydfil the development of the Contact Centre (CC)/One Stop Shop (OSS) was an integral part of the review and rationalisation of the office estate of the authority. Originally identified as a priority in the Corporate Plan of 2009/10, facilitated changes in the office accommodation had to take place to construct the CC/OSS within the Civic Centre main access floor. The construction of a two phase facility- accommodating face to face and telephony access channel contact began in earnest in August 2013 and became fully functional April 2014.

In Rhondda Cynon Taf there are several One4All Centres that allow residents to pay a bill, speak to an officer face to face, a place of information etc. There are also Information Officers in Community Services who provide up to date information in a range of media.

Local consultation confirmed that this would be a local community facility. Additionally it was to be developed as part of a partnership arrangement with key local partners such as the Police, VAMT, Citizen's Advice and Job Centre Plus, to name but a few, showing great enthusiasm to share such facilities within the Civic Centre in the central Town Centre area. This would of course equally apply to any agency partners particularly linked to Social Services/Social Care.

Within the Community

Work is ongoing to engage with local businesses to enable utilisation of facilities for public toilets. Meetings were held with town centre business planning however there was no interest from local businesses. The next phase of this initiative is to approach Business in the Community (BITC) directly to request support for the initiative. The forums have also supported the P is for People campaign.

Merthyr Tydfil County Borough Council provides community transport for those who do not have suitable conventional public transport services available for their travel needs. This includes living in a community not frequently served by public transport or those with a disability. It can also be used by those socially isolated from accessing basic public services and facilities, such as healthcare.

The free bus pass service is widely promoted with information and advice available on the local authority website and through the call centre. The blue badge is similarly well advertised through the website and through the call centre.

Winter Pressures

Collaborative arrangements are in place between Merthyr Tydfil, RCT, Cwm Taf UHB and the Welsh Ambulance Trust in relation to Winter Pressures. A winter preparedness plan has been created and the collaborative response has been

presented at national events organised by Welsh Government as examples of good practice that effectively manage winter pressures.

Within the plan there is specific reference to Prevention and Protection. Under this heading the following sub headings are addressed: Over the last year we have worked with our partners and used the Intermediate Care Fund (which is a grant from the Welsh Government to improve services for older people) to help all agencies work together better so that you receive the services you need in a joined up way. By using our Initial Response Services we have generally been successful in helping people to return home from hospital when they are ready to do so and supporting people to live for longer in their community.

- Weather Watch
- Seasonal Flu Campaign
- Pneumococcal vaccine

Housing Support

Care & Repair exist to assist older or younger disabled clients to remain in their own homes for as long as possible whilst promoting independence at all times. We currently operate an approved Contractors List which allows us to recommend contractors to clients no matter what their age whilst providing our core support to clients aged 60 plus. Our agency is able to assist younger disabled clients taking into consideration solutions available to them. Within the Merthyr borough our Handyperson & Gardening services are available to all clients no matter what their age.

Care and repairs database records and monitors clients age and also how many clients have been provided with contractor's details as an advice only service through the promotion of independence. This service enables clients to deal directly with contractors whilst having the trust that they are fully verified and insured through our internal policies and procedures.

Supporting People services for Older People work proactively across the region to enable older people to maintain their tenancies with active support tailored to meet their needs. There are also a range of sheltered and extra care housing available across the region that provide an additional accommodation choice to Older people outside of the traditional options of staying at home or being accommodated within residential care home settings.

Tylorstown and Penrhys in the Rhondda have been designated as the Housing & Health Action Area. This initiative will run 2015 – 2017 and see a targeted approach with key aims of reduction of excess cold, trips and falls, damp and mould. It will also look at improvement in Health & Wellbeing through a health survey for a targeted approach to individuals; for example, those who want to quit smoking will be

sign posted to Stop Smoking Wales for an intensive course and assistance from the local Pharmacy.

Age Connects Morgannwg

The Breakthrough Project is about supporting older people to bring about positive change to their lives and to their community. Funded by the Big Lottery's Community Voice Programme and delivered by Age Connects Morgannwg in partnership with Interlink, the Breakthrough Project encourages older people to identify the barriers, challenges and concerns that are most important to them and explore what options they have to make things better. By involving local people of all ages, encouraging local businesses and public sector bodies such as the police and local authority, the Breakthrough Project is helping older people tackle some of the causes of loneliness and isolation as well as providing meaningful volunteering opportunities to people living in Rhondda Cynon Taf.

Carers

The 2011 Census states that 53% of carers in Merthyr Tydfil are aged 50+. Organisations within the Merthyr Tydfil Carers Strategy Network involve carers in development, consultation and engagement. This can range from involvement for their own support e.g. care plans and assessments to the delivery of services through informal feedback via group activities and more formal pieces of work on strategies such as the joint Cwm Taf Carers Strategy. In addition to this, some of these organisations would also be involved as part of the drive to create and support Dementia Friendly Communities which, given the higher prevalence of dementia with increasing age, is also delivering a more age friendly community

The Cwm Taf Carers A-Z guide is also an invaluable publication that provides information and signposting support to carers and older people.

ICF Coordinators

The Cwm Taf, ICF Community Coordinators provide information, advice and signposting to people aged 65 and over regarding local community groups, activities and services. The Coordinators have links with professionals and community members and produce monthly bulletins providing a wide range of information on relevant activities and issues affecting older people within Merthyr Tydfil and RCT.

The Coordinators undertook a mapping exercise when they commenced their posts in July 2014 and discovered over 400 community groups for older people across each locality of Cwm Taf. This mapping is on-going as groups and contacts change frequently and information needs to be current.

In the first year of the project, Community Coordinators distributed over 6000 flyers and posters and promoted over 500 Third Sector Projects and organisations working with older people

Social Services and Wellbeing Act

Clear outcomes from the Joint Commissioning Statement for Older People's Services 2015-2025 are:

- Older people live longer, healthier and happier lives
- Older people live life to the full and are enabled to maintain their independence for as long as possible

To ensure individuals are able to access the right services to meet their needs the existing services have been mapped through the ICF funded Community Coordinators across the region.

What are our priorities moving forward

- To develop age friendly champions across the public sector
- To work to promote age friendly businesses
- To promote the importance of public toilets
- To develop intergenerational work across the County Borough
- To ensure that the core client group of Care & Repair continues to receive high levels of service
- To assist clients outside of our client group with the promotion of independence through Care & Repair's advice and support services.

How will we measure success

- Increasing the number of age friendly champions across the public sector
- Increase awareness of age friendly practices across local business, including sharing of good practice
- Ensure the agenda on public toilets continues to be included on decision making in shared spaces
- To increase the number of intergenerational projects across the County Borough
- Analyse feedback information to inform service developments with Care & Repair
- To increase the numbers of people supported by the Care & Repair advice and support services
- The result of the Community Coordinator's activities have been demonstrated through an increasing number of contacts received from statutory sector

professionals to the Coordinators, who have made over 12000 signposts to third sector organisations and community projects as a result of these contacts.

Falls Prevention

Overarching aim: To support older people to reduce their risk of falling, reducing the number of falls amongst older people in Wales.

Outcomes

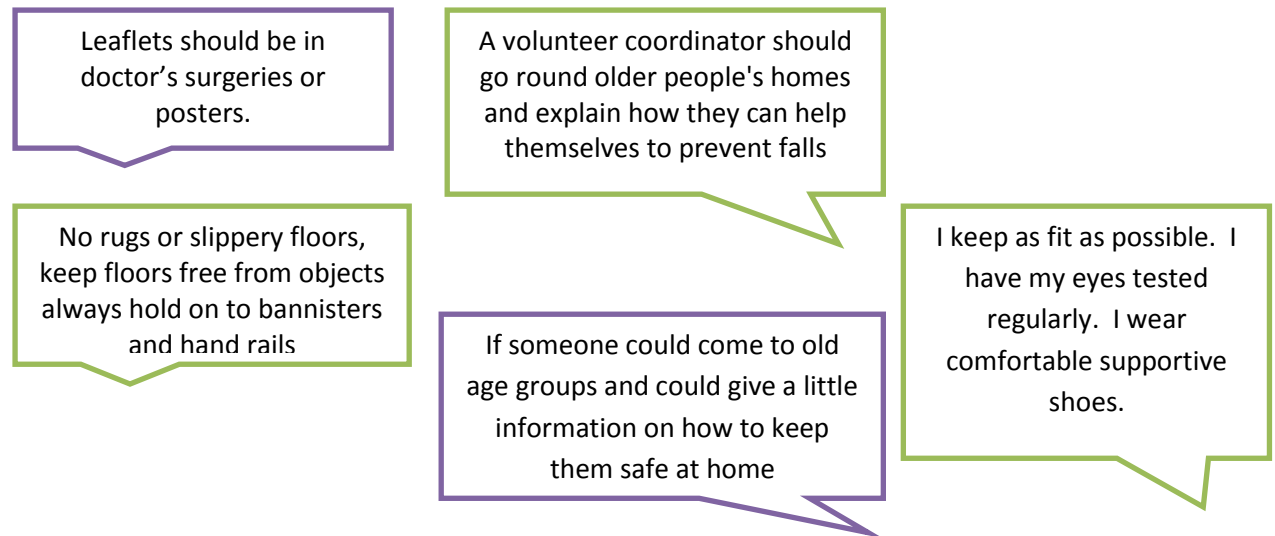
1. Older people and their Carers are aware of the preventable causes of falling and know how to reduce their risk.

- 1.1. Work with older people and their carers to develop a comprehensive national online information resource to raise awareness of falls, and promote the value of early intervention and prevention to reduce the risk of falling.
- 1.2. Work with health and social care professionals, third sector partners, carers and others to develop a brief intervention that can be delivered by professionals and volunteers to raise awareness of falls risk and preventive measures with individual older people and their carers.
- 1.3. Pilot and evaluate the interventions from 1.1 and 1.2 to inform future work in this area.

2. Current levels of early identification and preventive interventions are mapped and assessed to inform future development.

- 2.1. Develop an agreed understanding of the core operational components of the National Institute for Health and Social Care Excellence (NICE) guidelines¹⁷ in relation to a.) early identification of risk, b.) multi-factorial risk assessment, and c.) multi-factorial preventive interventions in all settings. Preventive interventions include: evidence-based falls prevention exercise classes, home safety checks, installations and modifications, medication reviews, low vision assessments and sight tests, and footcare.
- 2.2. Support local audit/mapping of local services against these three areas, using a standardised format.
- 2.3. Identify barriers to the availability of interventions outlined in 2.1 and work with partners to seek solutions and increase provision, ensuring that interventions are evidence based and evaluated.

What Older People across Cwm Taf told us about Falls Prevention



What we are doing

Healthy and Active Lifestyles

GP referral schemes are promoted through the Leisure service. Communities first offer gentle exercise programmes and have successfully delivered healthy ageing clubs through sheltered accommodation schemes to tenants and the community at large.

Through the Get Merthyr Active Plan, Merthyr Tydfil will aspire to be the most physically active Local Authority in Wales by 2020. This is a whole population programme encouraging adults and children to participate in physical activity so that they will improve their longer term health and well-being.

Age Connect Morgannwg and Communities first have been actively engaged in healthy ageing activities across the community. During 2013/14 190 individuals were supported by Age Connects Morgannwg and 979 through Communities First.

Stop Smoking: The Welsh Government has set an all Wales target of a reduction in smoking to at least 16% by 2020. A Smoke Free Strategic Action Plan for Cwm Taf (includes Merthyr Tydfil and Rhondda Cynon Taff) for the period 2011-15 has been developed and shows the multi-agency commitment of those who have a part to play in the eradication of tobacco harm across Cwm Taf.

Falls Prevention

In partnership with RCT Homes, Rhondda Cynon Taf County Borough Council and Cwm Taf University Health Board there is a 10 week Falls Prevention Pilot Project that started in May 2015 with each week highlighting an aspect of falls prevention.

Welsh Government Funds RRAP which is delivered by Merthyr Tydfil Care and Repair.

100% of clients visited by Care & Repair case officers receive a falls assessment as part of a Healthy Homes Check, this looks at history of falls and how they occurred, did the fall result in hospital admission or GP attendance, was the fall as a result of medication, and/or does the client need a medication review? Care & Repair officers also record any illnesses that would cause falls to occur and carry out low level tests such as is the client unable to rise from the chair or knee height. The Healthy Homes assessment looks at the property as well as the client and officers provide solutions / advice to any risks. Eg: Advice on tripping hazards, installation of additional lighting to prevent falling outside of the property, low level adaptations such as grab rails to assist client.

An outcome of this assessment could result in the client being advised to contact their GP for a medication review. If the client answers yes to more than 3 of the questions, then the Care & Repair case officer would refer to the ICF Coordinator's for further advice/support. Immediate solutions would also be provided to any issues in relation to the clients property.

Care & Repair also provides a Rapid Response service which accepts referrals from Occupational Therapist/Community Occupational Therapists and other health professionals who require low level adaptations to be installed to clients homes to reduce hospital admissions.

Care & Repair database records all information with regards to clients including the percentage of clients we assist with providing solutions assisting with the reduction of falls. This information is provided locally and to Welsh Government and monitored for any trends.

Rhondda Cynon Taf County Borough Council has increase their investment in pavement repairs following involvement of OPAG (the Older People's Advisory Group) who extensively campaigned for improvements and repairs following some Forum members falling and tripping over.

Age Connects Morgannwg

The Age Connects Morgannwg Nail Cutting Service has been operating since 2011 and now supports over 2,500 older people to take better care of their feet. For many older people, arthritic joints and tough overgrown toenails make wearing shoes and

walking comfortably almost impossible and increase the likelihood of falls. For older people who cannot cut their own toenails, the nail-cutting service is a very important aspect of their healthcare. Tough, overgrown toenails can break leaving sharp edges or grow so long they can penetrate the skin and lead to pain and infection. This is particularly important to avoid in those more susceptible to infection such as diabetics and people taking anti-coagulant medication. The nail-cutting service is a social enterprise activity that works closely with the local NHS Podiatry service and private providers to ensure there is sustainable and appropriate provision of foot care across RCT and Merthyr Tydfil.

Carers

Organisations within the Carers Strategy Network would carry out assessments with the carer as part of service delivery. During this assessment the worker would identify potential risks and needs and could then signpost or refer to relevant agencies for support to mitigate such risk e.g. grab rails, an assessment of the home etc.

We are currently looking at introducing an Emergency Carers Card in Merthyr Tydfil which again addresses potential risk that could be associated with a fall. This ties in with other 'emergency' information that organisations within the Network would provide such as the 'Message in a Bottle' medication information canister or the 'Keep Safe Cymru Card' to name a few.

Social Service and Wellbeing Act

The Social Services and Wellbeing (Wales) Act 2014, places clear responsibility on Local Authorities and Health Boards, to promote the health and wellbeing of citizens. They have to ensure a range of accessible services so that older people have the opportunity to stay healthy and maintain independence for as long as possible. Initiatives such as exercise referral, healthy eating and falls prevention schemes can make a significant contribution to promoting good health and independence.

ICF Coordinators

Community Coordinators work closely with statutory partners to increase the understanding of early intervention, preventative and support services offered by the Third Sector. They also provide support to individuals which could be by information provision on lifeline/telecare or home adaptations to provide safety and security to individuals in their own homes. Referrals are often made to third sector organisations such as Care and Repair or to Duty teams within Social Services for assessments to be carried out and provide advice on appropriate equipment or services.

What are our priorities moving forward

- Implement the falls prevention pilot across the region
- Engage with Age Cymru and Age Connects Morgannwg (ACM) to promote and roll out gentle exercise opportunities
- Create a localised booklet on falls prevention
- Create a localised 50+ leisure leaflet
- Promote the ACM foot care project
- The proposals in the Joint Commissioning Statement for Older People's Services 2015-2025, are:
 - Implement a community weight management programme
 - Develop a pilot fall prevention programme in sheltered housing schemes
 - Organise Health & Wellbeing Events with the 50+ Forums in RCT
- Care & Repair are prioritising to further develop the healthy homes checks incorporating other priority areas whilst promoting the service and working towards reducing falls.

How will we measure success

- Increase the number of organisations involved in the Falls Prevention Pilot
- Increase the number of gentle exercise opportunities
- Roll out a Cwm Taf booklet on falls prevention across community settings
- Roll out a localised 50+ leisure leaflet
- Increase the uptake of the ACM foot care project
- Care & Repair are developing to record and monitor more in depth falls information. The system will:
 - Allow us to track falls information specifically, where it was referred to and the outcome.
 - Incorporate a falls question in our Client Outcomes framework
 - To implement a separate Results Based Accountability report

Dementia Supportive Communities

Overarching aim: To make Wales a dementia supportive nation by building and promoting dementia supportive communities.

Outcomes

1. Wales is an environment where people affected by dementia feel confident, valued and understood.

- 1.1. Engage with people affected by dementia to identify what constitutes a “dementia supportive community” and disseminate best practice examples.
- 1.2. Work with partners to further develop and adopt a national recognition process for ‘Dementia Friendly’ community and commercial businesses and organisations.
- 1.3. Establish a compendium of organisations, dementia action alliances and communities in Wales that are working towards being recognised as dementia supportive/friendly.

2. People affected by dementia in Wales note an improvement in the timely identification of dementia and support provided before, during and after identification.

- 2.1. Work with professional bodies, organisations and community groups to improve assessment, diagnosis and care.
- 2.2. Identify current support available to people affected by dementia, as well as gaps in provision.
- 2.3. Identify and promote current and future opportunities for prevention.

3. Enhanced and extended education, training, information and advice around dementia is established.

- 3.1. Promote positive images of people affected by dementia to drive attitudinal change.
- 3.2. Ensure engagement of public services, for example, housing and transport, with the dementia agenda.
- 3.3. Promote awareness and understanding of dementia and the issues people affected by dementia face in their daily lives.

What Older People across Cwm Taf told us about what makes a Dementia Supportive Community

Any one from shop assistance to neighbours looking out for signs and helping them

To let people with dementia talk about the past! Not keep telling them they are forgetful.

To include them in groups or clubs.

Have respite for carers

Everyone aware of condition and difficulties for people living with dementia

A community that is aware of the problems and loneliness suffered by patients and Carers

A community which recognises that dementia can affect anyone – and that dementia sufferers can benefit from active involvement in communities

What we are doing

Carers

Over the past 18 months the Carers Information and Development Officer has been delivering Dementia workshops in partnership with the Alzheimer's Society and Trading Standards and information on bogus callers and scams has been provided to all participants.

Alzheimer's Society, part of the Carers Strategy Network, is promoting Dementia Friends, Dementia Champion Training (to train new Friends) and Dementia Friendly Communities. Part of this involves specific work with Cwm Taf UHB delivering regularly scheduled Dementia Friends, and more in depth dementia workshops, to health professionals. The Society also runs 2 types of Carer Information Support Programmes (CrISP), one for carers of newly diagnosed and the second for later stages/as dementia progresses.

The success of dementia support for carers is founded on good working relationships between the Sectors and across organisations within the Carers Strategy Network

Voluntary Action Merthyr Tydfil are funded to host the Carers Information and Development Officer to provide information and advice to carers of all ages in

Merthyr Tydfil. Carers services are provided by contracted provision and is monitored via the Carers Network. Services are provided to adult carers by the Alzheimer's Society, Crossroads, and Merthyr and the Valleys Mind.

The Cwm Taf carers A-Z guide is still in use and provides information and signposting support to carers and Older People.

The Carers Support Project in Rhondda Cynon Taf has compiled 'Care to Cook' Recipe Book that Carers have submitted their favourite recipes.

The CIDO along with the One Voice Project Officer is working with Alzheimer's Society to meet with carers and provide support at Keir Hardie Health Park.

Dementia Training

Within Merthyr Tydfil the making your community Dementia friendly training has been arranged and actively promoted. This training included talks from Carers Development Officer, Alzheimer's Society and Trading Standards.

In Rhondda Cynon Taf we have appointed a Dementia Champion for Officers and a Dementia Champion for Cabinet Members. We are also working in partnership with the Alzheimer's Society to make Pontypridd and Maerdy Dementia Friendly Communities through a co-ordinated approach with many partners in the Local Authority, Health Board and Third Sector.

Within Merthyr Tydfil, from October 2013 to February 2015 119 individuals attended the training. The table below identifies those who attended:

| | |
|-----------------------------------------|------------|
| Police | 13 |
| Front line Local Authority staff | 30 |
| Service users | 53 |
| Residential Care home staff | 23 |
| TOTAL | 119 |

It is intended that training will now be rolled out into the community in order to create dementia supportive communities within the facilities that people use.

Age Cymru are conducting a research project, on behalf of the Older People's Commissioner, that is seeking to gather the experiences of older people living with dementia. The project will look at the impact dementia has had on the lives of the person with dementia, their family and carers. It is hoped that the research will help to shape public services and assist policy makers. This research is being conducted across Cwm Taf.

Social Services & Wellbeing Act

In April 2016 the Social Services and Well-being (Wales) Act comes into force. This places a duty on the Council and its partners to develop a range of services that will prevent or delay the need for care and support. This will mean that in future years we will see more people receiving support at home and within their local community.

The Social Services Department will continue to provide support those people who have the highest levels of need that “can and can only” be met by the Local Authority (Source: Social Services and Well-being (Wales) Act 2014). This includes vulnerable older people, people with a mental illness and people who are not able to do things for themselves without support.

Over the coming years we will see the range and volume of community based services increase in response to the requirements of the Act and to assist those of us that may need information, advice and assistance at an early stage. Therefore, over time we expect to see the number of people that the Social Services Department support goes down.

Care & Repair

Care & Repair receives Welsh Assembly Government funding towards its holistic core service and in 2010-2011 the Welsh Assembly made a limited amount of additional funding available for a dedicated casework service for those with dementia and their carers.

The aim of the service is to provide an intensive Casework Service in partnership with key partner organisations that proactively addresses the housing needs of people with dementia and their carers which aims to:

- To avoid crisis situations that can arise when the home of a person with dementia is unfit or unsuitable for their needs and which can hasten a move into hospital or residential care.
- To reduce the response times taken when urgent repair work is needed to the home of a person with dementia by having detailed knowledge of that home e.g. type and make of central heating boiler etc.
- To have detailed knowledge of the support network of the person with dementia to make it easier to respond to potential crisis situations.
- To ensure that those with dementia and their carers have access to detailed information on housing matters when and where appropriate e.g. on first being diagnosed.

The Joint Commissioning Statement for Older People’s Services 2015-2025, highlights the Telecare Systems to use sensors and alerts to provide monitoring of care needs and emergencies. The new project of ‘Just Checking’ has been piloted in RCT which is a stand alone device/s for people with dementia.

Age Connects Morgannwg

Age Connects Morgannwg provides a Dementia/Preventative care Service to people with a diagnosis of dementia or to those with a functional mental health issue, such as depression. Support includes encouragement to maintain daily living skills, social activities and community networks so that the person continues to live the life they want whilst learning to live with their condition.

ICF Coordinators

Community Coordinators work closely with colleagues from the Alzheimer's Society and ensure they are included at events to promote their services and have recently been involved in providing information at Flu clinics across Cwm Taf. Coordinators frequently make referrals to the Alzheimer's Society for individuals to benefit from their activities and services.

What are our priorities moving forward

- Support the Dementia Supportive Communities and Dementia Friends training
- Support the Alzheimer's approach to creating Dementia Friendly Communities (including the pilot in Pontypridd and Maerdy)
- Support the Age Cymru research on Dementia
- Care & Repair are seeking to secure funding to develop a Dementia specific service. They are currently working with the Alzheimer's society to ensure all their staff become "Dementia Friends".

How will we measure success

- Increasing the number of Dementia Supportive Communities
- Increase the number of Dementia Friends

Opportunities for Learning and Employment

Overarching aim: To ensure the experience of older people in Wales is optimised through continued learning and employment.

1. Older people in Wales benefit from maximised opportunities for participation.

- 1.1. Increase the number of older people who volunteer.
- 1.2. Increase the number of older people continuing their learning and skill development before and after retirement.
- 1.3. Identify and share successful community models for older people's participation.

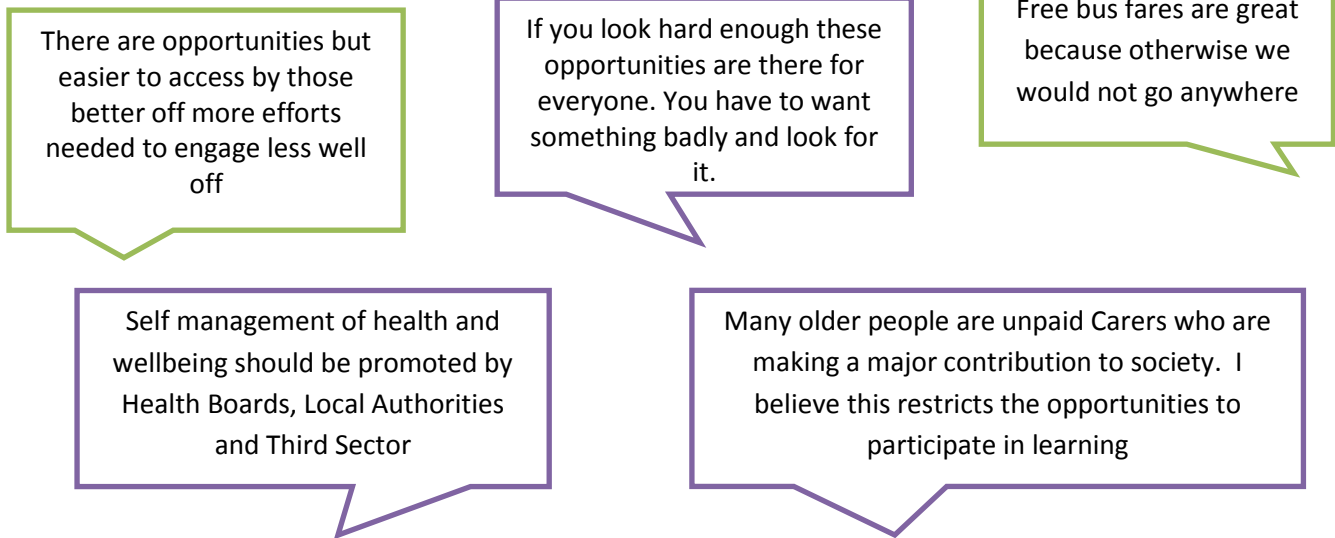
2. Older people in Wales benefit from maximised opportunities to increase their income.

- 2.1. Increase the numbers of people aged 50+ in Wales who are economically active.
- 2.2. Develop and improve older people's financial inclusion schemes.
- 2.3. Increase the number of people aged 50+ who are accessing education and training.

3. Older people in Wales feel empowered to plan effectively for their future.

- 3.1. Raise awareness amongst older people of current governmental and other advice and information schemes to assist in building their financial resilience.
- 3.2. Develop a live compendium of current provision.
- 3.3. Work with partners to run a pilot programme to support older people through economic transitions.

What Older People across Cwm Taf told us about Learning and Employment Opportunities



What we are doing

Local Service Board

The LSB sees “Learning for Life” as the key underpinning priority for the Single Integrated Plan as it will help to deliver the vision for Merthyr Tydfil and the priority outcomes. The ambition is that all children, young people and adults maximise their potential, are resilient to changing circumstances and remain independent for as long as possible.

The benefits of a good education and effective learning are far reaching and long lasting and research shows that:

- Education provides the skills and qualifications required to secure high quality employment;
- Education is the catalyst for local economic prosperity;
- Education is at the heart of low cost quality healthcare;
- Education helps combat social isolation, promote inclusion, and contributes to community cohesion; and
- Education is instrumental in helping reverse decline in disadvantaged communities, helping to foster a strong sense of a safer community.

The ambition of the Local Service Board identified within the Single Integrated Plan is therefore to:

- Improve attainment and achievement for all children, young people and adults and help each to reach their potential;
- Improve the learning environment; and
- Make the best use of physical, financial and human resources.

The financial pressures on the public sector and the impact on welfare reforms are likely to have an impact on the delivery of the Single Integrated Plan. The requirement to undertake an annual review of the Single Integrated Plan is invaluable; this will enable us to reflect future budget announcements and ensure that the outcomes identified within the Plan are achievable.

“Education and Employability” is about giving people within Rhondda Cynon Taf the best possible opportunity to succeed through good quality education and training, and providing clear pathways to a job. Getting more people into work is a complex problem that relies on no single answer. There has to be work available, we need to be able to deliver first class education and people need to engage and want to be supported. But we must recognise that some crucial factors are not within our influence, for example, the global recession. These factors could have dramatic impacts on intended outcomes.

As partner organisations, we have championed and continue to recognise that we must focus on helping people to become more employable. A better co-ordinated approach is needed that will target our efforts more effectively at a local level. Achieving some of this through specific actions identified in Communities First areas and applying good practice across all of the County Borough. For example, work and enterprise clubs through Job Centre Plus, Business in Focus and Communities First, helping people to access training and employment opportunities. Also, the introduction of the “Flexible Support Fund” (a Department of Work and Pensions Programme) to improve employment outcomes for long term unemployed individuals, across Aberdare, Mountain Ash, Treorchy, Tonypany and Porth.

Adult Community Learning

Approximately 20% of the target group for adult community learning across both County Boroughs are Older People.

Digital Inclusion is a core aim under Strategic Outcome five of the ACL strategy. It aims to develop an effective marketing strategy promoting ICT and digital inclusion

across the county borough. Get Merthyr Online which falls under this aim is specifically targeted at older people. In September 2015, the ACL partnership ran a digital inclusion Campaign to get Merthyr online

The Merthyr Tydfil Adult Community Learning Strategy October 2009 - 2014 identified the following aims:

Aim 2: Improve well-being and social inclusion - Enable residents to develop so that they may enjoy a healthier, stimulated and enriched life.

Aim 4: Encourage learning for active citizenship and community development - Empower local residents to actively participate in the development and management of services within their own community.

Employment Support, Volunteering & Entitlements

The Cwm Taf Carer's A-Z outlines useful information for carers in relation to their employment support and benefit entitlements.

The Bridges into Work 2 Operation started in August 2015 . Its aim is to support local people over the age of 25 to gain the skills and confidence to help them move towards employment.

The project is part funded by the Welsh European Funding Office across 5 local authorities in Convergence areas of South Wales – Merthyr Tydfil, , Torfaen, Blaenau Gwent, Bridgend and Caerphilly. To take part you must be unemployed and living in an eligible postcode area of Merthyr Tydfil.

August 2015 saw the launch of Working Skills for Adults 2 supporting employed people to gain new skills and progress within work. One of the key target groups will be to support people over the age of 54.

Merthyr Tydfil County Borough Council operates a flexible retirement that enables workers to apply for a reduction in hours to maintain their employment for longer.

There is an active volunteer officer that operates out of Voluntary Action Merthyr Tydfil to coordinate volunteering opportunities across the County Borough. Older people specific volunteering opportunities are being provided through Age Connects Morgannwg and Age Cymru across both Merthyr Tydfil and RCT.

Learning Opportunities

In the current financial climate, we are working with Education, Leisure, Libraries and Cultural Services in promoting services available and changes to services. Such as the Carols & Cakes, MORE Card, Mobile Library Service etc.

As part of a recent Communities 2.0 initiative by the Welsh Government, Care & Repair visiting officers promote Digital Inclusion to all clients visited to raise awareness. This is delivered through the use of ipads in clients homes and showing them how they work and their benefits. (e.g Showing them how to use Skype to keep in touch with families who live away from home and to address and reduce loneliness and isolation).

Social Services & Wellbeing Act

The Joint Commissioning Statement for Older People's Services 2015-2025 shows a commitment to working together to transform the way in commissioning and/or providing social care, health and wellbeing services for older people in Cwm Taf. Jointly they will provide a Building Community Capacity Fund for the region that will be used to incite and promote the development of social enterprises/co-operatives/third sector organisations in order to expand the range and availability of local universal/preventive services.

Age Connects Morgannwg

Age Connects Morgannwg will be launching its 'Switched On' digital inclusion programme in 2016. Working directly with its own service users and other organisations delivering support to older people, the Switched On project will deliver volunteer led one to one and group support on the basics of technology and the benefits of using it. The project is supported by the Welsh Government and Wales Co-operative Digital Communities Programme.

Carers

The Cwm Taf Carer's A-Z outlines useful information for carers in relation to their employment support and benefit entitlements.

All organisations within the Carers Strategy Network would provide information and support to carers in order to enable them to remain in training, volunteering or the workplace. These organisations may support training directly through delivery e.g. Prepared to Care, CrISP, Dementia Friends etc. Organisations also have access to the Merthyr Tydfil Social Care Workforce Development Partnership Training

Calendar and could book carers onto these courses or, depending on carer confidence/demand could request that dedicated sessions are provided for carers.

Carers supported by organisations within the Network may also want to 'give something' back to the organisation through volunteering. These training and volunteering opportunities develop skills and confidence which in turn has a positive impact on employability. Such organisations also play a crucial role in providing respite services which in turn support the carer to continue participating in training, employment and volunteering.

What are our priorities moving forward

- Care & Repair are aiming to continue the digital inclusion project
- Increase volunteering opportunities utilising and raise awareness of local targeted volunteering opportunities
- Ascertain whether there are age friendly recruitment policies in local businesses and raise awareness of these practices
- Promote awareness of the Working Skills for Adults and Bridges into Work opportunities for Older People

How will we measure success

- Care & repair will monitor the uptake of the digital inclusion project and the number of referrals to other support / information / training services.
- Increase in number of volunteers
- Number of people over the age of 54 engaged with Working Skills for Adults (no benchmark available)
- Number of people over the age of 50 engaged with Bridges into Work. (no benchmark available)

Loneliness and Isolation

Overarching aim: To reduce levels of loneliness and isolation and their negative impact on health and wellbeing as experienced by older people in Wales.

Outcomes

1. Loneliness and isolation are recognised as public health and safety issues in Wales.

- 1.1. Raise the profiles of loneliness and isolation as public health issues.
- 1.2. To ensure that health and social care information and advice services address the impact of loneliness and isolation on older people's wellbeing.
- 1.3. Empower older people to be aware of the risks of loneliness and isolation to their wellbeing.

2. The main causes and factors of loneliness and isolation amongst older people living in Wales are identified and understood.

- 2.1. Identify the key causes of loneliness and isolation amongst older people.
- 2.2. Identify the impact loneliness and isolation have on the individual, the community and the economy.
- 2.3. Identify and develop current and potential interventions that could successfully reduce loneliness and isolation amongst the emerging older generation.

3. The provision of innovative and accessible support is developed, addressing the impact of changes to life circumstances that older people face.

- 3.1. Ensure older people are properly and meaningfully consulted regarding public transport provision.
- 3.2. Ensure older people have the financial means to participate in social activities.
- 3.3. Older people are aware of and have access to housing schemes that promote social interaction and inclusion.

What Older People across Cwm Taf told us about loneliness and isolation

You can only help people who want help. Some people want to be left to their own devices. Talk to these people and see what they want.

Everything about computers and lack of communicating to each other

Befrienders could visit people once a week. Some people feel lonely and isolated but do not always want to help themselves. Better advertising of events

Connect people to activities / support close to where they are. Befriending and support schemes more suitable transport when people need it

There are many people that are housebound I think a lot more could be done to help them

Being housebound, not having family support

Some people receive little support from family or neighbours and isolate themselves from society as a whole

More social contact especially with people living alone

What we are doing

Befriending

Befriending services operate across the region including through the Red Cross and Communities First. Work is on-going through Age Connects Morgannwg to bid for funding to create a bespoke befriending service across Merthyr Tydfil, Rhondda Cynon Taf and Bridgend.

Links are being established with the Community Café's and through Welcome Friends run by RSVP. RSVP's Luncheon Club held in Pontypridd once a month sees over 70 older people attending. There are also numerous Dementia Cafes held across the region in partnership with the Alzheimer's Society.

A new Big Lottery funded project Drink Wise Age Well is being launched across Cwm Taf (one of only a few areas across the whole of the UK that were successful in obtaining funding). The project consists of four arms:

- Treatment
- Prevention and campaigning
- Building resilience

- Skills and training

The project is looking to build community resilience and tackle social isolation amongst people over 50 who have a substance misuse. The project will also offer step down longer term services for Older People including befriending.

Advocacy & Social Inclusion

All providers offer support and activities to carers to provide social inclusion and to reduce isolation. Age Connects are utilised on a spot purchase basis to provide advocacy. This is included in the overall budget for advice services (including welfare benefit advice).

Poverty

The Single Integrated Plan for Merthyr Tydfil identified that poverty has a significant impact on people within the County Borough. Within the plan it noted the following:

The UK Government's Welfare Reforms will have a significant and adverse impact on communities, families and individuals resulting in pressures on public services and partners in the community.

These changes are likely to increase demand for many public services and have an adverse impact on their finances.

The Welsh Government's Tackling Poverty Action Plan 2012-16 has 3 main objectives:

- Preventing Poverty
- Helping People out of poverty
- Mitigating the impact of poverty.

Collaboration and joint working between partners is crucial to tackling poverty so that efforts can be combined, prioritising the needs of the poorest and protecting those most at risk from poverty and exclusion. Decisions relating to service provision will need to give careful consideration to these principles in order to mainstream the tackling of poverty through the work and decision making of public service partners.

Welfare Benefits

Merthyr Tydfil CBC funds an internal Welfare benefits advice officer and externally commissions with Age Connects Morgannwg. During 2013-14 196 individuals accessed the service.

Rhondda Cynon Taf CBC fund internal Welfare Benefits Advice Officers for those who are already services users.

RCT Homes are commissioned to provide housing related support to older people in the Community.

All of Age Connect Morgannwg's services assist in claiming benefits such as Pension Credit, Attendance allowance, Council Tax/Housing Benefit and Disability Living Allowance. Last year, Age Connects Morgannwg enabled 1000's of older people across Merthyr Tydfil and RCT to maximise their income, raising a total of £2,331,961 in new welfare benefits claims.

Much work has been undertaken across both Local Authorities in relation to Welfare Benefit reform. The Local Housing Associations have been campaigning to raise awareness in particular in relation to the effects of bedroom tax and changes to DLA and PIP. It has been estimated that welfare reforms could cost recipients £7million in Merthyr Tydfil. Merthyr Tydfil has committed within their Single Integrated Plans to work to implement wherever possible the objectives contained within the Welsh Government's Tackling Poverty Action Plan 2012-16.

It is an unfortunate consequence of Welfare Benefit reforms and lack of employment that Food Banks are becoming more popular across both Local Authority areas. Food Banks arrange Collection Days in local Supermarkets, as well as offices, Churches, public buildings, Groups to replenish stocks.

Supporting People

There are times when we can no longer support individuals to live safely in their own homes. If this happens, the Local Authority will work closely with individuals/ families / carers to find the best possible alternative. This doesn't automatically mean a residential home. There are a range of alternative options that include:

- **Sheltered Accommodation** - There are 415 units of sheltered accommodation across the County Borough. All the sheltered accommodation in Merthyr Tydfil is provided by a Housing Association. Each scheme has a warden (or shares a warden) but these do not often live in the scheme. Sheltered Accommodation is either 50+ or 55+ (depending on the Housing Association) and provides an opportunity for Older People to live in a community with other people their own age to live independently.
- **Extra Care** - Ty Cwm Extra Care is part of a range of services that the council provides to help meet the needs of older people. Ty Cwm offers 60 units with

a mix of one and two bedroom apartments. It can offer a different type of service to the traditional residential care homes by encouraging and promoting independent living. If you live in Extra Care, you have your own apartment with your own front door. You can decide who comes into your home and who doesn't. There is 24/7 care and support available on site if needed to help you stay in the community for longer. Extra Care is a real choice for people who cannot stay in their homes because their needs have changed.

- **Shared Lives Scheme** - The shared lives scheme supports vulnerable adults to live with carers for either a short term break or on a permanent basis. Placements are tailored to the individual and enable them to receive support to live more independent lives.

The Older People's floating support service has assisted individuals to move from inappropriate housing into more suitable accommodation.

Supporting People services assist individuals with managing their debt in order to maintain their tenancies. Older People specific services run through Age Connects Morgannwg and Hafod Care have assisted individuals to maximise their income and to budget appropriately in order to meet increased demands upon limited resources. Other services funded from Supporting People are also assisting individuals aged 50+ with complex needs including substance misuse and mental health issues.

Aim 3 of the ACL strategy committed to Improve communication skills and working with numbers by promoting financial literacy and IT skills as recognised mechanisms to create greater understanding of essential skills.

Keeping Well in Winter

The keep well this winter initiative was successful in raising awareness of energy efficiency measures through the promotion of the energy efficiency officer in RCT and the Nest programme in Merthyr Tydfil.

The Cosy Homes grant has also been promoted for homes in the lower valley of Merthyr Tydfil. This scheme has allowed small grants to be applied for in order to help insulate older properties and provide more energy efficient boilers where applicants meet the criteria.

Discount Card

The 50+ Forums in Rhondda Cynon Taf have launched a 50+ Discount Card in Treorchy. Numerous shops are now offering a discount to card holders and the scheme will be rolled out to other areas over the coming months. The expectation is to increase the footfall in this small shopping centre and to get older people out and about with the enticement of a discount.

Merthyr Tydfil have the 'We Love Merthyr Tydfil' Discount Card, which has been promoted amongst the 50+ Forum.

Housing

The Single Integrated Plan within Merthyr Tydfil has committed to the following:

- Increase the number of good quality, affordable homes.
- Work with local Housing Association partners to improve the standard of social housing, ensuring economic and employment opportunities are maximised.
- Provide effective housing advice services and housing solutions to reduce and prevent homelessness.
- Provide support to help owner occupiers to improve their properties.
- Increasing the range of adapted and supported housing, adaptations and support services for people to live independently in their own homes for as long as possible.

In Rhondda Cynon Taf we have a dedicated Housing Energy Efficiency Officer, who is able to give 1-2-1 advice on grants, energy efficiency measures and advocate for vulnerable people when liaising with energy companies.

Care & Repair case officers visit homes and highlight areas of loneliness and isolation.

Age Connects Morgannwg

The Reaching Out project will provide meaningful befriending support to isolated older people that will inspire optimism in their future – in particular, it will focus on reaching out to those who have been bereaved but will also support anyone aged 50+ who would benefit from befriending support.

It is clear that for many bereaved older people, the type of support afforded to them after discharge from hospital could have greater impact if it had been provided as a preventative measure which reduced the risk of their hospital admission in the first place. Cwm Taf LHB and RCTCBC both fund Age Connects Morgannwg Hospital Discharge Service and a Preventative Care Service. In this regard, there are services that will support older people 'in crisis' but from the consultation and engagement conducted, it is evident that many of the hospital admissions and cases of depression amongst older people supported via the aforementioned services, could have been avoided or significantly delayed if targeted intervention had been available sooner following their bereavement.

Using a team of trained volunteers, Age Connects Morgannwg will provide practical support to bereaved older people in order for them to deal with the formalities and

aftermath of death and to plan, as best as possible, for a healthy and independent future. In doing so, the service will reduce the risk of rapid and unnecessary decline in the health, wellbeing and independence of older people following the loss of their loved one. The project will support people, alongside their family and friends where appropriate, to deal with the necessary paperwork and arrangements following a death, i.e., changes to welfare benefit entitlement, pension issues etc. A review of the person's financial situation and discussion about their housing options, including the risks to their independence will ensure they visualise a life beyond their grief and recognise the adjustments that may need to be made for the future. The support provided will help them build their own resilience by encouraging them to identify any new skills, knowledge or experiences they will need in preparing for the next phase of their life.

The project will work closely with other projects such as Drink-Wise to raise awareness about the risks of increased alcohol consumption as a result of loneliness and isolation – particularly following bereavement and also with organisations such as MacMillan, The Stroke Association and Cruse Bereavement Care to ensure we compliment the service they provide. Likewise, the project will work with Carers' organisations to ensure that those who have dedicated their time to caring for a friend or family member continue to receive support after their caring role has come to an end. Crucially, the project will work with primary and secondary care health professionals to identify where befriending may prevent the decline in the health and wellbeing of a bereaved person.

Carers

There are a number of organisations within the Carers Strategy Network that offer services directly to tackle loneliness and isolation e.g. befriending (1 to 1, group and telephone), group activities etc. As part of a network, they will also have knowledge of key workers and organisations they can approach to keep abreast of a growing number of services and groups developing across the County. One such example of a key worker would be the Community Co-ordinator for Merthyr Tydfil who is well placed to provide information on support, groups and networks in the immediate vicinity and across the County.

According to the 2011 Census 53% of carers in Merthyr Tydfil Borough are aged 50+. The Carers Information and Development Officer (CIDO) circulates information on groups or any other support that may be of interest to carers via carer email networks. These networks comprise a variety of organisations and groups supporting carers. The CIDO also directly signposts carers to groups and other peer support. One of the projects the CIDO would signpost to would be the Community Co-ordinator Merthyr Tydfil Locality who would be well placed to provide information on support, groups and networks in the immediate vicinity and across the Borough.

ICF Coordinators

The role of the Community Coordinators is to support people to live their own lives within their communities and also to reduce isolation and loneliness and increase wellbeing by providing individuals with relevant information on activities and services within their local area.

This is being undertaken by increasing referrals and building stronger working relationships with third sector, statutory, and private sectors and ensuring Community Coordinators details are circulated widely across all sectors and communities alike.

Joint Commissioning Statement for Older People

The Joint Commissioning Statement for Older People's Services 2015-2025 sets out the development of a Joint Information and Advice Strategy. There will be a maintained community information database. There will be improvements in the sharing, production and provision of information with partner organisations to ensure where possible the reduction of duplication.

The Statement also prioritises 'Building Community Capacity' which could seek to support a reduction in isolation and loneliness through supporting luncheon clubs or befriending services.

What are our priorities moving forward

- Promote befriending opportunities across the region
- To explore methods for engagement with lonely and isolated older people in North Merthyr and to feed the outcomes of this aspect of the research back to statutory and third sector bodies working in the area
- To work co-productively with community members, statutory bodies and third sector orgs throughout the project. The overall aim of this 1 year research project is to gather data on co-productive methods.
- Care & Repair are looking to formalise referral routes into befriending services across the region.
- Contact third sector organisations to see if they recognise loneliness and isolation and ascertain how they respond to this
- Link to Community Transport organisations to offer alternatives to public transport where provision is poor

How will we measure success

- To form a support network of 10 community leaders who are leading groups for the 50+
- To engage 10 older people in an intergenerational project that will involve participants learning new photography skills and taking pictures of the areas they live in with young people. The aims are for the older people to build up a digital map of North Merthyr and for them to make decisions about any changes they'd like to make to the urban and natural landscapes.
- To hold pop up art exhibitions in community settings that explore the topic of isolation and loneliness and that encourage further discussion by community members on this topic. It is hoped that these discussions will be captured and built into the traveling exhibition.
- To hold an exhibition in a gallery space that brings together the pop up exhibition and the photography project. This will be an exhibition targeted at both community members and at other key stakeholders such as statutory bodies and third sector orgs. It is hoped the exhibition will provide a networking opportunity for all stakeholders.
- To launch a poster campaign in North Merthyr that challenges negative perceptions of loneliness

Appendix 1 – Action Plans

| Age Friendly Communities | | | | | |
|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| Task: Develop age friendly champions across the public sector | | | | | |
| Measurement: Increase the number of age friendly champions across the public sector | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Contact AWW team for briefing papers / training materials on Age Friendly champions | Oct 15 | Oct 15 | LM | 100% |
| Action | Agree Public sector bodies to approach | Oct 15 | Oct 15 | 50+ steering Group | |
| Action | Contact the agreed public sector bodies | Nov 15 | Nov 15 | LM / RW | |
| Action | Share information on the role of an Age Friendly Champion with the organisations | Nov 15 | Nov 15 | LM / RW | |
| Action | Arrange an information sharing day for all interested parties to attend to discuss the role | Jan 16 | Jan 16 | LM / RW | |
| Action | Arrange a meet and greet event for Age Friendly Champions and older people in the community | March 16 | March 16 | LM / RW | |
| Task: Promote age friendly businesses | | | | | |
| Measurement: Increase awareness of age friendly practices across local business, including sharing of good practice | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Contact BITC regarding Age Friendly Business kite mark / internal review | Aug 15 | Oct 15 | LM | 100% |
| Action | Approach AWW team regarding good practice examples to share with local businesses | Oct 15 | Oct 15 | LM | 100% |
| Action | Approach town centre managers to ascertain interest in a kite mark / internal review process | Oct 15 | Nov 15 | LM/RW | 50% |
| Action | Approach business club to ascertain interest in a kite mark / internal review process | Dec 15 | Feb 16 | LM/RW | |
| Action | Contact Identified good practice businesses to share information on age friendly practices | Mar 16 | Jun 16 | LM/RW | |

| | | | | | |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| Action | Share good practice information with town centre manager and business club | Jun 16 | Oct 16 | LM/RW | |
| Task: Promote the importance of public toilets | | | | | |
| Measurement: Ensure the agenda on public toilets continues to be included on decision making in shared spaces | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Contact BITC regarding use of businesses for Public Toilets | Jul 15 | Oct 15 | LM/RW | |
| Action | Promote good practice examples to the Town Centre Manager | Aug 15 | Aug 15 | LM/RW | |
| Action | Promote opportunities to influence decision making regarding public toilets | Ongoing | | LM/RW | |
| Task: Develop intergenerational work across the County Borough | | | | | |
| Measurement: Increase the number of intergenerational projects across the County Borough | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Contact Older People's coordinators regarding good practice | Oct 15 | Oct 15 | LM/RW | |
| Action | Contact AWW team regarding good practice examples | Oct 15 | Oct 15 | LM/RW | |
| Action | Identify activities that have already occurred across Cwm Taf to build upon good practice | Nov 15 | Jan 16 | LM/RW | |
| Action | Link to the Children and Young People's partnership to identify intergenerational opportunities | Nov 16 | Mar 16 | LM/RW | |
| Action | Identify stakeholders / potential partners regarding intergenerational activities | Mar 16 | May 16 | LM/RW | |
| Action | Contact stakeholders regarding feasibility of implementation of intergenerational activities | Jun 16 | Sept 16 | LM/RW | |
| Action | Identify pilot intergenerational activities. I.e. Distribute indoor Kurling sets to Communities First, Sheltered Scheme, Care Homes (in RCT to link with Community Leisure Officers) to run taster/sessions. | Oct 16 | Dec 16 | LM/RW | |

| | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------------|-------------------------|----------|
| | 'Record of Use' sheet to be submitted every quarter. | | | | |
| Task: Ensure that the core client group of Care & Repair continues to receive high levels of service | | | | | |
| Measurement: Analyse feedback information to inform service developments with Care & Repair | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Customer satisfaction returns state that they were very satisfied with services received – Results Based Accountability (110) | April 2015 | Ongoing Quarterly Performance Feedback | Nerys Williams | |
| Action | Customer satisfaction returns state that they were satisfied with the standard of work completed in their home – Results Based Accountability (113) | April 2015 | Ongoing Quarterly Performance Feedback | Nerys Williams | |
| Action | Customer satisfaction returns state that they would recommend the agency services to others – Results Based Accountability (35) | April 2015 | Ongoing Quarterly Performance Feedback | Nerys Williams | |
| Action | All negative & Positive feedback recorded and monthly reports provided to HA / Quarterly reports provided to board – Negative feedback dealt with in line with Ombudsman guidance | April 2015 | Ongoing Quarterly Performance Feedback | Nerys Williams | |
| Task: Assist clients outside of Care & Repair's client group with the promotion of independence through their advice and support services. | | | | | |
| Measurement: Increase the numbers of people supported by the Care & Repair advice and support services | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Monitor and review clients aged 0-59 – Handyperson & Gardening services open to all ages in Merthyr – | April 2015 | Ongoing | Nerys Williams | |

| | | | | | |
|---------------|------------------------------------------------------------------------------------------------------------------------------------|------------|---------|----------------|--|
| | Objective to lower age limit of Handyperson Private work scheme in RCT to 50 – Agency Performance Reports (18) | | | | |
| Action | Monitor and review referral for contractor information only indicating promotion of independence – Agency Performance Report (125) | April 2015 | Ongoing | Nerys Williams | |
| Action | Monitor and review Advice Only Services – No Healthy Home visits completed (44) | April 2015 | Ongoing | Nerys Williams | |

| Falls Prevention | | | | | |
|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| Task: Implement the falls prevention pilot across the region | | | | | |
| Measurement: Increase the number of organisations involved in the Falls Prevention Pilot | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Run pilot project in Sheltered Scheme with 6 month follow-up | Jul 15 | Oct 15 | RW | |
| Action | Compile Falls Resource Pack | Dec 15 | Jan 16 | RW | |
| Action | Set up Steering Group for co-ordinated approach to roll out | Feb 16 | May 16 | RW | |
| Action | Roll out project across Cwm Taf | Jun 16 | Oct 16 | RW | |
| Task: Engage with organisations to promote and roll out gentle exercise opportunities | | | | | |
| Measurement: Increase the number of gentle exercise opportunities | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Contact Age Cymru regarding the Shake a leg programme | Oct 15 | Oct 15 | LM/RW | |
| Action | Contact Leisure services regarding implementation of the Shake a leg programme | Oct 15 | Dec 15 | LM/RW | |
| Action | Liaise with Age Connects Morgannwg regarding promotion of gentle exercise programmes | Nov 15 | Jan 16 | LM/RW | |
| Action | Promote Nordic Walking and Walking Groups across Cwm Taf | Feb 16 | May 16 | LM/RW | |
| Action | Ascertain other providers of gentle exercise in Cwm Taf including Older people's Zumba classes | Nov 15 | Mar 16 | LM/RW | |
| Action | Promote other providers of gentle exercise in Cwm Taf | Apr 16 | Oct 16 | LM/RW | |
| Task: Create a localised booklet on falls prevention | | | | | |
| Measurement: Roll out a Cwm Taf booklet on falls prevention across community settings | | | | | |
| | | Start Date | End Date | Responsible | % |

| | | | | | |
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| | | | | Lead | |
| Action | Develop booklet to compliment Age Cymru's handbook on Falls. Booklet to have local contacts. | Oct 15 | Jan 16 | RW | |
| Action | Share draft booklet with partners in Cwm Taf University Health Board. | Jan 16 | Feb 16 | RW | |
| Action | Falls booklet to go to print. | Feb 16 | Mar 16 | RW | |
| Task: Create a localised 50+ leisure leaflet | | | | | |
| Measurement: Roll out a localised 50+ leisure leaflet | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Create leaflet that outlines low impact activities suitable for an older person starting out on physical activity | Oct 15 | Dec 15 | RW | |
| Action | Share with Leisure Staff | Oct 15 | Dec 15 | RW | |
| Action | Print Leaflet | Dec 15 | Jan 16 | RW | |
| Task: Promote foot care project | | | | | |
| Measurement: Increase the uptake of the foot care project(s) | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Circulate relevant information to partners | Dec 15 | Jan 16 | LM/RW | |
| Action | Research other foot care project options | Dec 15 | Jan 16 | LM/RW | |
| Action | Invite foot care providers to Older People's events | Jan 16 | Apr 16 | LM/RW | |
| Task: Care & Repair are prioritising to further develop the healthy homes checks incorporating other priority areas whilst promoting the service and working towards reducing falls. | | | | | |
| Measurement: Care & Repair are developing systems to record and monitor more in depth falls information | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Incorporate a falls question in Client Outcomes framework – Agency intervention measure assisting with the reduction of falls (67) | April 2015 | Ongoing Quarterly Performance | Nerys Williams | |

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| | | | Feedback | | |
| Action | Implement a separate Results Based Accountability report – National development of database | 2015 | 2016 | Care & Repair Cymru | |
| Task: Support the implementation of the Joint Commissioning Statement for Older People's Services 2015-2025 | | | | | |
| Measurement: | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Incorporate the results of the consultation into the Ageing Well in Wales implementation | October 15 | Dec 15 | LM/RW | |
| Action | Implement a community weight management programme | | | Steering Group | |
| Action | Develop and roll out a pilot falls prevention programme in sheltered housing schemes, community buildings for people aged over 50 | Jun 16 | Oct 16 | Steering Group | |
| Action | Organise Health & Wellbeing Events with the 50+ Forums in Cwm Taf | Feb 16 | Rolling Programme | LM/RW | |

| Dementia Supportive Communities | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| Task: Support the Dementia Supportive Communities and Dementia Friends training | | | | | |
| Measurement: Increase the number of Dementia Friends | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Circulate the necessary information to colleagues | Nov 15 | Dec 15 | LM/RW | |
| Action | Arrange dementia friends training within care homes | Nov 15 | Dec 15 | LM/RW | |
| Action | Identify interested parties to sign up to dementia friends training | Jan 16 | Mar 16 | LM/RW | |
| Action | Liaise with training colleagues regarding role out of dementia friends training | Apr 16 | Jun 16 | LM/RW | |
| Action | Record the amount of individuals completing the training programme | Jun 16 | Ongoing | LM/RW | |
| Task: Support the Alzheimer's approach to creating Dementia Friendly Communities (including the pilot in Pontypridd and Maerdy) | | | | | |
| Measurement: Increasing the number of Dementia Supportive Communities | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Attend Steering Group for Pontypridd | | | RW | |
| Action | Attend Steering Group for Maerdy | | | RW | |
| Action | Share good practice and lessons learnt with Merthyr Tydfil colleagues to enable replication if appropriate | Ongoing | | RW | |
| Task: Support the Age Cymru research on Dementia | | | | | |
| Measurement: Age Cymru research is complete with robust information able to inform future planning | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Disseminate relevant information with partners | Oct 15 | Dec 15 | LM/RW | |
| Action | Provide support and information to Age Cymru | Oct 15 | Dec 15 | LM/RW | |
| Action | Publicise the results of the research | Ongoing | | | |
| Task: Care & Repair are seeking to secure funding to develop a Dementia specific service. They are currently working | | | | | |

| with the Alzheimer's society to ensure all staff become "Dementia Friends". | | | | | |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------|------------|----------|------------------|---|
| Measurement: Increase in Care & Repair staff trained as Dementia Friends | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | All Visiting staff to become Dementia Friends | Oct 15 | Dec 15 | Nerys Williams | |
| Action | Dementia Case Officer in RCT to become a Dementia Friend Champion | Oct 15 | Dec 15 | Nerys Williams | |

| Opportunities for Learning and Employment | | | | | |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| Task: Care & Repair to continue the digital inclusion project | | | | | |
| Measurement: Increased uptake of digital inclusion amongst Older People in receipt of Care & Repair services | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | All clients visited have Digital Inclusion Discussed– Client Service Output Report | April 2015 | Ongoing | Nerys Williams | |
| Action | Agency Manager to liaise with local forums to investigate referral routes / partners | | Ongoing | Nerys Williams | |
| Task: Promote Volunteering opportunities for older people | | | | | |
| Measurement: Increase in disseminating information | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Share information on volunteering across networks | Dec 15 | Ongoing | LM/RW | |
| Action | Arrange a volunteering event where organisations can meet with potential volunteers and current volunteers can share their experiences | Mar 16 | Sept 16 | LM/RW | |
| Task: Promote the Working Skills for Adults programmes | | | | | |
| Measurement: Number of people over the age of 54 engaged with Working Skills for Adults (no benchmark available) | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Promote working skills for adults opportunities in Cwm Taf | Dec 15 | Ongoing | ACL | |
| Action | Share information on Working Skills for Adults across networks | Mar 16 | Ongoing | ACL | |
| Task: Promote Bridges into work | | | | | |
| Measurement: Number of people over the age of 50 engaged with Bridges into Work. (no benchmark available) | | | | | |

| | | Start Date | End Date | Responsible Lead | % |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| Action | Promote Bridges into Work opportunities in Cwm Taf | Dec 15 | Ongoing | ACL | |
| Action | Share information on Bridges into Work across networks | Mar 16 | Ongoing | ACL | |
| Task: Promote age friendly business recruitment practices | | | | | |
| Measurement: Awareness raised of business who have age friendly recruitment processes | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Identify businesses with age friendly recruitment policies | Apr 16 | Jun 16 | LM/RW | |
| Action | Share good practice of age friendly businesses | Jun 16 | Sept 16 | LM/RW | |
| Action | Raise awareness of age friendly recruiters through networks | Sept 16 | Nov 16 | LM/RW | |

| Loneliness and Isolation | | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| Task: Promote other befriending opportunities across the region | | | | | |
| Measurement: Increase in uptake of befriending services either at service user or volunteer level | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Disseminate information on known befriending schemes through networks | Dec 16 | Ongoing | LM/RW | |
| Action | Collate information on other befriending services | Jan 16 | Ongoing | LM/RW | |
| Action | Publicise the befriending opportunities | Feb 16 | Ongoing | LM/RW | |
| Action | Collect information on the uptake and outcomes of befriending services to inform future planning including the OP commissioning statement steering group | Apr 16 | Ongoing | LM/RW | |
| Action | Disseminate information on Drink Wise Age Well through networks | Nov 15 | Ongoing | LM/RW | |
| Action | Assist in the creation of referral networks into the services | Nov 15 | Feb 16 | LM/RW | |
| Task: To explore methods for engagement with lonely and isolated older people in North Merthyr and to feed the outcomes of this aspect of the research back to statutory and third sector bodies working in the area | | | | | |
| Measurement: Complete research with positive sustainable outcomes for the Older People involved | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | To work co-productively with community members, statutory bodies and third sector orgs throughout the project. The overall aim of this 1 year research project is to gather data on co-productive methods. | April 2015 | April 2016 | Cam Boam | |
| Action | To form a support network of 10 community leaders who are leading groups for the 50+ | April 2015 | April 2016 | Cam Boam | |
| Action | To engage 10 older people in an intergenerational project that will involve participants learning new photography skills and taking pictures of the areas they | 26th Oct 2015 | 30th Oct 2015 | Cam Boam | |

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| | live in with young people. The aims are for the older people to build up a digital map of North Merthyr and for them to make decisions about any changes they'd like to make to the urban and natural landscapes. | | | | |
| Action | To hold pop up art exhibitions in community settings that explore the topic of isolation and loneliness and that encourage further discussion by community members on this topic. It is hoped that these discussions will be captured and built into the traveling exhibition. | Nov 2015 | Jan 2015 | Cam Boam | |
| Action | To hold an exhibition in a gallery space that brings together the pop up exhibition and the photography project. This will be an exhibition targeted at both community members and at other key stakeholders such as statutory bodies and third sector orgs. It is hoped the exhibition will provide a networking opportunity for all stakeholders. | 23rd January 2016 | 30th January 2016 | Cam Boam | |
| Action | To launch a poster campaign in North Merthyr that challenges negative perceptions of loneliness | Feb 2016 | April 2016 | Cam Boam | |
| Action | Share good practice learnt from the Merthyr Tydfil Project across Cwm Taf | March 2016 | April 2016 | Cam Boam | |
| Task: Care & Repair are looking to formalise referral routes into befriending services across the region. | | | | | |
| Measurement: Referral routes from care and repair are formalised, clear and transparent. | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Additional question incorporated into Healthy Homes check discussing loneliness and isolation | October 2015 | Ongoing | Nerys Williams | |
| Action | Agency Manager to liaise with local forums to investigate referral routes / partners | | Ongoing | Nerys Williams | |
| Task: Contact third sector organisations to see if they recognise loneliness and isolation and ascertain how they respond to this | | | | | |
| Measurement: Awareness raised of loneliness and isolation and formalise referral routes into other organisations | | | | | |
| | | Start Date | End Date | Responsible | % |

| | | | | | |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------|-------------------------|----------|
| | | | | Lead | |
| Action | Contact third sector organisations to ascertain what action they are taking on loneliness and isolation | Mar 16 | Jun 16 | LM/RW | |
| Action | Identify services that need support in this area | Jun 16 | Jul 16 | LM/RW | |
| Task: Link to Community Transport organisations to offer alternatives to public transport where provision is poor | | | | | |
| Measurement: Increase in community transport opportunities | | | | | |
| | | Start Date | End Date | Responsible Lead | % |
| Action | Explore good practice in relation to community transport | Apr 16 | Jul 16 | LM/RW | |
| Action | Disseminate information on community transport opportunities including other transport options such as Cancer Aid transport schemes | Aug 16 | Oct 16 | LM/RW | |
| Action | Continue to raise awareness of transport issues in research | Ongoing | | LM/RW | |

This is a condensed version for the purposes of this report.

Ageing Well in Wales

The Ageing Well in Wales 2014-2019 is a programme to provide a consistent approach across Wales that supports healthy ageing and enables people to remain happy and independent in their own homes as they grow older.

There are 5 themes to enable this and we would like your views on these to shape our local action plan:

- Age Friendly Communities - this will encourage and enable older people to engage with their surroundings and continue to engage socially within their community, thereby maintaining their health, independence and wellbeing.
- Falls Prevention - can enable older people to live in their own homes and remain active in their communities.
- Dementia Supportive Communities - is crucial to the wellbeing of older people and the people around them that are also affected.
- Opportunities for Learning and Employment - older people have a wealth of knowledge and experience that can be under appreciated and undervalued in the workplace. Also, there is value of further learning, employment and volunteering opportunities.
- Loneliness and Isolation - can impact the health and wellbeing of older people through poor mental health, depression, suicide and health service user. All of these themes can have an impact on this.

The findings of this questionnaire will form part of the action plan to further develop schemes and initiatives through collaboration and an integrated approach across Cwm Taf.

The consultation will run from 1st May - 31st May 2015.

For further information, please contact:

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| <p>Lowri Rees - Older People and Supporting People Coordinator (Merthyr Tydfil) Telephone: 01685 724636</p> | <p>Rhian Webber - Strategy for Older People Co-ordinator (Rhondda Cynon Taf) Telephone: 01443 744847</p> |
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Age Friendly Communities

Overarching aim: to make Wales a Nation of Age-Friendly Communities

Q1 In your opinion - what is an Age Friendly Community? For example, have an Age Friendly Champion in local communities.

Q2 How do you think we could create Age Friendly Communities?

Q3 Do you feel you have a voice in decision making in the Local Authority?
Yes/No/Unsure

How do you think this could be improved?

Q4 Is there anything you would like to add on Age Friendly Communities?

Falls Prevention

Overarching aim: To support older people to reduce their risk of falling, reducing the number of falls amongst older people in Wales.

Q5 Do you think there is enough information available on preventing falls?
Yes/No/If no, what more could be done?

Q6 What do you do to safeguard yourself against falls?

Q7 What do you think could be introduced to help reduce falls?

Q8 Is there anything you would like to add on Falls Prevention?

Dementia Supportive Communities

Overarching aim: To make Wales a dementia supportive nation by building and promoting dementia supportive communities.

Q9 In your opinion - what is a Dementia Supportive Community?

Q10 Have you had experiences of people/places which have been dementia friendly? Yes/No/Please describe?

Q11 In your opinion, are there gaps in support available?

Q12 Do you think that education, training, advice and information could be improved? Yes/No/If so, how?

Q13 Is there anything you would like to add on Dementia Supportive Communities?

Opportunities for Learning & Employment

Overarching aim: To ensure the experience of older people in Wales is optimised through continued learning and employment.

Q14 Do you feel there are opportunities to participate? For example through volunteering/learning? Yes/No/If no, how could this be improved?

Q15 Do you feel you have opportunities to maximise your income?
Yes/No

If yes, do you pursue these opportunities?

If no, what could be improved? What support would you need?

Q16 Do you feel there is enough support out there to plan for your future?

Q17 Is there anything you would like to add on Opportunities for Learning & Employment?

Loneliness & Isolation

Overarching aim: To reduce levels of loneliness and isolation and their negative impact on health and wellbeing as experienced by older people in Wales.

Q18 What do you think makes you/people you know feel lonely and isolated?

Q19 Are you aware of where to go if you/or someone you know, is feeling lonely?

Q20 What do you feel could be done to reduce loneliness and isolation?

Q21 Is there anything you would like to add on Loneliness & Isolation?

Thank you for taking part in this consultation.

THE DUBLIN DECLARATION ON AGE-FRIENDLY CITIES AND COMMUNITIES IN EUROPE 2013

On the occasion of the 'EU Summit on Active and Healthy Ageing', held in Dublin, Ireland on the 13-14 June 2013, under the Irish Presidency of the European Union, we, the mayors and senior political representatives of European cities, municipalities, communities and regions unanimously declare the following:

We will:

Promote the 'Dublin Declaration on Age-Friendly Cities and Communities in Europe 2013' (Dublin Declaration 2013) in appropriate national and international forums, fostering the maximum adherence possible to its values, principles and premises, in terms of plans, programmes and resources, in order to implement the commitments in this Declaration within a reasonable period of time.

Collaborate with all relevant regional and local stakeholders to support the full application of the pledges in the Dublin Declaration on Age-Friendly Cities and Communities in Europe 2013, including cooperation with the WHO European Regional Office and its Network of Cities committed to developing age-friendly environments as part of the WHO Global Network of Age-Friendly Cities and Communities. This will involve commencing a multi-year cycle of continual assessment and improvement to make their environments more age-friendly.

Communicate through local and regional channels and networks between the various cities and communities to stimulate and support advances in the promotion of equal rights and opportunities for older citizens and to share learning about advances in policies and practices which improve their lives.

Supporting Pledge

The undersigning cities and communities also pledge, where it is within their area of responsibility and economically feasible, to further the following specific actions, and to incorporate them into key planning instruments to strengthen long term sustainability: Promote among the general public **awareness of older people**, their rights, needs, and potentials, and highlight the positive social, economic and cultural contribution they make.

Ensure that the views and opinions of older people are valued and listened to and that structures and **processes of citizen-centred engagement** are developed to ensure that older people have an adequate involvement in decision making and are actively involved in the design and creation of innovation and change.

Adopt measures to develop **urban spaces and public places** that are inclusive, sharable and desirable to all, including older people, and ensure that publicly used buildings promote the dignity, health and well-being of users of all ages, and are fit for purpose to meet the changing needs of an ageing society.

Promote and support the development of neighbourhoods and communities for all ages that are diverse, safe, inclusive and sustainable, and that include **housing** for older people that is of the

highest quality. Particular attention should be given to the needs of older people in assisted living, residential care and nursing homes where their dignity and autonomy is at greater risk.

Work to establish **public transport systems** that are available and affordable to all, including older people, and are 'seamless' within and across the various modes of transport that exist. The transport systems should also promote and facilitate personal transport use, such as cycling and driving by older people.

As these become more difficult, personal alternatives such as affordable taxis and car-pooling, which interconnect with the public system, should be made available.

Promote the **participation of all, including older people, in the social and cultural life** of their community by making available a diverse range of events and activities that are accessible, affordable and tailored to be inclusive of them and promote their integration into the community. This should include the promotion of intergenerational activities.

Promote and support the development of **employment and volunteering opportunities** for all, including older people, and recognise their positive contribution, and include the provision of **lifelong learning** opportunities in order to empower older people and promote their autonomy.

Ensure that a comprehensive and integrated range of affordable, easily accessible, age-friendly and high quality **community support and health services** is available to all, including older people, to include health promotion and prevention programmes, community-based support services, primary care, secondary acute hospital, rehabilitation services, specialist tertiary, long-term residential and compassionate end of life care.

Dublin, 13 June 2013