



**STRATEGY FOR OLDER PEOPLE**

PHASE 3: TORFAEN DELIVERY PLAN  
(2015 to 2023)

*May 2015*

## Foreword

I am pleased to present this Delivery Plan for Torfaen in response to the national Strategy for Older People in Wales; Phase 3. As Champion for older people in Torfaen since 2004, I have supported the work of the local authority and our partners in planning, developing and setting out our local strategic approach and am aware of all the hard work that goes on to deliver good services that help people to age well. Working with the Welsh government and the Older People's Commissioner for Wales, the local authority in conjunction with Torfaen Local Service Board has a good reputation for taking action that responds to what people need. Some of this activity is innovative, linking to sound research of what works best but always having the voice of older people at the forefront of our minds.

There are more people aged 50 and over living in Torfaen than there were 10 years ago when I took up the role of Champion. This is something worth celebrating, not just that people are living longer (because of advances in medical science and improvements in living conditions) but that older people want be involved in our local communities and have so much to contribute. It is well documented that older people spend their time and money in local communities; they are very concerned about their local environment, support local services and have a lot of experience and wisdom to pass on to others.

It is my role to ensure that older people have the best from our public services that we are able to deliver. I know that we are in testing times of reducing budgets and increasing demand; that balancing intensive support to our more frail older citizens with information and advice to those just reaching 50 and preparing for later life, can be difficult. However, I am fortunate to have officers in the Council and across our partner organisations that achieve this and continue to foster positive outcomes for our older citizens.

Regards



**Councillor Lewis Jones**  
**Champion for older people in Torfaen**  
**Torfaen County Borough Council**

# STRATEGY FOR OLDER PEOPLE

## PHASE 3: TORFAEN DELIVERY PLAN (2015 to 2023)

Introduction.....	3
Demographics.....	5
What do older people tell us?.....	10
Ageing Well in Wales .....	14
Age Friendly Communities and the Dublin Declaration .....	16
Social Resources .....	17
Environmental Resources .....	18
Financial Resources .....	19
Outcomes .....	20
Delivering the 50plus agenda for Torfaen .....	21
▪ Table 1; Areas for action .....	22
▪ Table 2; Ageing Well in Wales .....	32
Appendix – The Dublin Declaration .....	36

## Chapter 1. Introduction

Welsh Government published phase 3 of the national Strategy for Older People in Wales<sup>1</sup> in May 2013. This builds on the work that has taken place across Wales in the previous 10 years and strives to make sure that people in Wales feel valued and supported, whatever their age.

The views of older people are the driving force behind the third phase; these views have been gathered through road shows and events during phases 1 & 2 (2003 to 2013) on national and local actions and services and, through comprehensive consultation specific to developing phase 3. This has resulted in three themes to be tackled between 2013 and 2023 so that all older people in Wales have the **social, environmental and financial resources** they need to deal with the opportunities and challenges they face.

The Strategy is about people aged 50 and over, as fifty is often the age when people are more vulnerable to changes that will impact on their older age. Perhaps redundancy or health issues start to arise, or maybe caring for older family members trigger some thoughts about how someone will manage when they need help, as well as when to retire and 'will the occupational pension / savings be sufficient to cover expenses until state pension can be drawn'. It is never too early to consider such matters and during your 50s is a good time to start taking some action on where to live, how to live and what else is important. There could be another 30, 40 or 50 years of life ahead and this should be the best quality possible within personal circumstances.

This is about all our futures as well as serving those who have had more birthdays than us to date.

Torfaen Local Service Board<sup>2</sup> sets out our shared vision and approach to improve the lives of people living in Torfaen through the single integrated plan "Torfaen Together". One of the priorities is to help people stay living in their communities (happy and independent), which along with the seven shared outcomes, forms the base for this plan.

The Older People's Commissioner for Wales is leading on the **Ageing Well in Wales programme**. This is a partnership approach across local and national government, the NHS, the third sector and older people and is to ensure that there is an improvement in the well-being of people aged 50plus in Wales. Welsh Government sees this programme as the main delivery vehicle for phase 3.

This local strategy is aimed at public services and how our actions can help people in Torfaen consider the issues of older age, to make plans and take action wherever possible to foster well-being. This policy sets out where local public services have a role to play in providing information and support as well as services and provides the direction for Torfaen

---

<sup>1</sup> <http://wales.gov.uk/topics/health/publications/socialcare/strategies/older/?lang=en>

<sup>2</sup> <http://www.torfaen.gov.uk/en/CommunityLiving/Local-Service-Board/Local-Service-Board.aspx>

on a local authority / local service board footprint as at 2014 – thus forming the Local Delivery Plan. Reductions in public spending balanced with public expectations and aspirations inevitably make these challenging times; however, public services in Torfaen will work towards meeting local requirements within available resources.

Local government will be re-organised over the next few years following the Williams Review<sup>3</sup> so this Local Delivery Plan will be reviewed regularly in respect of any boundary changes and competing policies and amended as appropriate.

This Delivery Plan has been developed in partnership between local public services and older people, with contributions from the private sector.

---

<sup>3</sup> <http://wales.gov.uk/docs/dpsp/publications/psgd/140120-psgd-summary-report-en.pdf>

## Chapter 2. The demographics

Torfaen has an overall population of 91,407 (ONS mid-2013 population estimates) with 35,289 people aged 50 and above; more people across the whole of England and Wales are living past 100 – 7,090 in 2002 to 12,320 in 2012 (ONS mid term data) and many people will spend as long or longer in retirement than in employment.

### Torfaen's older population at 2013

50 plus	35,289
60 plus	23,015
65 plus	17,355
75 plus	7,867
85 plus	2,260

*(Source: ONS mid-2013 population estimates)*

Using these mid-2013 population estimates, a more detailed 5 year (quinary) age profile for the over 50s by gender is shown below.

Age	All persons	Male	Female
50-54	6529	3255	3274
55-59	5745	2862	2883
60-64	5660	2739	2921
65-69	5473	2718	2755
70-74	4015	1877	2138
75-79	3235	1441	1794
80-84	2372	995	1377
85-89	1447	505	942
90+	813	236	577
<b>Total 50+</b>	<b>35,289</b>	<b>16,628</b>	<b>18,661</b>

*(Source: ONS mid-2013 population estimates)*

The 2011-based population projections from Welsh Government are felt to be a fair estimate of the future older population and largely correspond with the difference between the tables above.

### Age 65 and above projections

2011	16,477
2021	19,928
2031	23,655
2036	24,938

*(Source: Mid-2011 based population projections, Welsh Government)*

Single households amongst older people are increasing, partly due to rising divorce rates amongst the over 60s (bucking the trend for declining divorce rates amongst the overall population) and by people who choose to live alone, as well as the bereavement of a partner or spouse. This means some people do not have day to day companionship or someone to share the skills and ability to run a home. Many cope well and can either do all the domestic, maintenance or repair tasks themselves, have friends or family to help or, have the capacity to buy in help. However, for some this is never the case and for others capacity diminishes with age.

**People aged 65 and above predicted to be living alone are**

2012	8,053
2015	8,598
2020	9,311
2025	9,929
2030	10,830

*(Source: Housing Needs of Older People in Torfaen, Supporting People TCBC)*

The ageing population increase is due to a number of factors but largely because people are living longer due to better public health and social dynamics, along with improvements in conquering or managing health conditions that previously would have led to early demise. Population projections indicate there will be an 80% increase in the number of over 75s by 2031<sup>4</sup>; this is the age when (historically) more people need critical health and social care services to support them through the last years of their lives, and provides a huge resource as well as a challenge to local communities and public services. National governments across the globe are taking steps to delay state pension and retirement ages and change the eligibility age for many public services to ensure that there is enough ‘to go round’ as the number of older people increase.

We must celebrate the fact that people are living longer and not see older age as a problem or burden – words often associated with this changing demographic – and do more to help people prepare for later life and be as independent as possible for as long as possible. Living longer with a good quality of life rather than just living longer with more years of dependency. Older people are the largest consumer market of our time and an important part of local and national economies, giving enormous amounts of time to volunteering, caring and child care.

Torfaen is an area with high incidents of deprivation and poor health. 25% of Torfaen’s local areas are amongst the top 20% most deprived areas in Wales<sup>5</sup>. Latest figures show that the

---

<sup>4</sup> ONS Census data and mid term projections

<sup>5</sup> Welsh Index of Multiple Deprivation (WIMD) 2014

proportion of pensioners living in low-income households (using the low-income threshold of the 60% of median income after deducting housing costs) has been falling, from an average of 26% of all pensioners in the years 1996/97 to 1998/99 to an average of 18% in the years 2006/07 to 2008/09.

Whilst limited income is always an issue, pensioners are now much less likely to be living on a low income than non-pensioners – and nationally one in five pensioners who are in low income compares to one in two of all people in lone parent families. However, where income is an issue there is often little room for manoeuvre as gaining employment and increasing household income is unlikely. Rising living costs cause high levels of anxiety, especially around fuel bills and the need to heat the home for longer each day if no longer going to work or able to go out and about. Sufficient financial planning for retirement is a concern across charities such as Age UK and Citizens Advice Bureaux as well as local government and health; living longer and being independent requires funding for items such as boiler replacements and white goods, home maintenance and repairs for up to 30 or 40 years post retirement as well as every day living costs, money for treats and holidays, etc. Without good financial planning and maximising income, many people struggle and either go into debt and / or enter a spiral of reduced quality of life, reduced health and dependency.

Depression and social isolation can affect as much as one in seven people over the age of 65 and there is a growing body of evidence<sup>6</sup> detailing the importance of the social and emotional aspects of well-being for older people. Scientific studies in America (long term study of 2,000 people aged 50 and over) and the UK based Joseph Rowntree Foundation (Neighbourhood project), show feeling extreme loneliness on a long-term basis can be worse than obesity in terms of increasing the potentially lethal health risks that lead to premature death.

There has been increasing media attention on loneliness in older age and a national campaign aims to raise the profile of lonely pensioners and initiate action to mitigate this.

In 2012 the Torfaen Supporting People needs assessment indicated there were 16,302 households where the occupants were aged 65 or over and of these 8,053 people were living alone - this figure for single occupancy aged 65 and over is forecast to be 10,830 by 2030. Whilst living alone is not an indicator in itself of isolation and loneliness, it can lead to this state for many people when friends and family are not on their doorstep, they are no longer able to get out and about, or participate in their preferred community (which could be family, friends, neighbours or sharing an interest).

---

<sup>6</sup> SCIE's review of research evidence, published in Research briefing 39: preventing loneliness and social isolation: interventions and outcomes



Older people may face several issues relating to their sexual orientation. Stonewall<sup>7</sup> remind us that gay people are more likely to live alone when they are older (though this situation may change in time), and are more likely to be without children. There can be difficulties surrounding access to appropriate care as retirement homes may not be equipped or willing to support same sex partners. Many elderly lesbian and gay people are more apprehensive than others about having to go into care and possibly back into a situation where they do not disclose their sexual orientation. Concerns also arise regarding appropriate support and care from care workers, who may refuse to recognise extended “families” within the gay community, or may not allow a person to spend “social time” in a gay venue. Society assumes that LGB people are young and active; it does not occur to society that older people may be gay too.

The Drugscope report<sup>8</sup> from 2014 cites that the ‘baby-boomer’ generation – the oldest of whom are now reaching old age – formed their attitudes about alcohol when it was becoming more widely available and socially acceptable. They have drunk more in middle age than previous generations; if they continue with this relatively high level of drinking, it is likely that we will see a larger number of older people with alcohol problems as this cohort continue to make the transition into old age across the next two decades.

Though in general, alcohol use declines with age and use of illicit drugs is less common in older people than in their younger counterparts. However, as the Royal College of Psychiatrists highlighted in its 2011 report ‘our invisible addicts’ the number of older people with substance use problems is increasing rapidly. The European Monitoring Centre for Drugs and Drug Addiction has estimated that the numbers of older people with substance use problems or requiring treatment for substance misuse will more than double between 2001 and 2020.

This document does not attempt to list every specific group or minority but, public services are aware that differences in culture, religious beliefs, values and attitude can impact on behaviours and so services need to be sensitive in developing and delivering responses – ensuring respect and dignity for individuals and communities.

The demography of Torfaen is varied and reflected in the language spoken by residents. Under the Welsh Language (Wales) Measure 2011 and the Welsh Government’s strategy on Health and Social Care – “More than Just Words”, there is a need to develop service access options for a growing ‘older’ community of Welsh speakers within the Torfaen area. All information produced by public services are developed in both languages and staff are encouraged to learn Welsh, building capacity in the longer term.

---

<sup>7</sup> [http://www.stonewall.org.uk/what we do/research and policy/health and healthcare/3480.asp](http://www.stonewall.org.uk/what_we_do/research_and_policy/health_and_healthcare/3480.asp)

<sup>8</sup> <http://www.drugscope.org.uk/POLICY+TOPICS/OlderPeople>

Chronic conditions affecting the heart, respiration, joints and mobility, incidents of cancers, and prevalence of falls amongst older people, as well as increasing levels of dementia, mean that critical services such as health and social care must be targeted at those with highest need. The 2011 Census shows there are 38,524 households in Torfaen and 12,223 of these reported having at least one person with a long term condition or disability. Whilst this information is not available by age, it is likely that a large number of these households will have an older person living there.

Leading a healthy lifestyle from as early an age as possible will help to extend healthy and good quality life expectancy. However, it is never too late to start, and a balanced diet, healthy weight, exercise, no smoking or misuse of drugs or alcohol, can all make a difference. It does not mean that life will be boring either – there is plenty to do and get involved with whatever a persons' age or situation, with over 130 groups and activities targeted at older people as well as a wealth of activities that are age neutral.

If people are given information to prepare for later life and keep as well as they are able to, then it is possible to have the best quality of life possible within personal circumstances, no matter how long people live.

### Chapter 3. What do older people tell us?

Since the national Strategy started to develop in 2001 we have been speaking to people across Torfaen in relation to the local strategic direction. As well as the 50plus forum network, the views of the wider population are heard and taken into account. People attending pensioner groups; social clubs and activities for retired people; people who are still working; those who engage with the council over the planning and delivery of all its services; those who engage with other public services such as health, police, housing and voluntary organisations; those engaged with community and town councils; people living in retirement schemes, residential and nursing care. In addition, during the summer of 2013 we engaged with nearly 500 people in Torfaen aged 50 and over on what being happily independent meant to them.

In December 2013, older people joined officers from across Torfaen's public services, along with representatives from private employers and academia, in a seminar and workshop to start thinking through the national strategy and what are the local issues facing older people and public services in Torfaen.

As one would expect the views of people vary depending on age and outlook, current health and financial capacity. **People in their 50s** are often outraged at being included in a strategy for *older people* but, once they understand we want to support healthy ageing and good quality retirement, **this is what they say:**



**People newly retired or retired for a while and are fairly fit and active tell us:**

I do not know how I found the time to work

There is plenty going on, you just have to make the effort and join in – there are over 130 clubs or groups in Torfaen

I want to be valued; be listened to and have a say in what happens to me and to my community

My family expect me to help with child care. I like to do it but there are times when I feel I must, even if I am tired or there is something else I want to do

I look at really old people and worry what will happen to me if I cannot stay independent

I like to be independent – do what I want when I want and keep in touch with my friends. I hope I am able to afford to live like this for the whole of my retirement

It took me some time to adjust as I always put work first; now I put me first

We still want to be active and play important roles in our society

I like to know what is going on, where to find information that will support my independence and to pass this on to friends and family

Retirement is about having the chance to do what you have not managed so far – more time to myself but more time to travel and help others. Being able to afford to live this way is very important to me

**People who have been retired for some years and those who are less active tell us:**



As we all know, older people are not a homogenous group and a variety of responses are needed to support people at different stages of life. We do listen to what people tell us and

our focus is to improve access to information and advice so people can find out what help they can get, where from and how and so remain as independent as possible in their own homes and communities. We will do as much as we can to maintain community services such as transport, seating, access to toilets, social activities, etc.

We will continue to develop affordable housing through energy efficiency measures and housing options. We will continue to support people to learn and work for as long as they wish to – through services or information and links to providers and employers.

We will continue to provide advice and support to maximise income and tackle poverty.

We will continue to develop modern integrated health and social care services providing quality services, which respect peoples dignity and both aids recovery and rehabilitation to independence or supports on going / complex care needs and end of life care.

## Chapter 4. Ageing Well in Wales

The Ageing Well in Wales programme was formally established in November 2012 as a five year partnership of national and local government and major public and third sector agencies in Wales. The programme is hosted and chaired by the Older People's Commissioner for Wales. The first programme of its kind in the UK, the Ageing Well in Wales Programme contributes to and complements the Welsh Government's Strategy for Older People (Phase 3) 2013-2023. Welsh Government sees this programme and its local implementation as a key delivery vehicle of Phase 3.

The programme's overall aim is to ensure that within Wales there is an improvement in the well-being of people aged 50+. The programme also has a clear link to a number of other national policy priorities and initiatives. These include:

- Reducing inequalities and promoting inclusion
- Preventing frailty and dependence
- Reducing the number of older people who are accessing services and support in crisis
- Promoting self-responsibility for taking action to maintain individuals own health
- Supporting employers across all sectors to retain expertise and knowledge
- Reducing discrimination faced by older people, and particular groups of older people

The programme and its partners will also support and champion a positive attitude towards ageing and the benefits an ageing society brings and ensure that older people have a strong voice that is listened and responded to.

Ageing Well in Wales has 5 initial areas of focus:

- **Age Friendly Communities** aim to meet the needs of older people, and people of all ages, in each individual community by responding directly to their needs. Such communities will encourage and enable older people to engage with their surroundings and continue to engage socially within those communities, thereby maintaining their health, independence and well-being.
- **Dementia Supportive Communities** which is any community that shows a high level of public awareness and understanding of dementia (for example, a local or national organisation such as a shop, bank or corporation, or a village, town or city).
- **Falls Prevention** will help older people to maintain their health and well-being, live longer in their own homes and remain active in their communities.
- **Opportunities for employment, learning and new skills** as older people have a wealth of knowledge and experience which is currently underappreciated and undervalued in the workplace. Tackling age discrimination and recognising the value and worth of older people in Wales is important as older people are currently worth over £1 billion to the Welsh economy every year. The aim is to increase the

recognised value of older people through further learning, employment and volunteering opportunities.

- ***Loneliness and Isolation*** are not fringe issues; they have been shown to damage health, are the basis for social exclusion and are a significant and pressing problem in Wales that cross all boundaries of social class, race, gender identification, sexual orientation, financial status and geography. Eradicating loneliness and isolation may be unrealistic, but working at all levels, individual, organisational and strategic, identifying and tackling the root causes, is not.



## **Chapter 5. Age Friendly Communities and the Dublin Declaration**

Age Friendly Communities is just one of the 5 domains in the Ageing Well in Wales programme and is a European programme linked to the World Health Organisation's "Age Friendly Cities" network. Across Wales, each of the 22 local authorities took up the challenge in 2013 and has signed up to the Dublin Declaration to work towards age-friendly communities by 2020. Torfaen signed up in June 2013 and service areas across the Council as well as partners, have been made aware of this through several communication channels and had the opportunity to attend workshops and seminars to discuss the implications and outcomes. The details of the Dublin Declaration can be found at appendix 1 but, by and large, they encompass the points mentioned under the three resource headings of the national strategy and referred to in the sections below.

Two workshops have been held locally to explore opportunities on how to deliver on this programme and partners continue to work together on a number of environmental and community services.

The Welsh Government published a set of Rights for Older People in July 2014. These Rights largely reflect European Human Rights and the Equality Act 2010; the Torfaen Equality Promise sets out local action and annual monitoring reports provide a public audit of compliance and achievement.

Policy officers will keep abreast of any other national policy developments and respond within strategic plans and available resources as necessary.

## Chapter 6. Social Resources

Everyone wants to feel valued and respected, no matter what their age. Isolation and loneliness is a big factor for some older people as outlined in the section on demographics, and there is a growing national campaign to raise awareness on this. Some people say they often feel marginalised or not listened to; it is important for people's well-being that they feel they have some contribution to make to their community / wider society. An older person is not just the 'body' you now see, they are someone who has experienced life, perhaps raised a family, held down a job and maybe held a position of high office, encountered danger and adversity so, at the very least, can share their memories or offer advice on their experiences, knowledge and skills gathered over the course of their lifetime. Many older people still want to be active and play important roles in our society – in a voluntary or paid capacity (many organisations rely heavily on retired people to run community groups and societies, serve on committees, trustee boards and the like). Many older people provide care, either for their spouse or partner, another family member or friend and many help with child care for their grand children.

A lot of work has already taken place in Torfaen to improve health, housing and social care services and there are separate policies and plans to deliver integrated care through the Community Resource Teams, Community Equipment Services, Minor Adaptations and Neighbourhood Care Networks as well as to meet the needs of carers.

Bereavement counselling and advocacy services are important to people who are struggling to come to terms with changes in their life or need independent support to make decisions. Family and friends can provide a shoulder to lean on or a point of view but impartial advice best comes from independent services.

The majority of older people are able to run their own lives and have minimal contact with public services. Where older people do need support, such as information on local services and support networks, they want to be able to find this out from one point of contact and so make their own decisions on what they do, how and when, and arrange their own services and support.

As well as providing information, there should be opportunities to engage in learning and creative activities, support healthy ageing, safeguarding and tackling discrimination are areas where local public services have a role to play.

## Chapter 7. Environmental Resources

Everyone wants to feel that they can get out and about as and when they wish to; whether this is with the support of a carer or escort or under their own steam. As well as the cost, transport and safe surroundings are important to older people and facilities such as good lighting, seating, toilets and places to go to including shops, community halls, libraries, leisure, learning and health services.

People of all ages need to plan a journey or day out, especially if it has to accommodate babies, children, certain medical conditions, disabilities or poor mobility, and lack of information or difficulties in using or accessing facilities and locations can often prevent someone from going out. This in turn can lead to feelings of isolation which in turn can affect health. People want to know things such as how to get from A to B, transport routes and timing, parking, distance to the venue from the bus stop or car park, steps and stairs, escalators or lifts, seating, access to toilets and refreshments. Better public information from one source would help those who cannot negotiate the various websites and information points currently available.

Having communities that understand and support dementia and its impacts – for the individual and their carers – is important to equality and inclusivity. With growing numbers of older people, there will be higher incidents of dementia amongst the population; whilst health and social care services change how they operate to take account of dementia, there is a lot more that businesses and everyone can do to make people feel less confused and welcomed into everyday activities.

Feeling safe at home and feeling safe to go out and about is important. We need to provide information on equipment and adaptations to homes to prevent falls and support people with injury or disability to stay in their own home. The Police and Fire & Rescue Services can provide home safety checks to all and alarm equipment for those who are particularly vulnerable. Extending cold calling control zones in the borough and working with community services and organisations can improve local areas.

## Chapter 8. Financial Resources

Having sufficient income is important to us all and so much hinges on feeling in control of our finances. Most people in retirement have a fixed income through a pension, though some people still work and are able to supplement state and occupational pension incomes, savings, trusts, etc. As people are living longer, retirement income and pensions are under review and susceptible to change – from the political stance of delaying the state retirement age, changes to annuities and drawing on lump sums, to the value of public and private pensions.

Whilst the above are out of our direct control, public services can support people to manage their retirement income better through affordable housing, energy efficiency, digital inclusion, support in debt management, financial and literacy skills, benefit entitlement and take-up.

For some people who are too young or not ready to retire, re-training, access to employment, maintaining employment and flexible working are areas where they look to the public sector for information and support.

## Chapter 9. Outcomes

The outcome of this policy is for people in Torfaen to live independently as they age with a good quality of life, for as long as possible.

This Local Delivery Plan seeks to increase the ability of people to live happily independent by helping them consider the issues of older age, to make plans and take action wherever possible to help themselves. Where support is needed, services are developed and delivered within resources and in a way that does not foster dependence. The Plan sets out the areas for action and the organisations that can deliver them. The detailed outcomes and activities will be part of service plans within those organisations who will also measure and report performance within their existing systems. Website links are given to plans where available.

## Chapter 10. Delivering the 50plus agenda for Torfaen

### **Key to delivery organisations:**

ABUHB = Aneurin Bevan University Health Board

ACT = Age Connects Torfaen

CF = Communities First (part of the CSU)

CSU = Community Services Unit for Torfaen County Borough Council

C&R = Care and Repair Torfaen

DWP = Department of Works and Pensions

F&RS = South Wales Fire & Rescue Service

GP = (Heddlu) Gwent Police

NS = Neighbourhood Services for Torfaen County Borough Council

PHW = Public Health Wales

PSSU = Public Services Support Unit (hosted by the Council to support partnership working across the Local Service Board and beyond)

Regen = Regeneration Services for Torfaen County Borough Council

RSLs = Registered Social Landlords such as Bron Afon Community Housing; Melin Homes, Charter Housing, etc.

R&B = Revenue & Benefits Team for Torfaen County Borough Council

SC&H = Social Care and Housing for Torfaen County Borough Council

TCBC = Torfaen County Borough Council

TS = Trading Standards for Torfaen County Borough Council

TVA = Torfaen Voluntary Alliance (the umbrella organisation for third sector services in Torfaen)

## TABLE 1; AREAS FOR ACTION

We need to provide the resources for people to be as independent as possible so they can manage their own lives by:

AREAS FOR ACTION	ORGANISATION / SERVICE AREA	LINK TO LOCAL PLANS OR SERVICE INFORMATION
<b>SOCIAL RESOURCES</b>		
<p>Improving pre-retirement planning; develop and deliver information to compliment existing courses focussed on financial aspects of retirement. Initially target public service employees to enhance current retirement information and courses and promote wider across the private sector and local communities.</p> <p><b>Reasoning:</b> Encourage more people to think about where and how they live and make any necessary changes / adaptations early on to support independence and healthy ageing. Increase awareness and opportunities for volunteering and other activities to keep mind and body healthy and promote well-being.</p>	<p><b>All public service organisations</b> through HR and training channels</p>	<p>Whilst pre-retirement is not stated in local plans, it aims to have a positive impact on future demand for all public services</p>
<p>Providing one point of contact for all matters relating to people aged 50plus; to include a telephone information 'hub' "<b>Be Independent</b>" which signposts on to relevant services – public, third sector and</p>	<p>LSB priority - <b>Happily Independent Project:</b> TVA, ACT, RSLs, C&amp;R, F&amp;RS, GP, TCBC, ABUHB</p>	<p>Local Service Board single plan "Torfaen Together" <a href="http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf">http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf</a></p>

<p>private; a trusted trade’s directory; the use of technology such as phone Apps and social media .</p> <p><b>Reasoning:</b> People are able to find the information they need easily and make own arrangements / access services. Families / carers supporting older people will also find it easier to get relevant information &amp; help in one place. Promotes well-being.</p>	<p>&amp; other third sector organisations working together</p>	
<p>Working to sustain current befriending services and seek resources to develop and sustain others that respond to people’s need to become engaged in their communities. Ideally this is connecting people within communities rather than providing an employed befriender.</p> <p>Services such as the Care &amp; Repair ‘Healthy at Home’ project, TVA Community Connectors and home visits from Police and Fire &amp; Rescue services will help to promote and support connections.</p> <p><b>Reasoning:</b> Supports community connections &amp; reduces social isolation (by enabling the community) and promotes well-being.</p>	<p><b>RSLs; ACT; C&amp;R ; TVA; GP; F&amp;RS</b></p>	<p>Melin Homes annual reports and newsletters  <a href="http://www.melinhomes.co.uk/publications">http://www.melinhomes.co.uk/publications</a></p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’  <a href="http://www.bronafon.org.uk/about-us/">http://www.bronafon.org.uk/about-us/</a></p> <p>Age Connects Torfaen service reports</p> <p>TVA Community Connectors and other support services  <a href="http://www.tvawales.org.uk/?page_id=2805">http://www.tvawales.org.uk/?page_id=2805</a></p>
<p>Continuing to tackle negative attitudes, stereotypes and discrimination across our organisations; to include highlighting positive social, economic and</p>	<p><b>ALL</b> through equalities training and impact assessments</p>	<p>Local Service Board single plan “Torfaen Together”  <a href="http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf">http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf</a></p>



<p>cultural contributions older people make to our communities.</p> <p>Encourage all public service staff to undertake ageism training sessions (e-learning to be developed).</p> <p><b>Reasoning:</b> Meets equalities legislation and local policies. Needs higher prominence to give a positive viewpoint that older people do (and continue to) make a contribution to life in Torfaen and does not indicate successful older people are unusual – it should be the norm.</p>	<p><b>ALL</b> through induction and staff development</p>	<p>Melin Homes annual reports and newsletters  <a href="http://www.melinhomes.co.uk/publications">http://www.melinhomes.co.uk/publications</a></p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’  <a href="http://www.bronafon.org.uk/about-us/">http://www.bronafon.org.uk/about-us/</a></p>
<p>Delivering safeguarding provisions within the Social Services and Well-being (Wales) Act 2014; continue to raise awareness of abuse of vulnerable people and provide safeguarding training to staff.</p> <p><b>Reasoning:</b> Public service staff able to respond to any safeguarding issues they come across. Meet legislative and local policy requirements. Promote well-being of those at risk of or enduring unsafe situations.</p>	<p><b>ALL</b></p>	<p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p> <p>Torfaen CBC Social Care Safeguarding Unit  <a href="http://www.torfaen.gov.uk/en/HealthSocialCare/Keeping-Children-and-Adults-Safe/Safeguardingvulnerableadults/Protection-of-Vulnerable-Adults.aspx">http://www.torfaen.gov.uk/en/HealthSocialCare/Keeping-Children-and-Adults-Safe/Safeguardingvulnerableadults/Protection-of-Vulnerable-Adults.aspx</a></p>
<p>Promoting healthy lifestyles to include; exercise &amp; physical activity, balanced diet, smoking cessation, alcohol awareness, drug awareness &amp; misuse and safe sex. Promote vaccination and screening</p>	<p><b>PHW</b> to lead on direction but <b>ALL</b> have a part to play in promotion and delivery</p>	<p>Public Health Wales Strategy  <a href="http://www.wales.nhs.uk/sitesplus/888/page/44950">http://www.wales.nhs.uk/sitesplus/888/page/44950</a></p> <p>Aneurin Bevan University Health Board 3 year plan  <a href="http://www.wales.nhs.uk/sitesplus/866/document/225166">www.wales.nhs.uk/sitesplus/866/document/225166</a></p>

<p>programmes. Promote the on-line health &amp; well-being assessment tool – Add to Your Life.</p> <p><b>Reasoning:</b> People have a better quality of life as they age. Possible reduction in some service demand / delay of on-set of some conditions and promotes well-being.</p>		<p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p> <p>Melin Homes annual reports and newsletters  <a href="http://www.melinhomes.co.uk/publications">http://www.melinhomes.co.uk/publications</a></p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’  <a href="http://www.bronafon.org.uk/about-us/">http://www.bronafon.org.uk/about-us/</a></p>
<p>Learning opportunities as detailed under financial resources.</p>		
<p>Health and social care services continuing to meet their duties for those in substantial need; this includes delivering the Carers Strategy, Social Services &amp; Well-being (Wales) Act 2014, the National Outcomes Framework for health and social care and continuing to work collaboratively to commission older people’s services.</p> <p>The Statement of Intent for older people with complex needs provides a range of activity across ABUHB and the 5 Gwent Local Authorities.</p> <p>Expanding unified menu planning across care homes and other care services.</p> <p>Access to Bereavement and Advocacy services is</p>	<p><b>ABUHB &amp; SC&amp;H</b></p> <p><b>TS, PHW, SC&amp;H and ABUHB</b></p> <p><b>Third and Independent sectors</b></p>	<p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p> <p>NHS Wales  <a href="http://www.wales.nhs.uk/sitesplus/866/opedoc/201837">http://www.wales.nhs.uk/sitesplus/866/opedoc/201837</a></p> <p>Torfaen CBC internet information on caring for someone  <a href="http://www.torfaen.gov.uk/en/HealthSocialCare/Caring-for-Someone/Caring-for-Someone.aspx">http://www.torfaen.gov.uk/en/HealthSocialCare/Caring-for-Someone/Caring-for-Someone.aspx</a></p>

<p>available.</p> <p><b>Reasoning:</b> Meets need of those people who cannot care for themselves. Supports people to remain in their community or receive the right care at the right time - from healthy ageing to palliative and end of life care. Promotes well-being and meets all legislative and local policy requirements.</p>		
<p>Providing affordable housing through social and private developments, delivering Welsh Housing Quality Standards and Lifetime Homes; to include energy efficiency measures such as insulation schemes, advising on tariffs and payment methods, equity release, housing repairs and maintenance, support to downsize, retirement and extra care housing. Specialist supported housing for vulnerable adults.</p> <p><b>Reasoning:</b> Supports healthy ageing, independence, positive mental health &amp; self esteem and social inclusion. Can have positive impact on health as well as household &amp; personal finances and promotes well-being.</p>	<p><b>TCBC, RSLs &amp; third sector (e.g. C&amp;R; ACT)</b></p>	<p>Local Service Board single plan “Torfaen Together”  <a href="http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf">http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf</a></p> <p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p> <p>Supporting People Plan  <a href="http://www.torfaen.gov.uk/en/Housing/SupportedandShelteredHousing/Supportingpeople/Supporting-People.aspx">http://www.torfaen.gov.uk/en/Housing/SupportedandShelteredHousing/Supportingpeople/Supporting-People.aspx</a></p> <p>Torfaen Housing Strategy  <a href="http://www.torfaenhomes.co.uk">www.torfaenhomes.co.uk</a></p> <p>Melin Homes annual reports and newsletters  <a href="http://www.melinhomes.co.uk/publications">http://www.melinhomes.co.uk/publications</a></p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’  <a href="http://www.bronafon.org.uk/about-us/">http://www.bronafon.org.uk/about-us/</a></p>

A separate table can be seen below on the 5 themes of the Ageing Well in Wales programme.		
<b>ENVIRONMENTAL RESOURCES</b>		
<p>Supporting access to community facilities such as libraries, leisure services, community halls, toilets, seating, dropped kerbs, assisted waste collections, safe road crossings, adequate and affordable lighting.</p> <p>Extend cold calling control zones. Continue to investigate and expose scams and rogue traders.</p> <p><b>Reasoning:</b> Supports healthy ageing, independence, positive mental health &amp; self esteem and social inclusion and promotes well-being.</p>	<p><b>TCBC &amp; third sector with community &amp; town councils</b></p> <p><b>GP, TS and Illegal Money Lending Unit</b></p>	<p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p> <p>Gwent Police reports  <a href="http://corporate.gwent.police.uk/foi/publishscheme/priorities/">http://corporate.gwent.police.uk/foi/publishscheme/priorities/</a></p>
<p>Providing viable transport or advice on travelling around Torfaen and beyond; to include local bus services, community transport, taxis and hire cars, blue badges, parking facilities, cycling routes and train services.</p>	<p><b>TCBC &amp; third sector</b></p>	<p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p>

<p><b>Reasoning:</b> Supports healthy ageing, independence, positive mental health &amp; self esteem and social inclusion and promotes well-being.</p>		<p>Torfaen CBC website has up to date information  <a href="http://www.torfaen.gov.uk/en/TransportStreets/PublicTransport/Public-Transport.aspx">http://www.torfaen.gov.uk/en/TransportStreets/PublicTransport/Public-Transport.aspx</a></p>
<p><b>FINANCIAL RESOURCES</b></p>		
<p>Developing pre-retirement planning as detailed under social resources.</p>		
<p>Supporting the development and delivery of learning opportunities through adult education services, U3A and community groups. As national funding reduces seek more opportunities for learning through informal clubs and promoting participation in the arts and creative activities via the third sector.</p> <p>Adult Community Learning courses are not age specific so open to everyone; 50plus learners are encouraged to participate, especially in courses that assist pathways into employment.</p> <p><b>Reasoning:</b> Supports healthy ageing, independence, positive mental health &amp; self esteem and social inclusion. Assists people back into employment where needed. Can have positive impact on</p>	<p><b>TCBC, RSLs, Probation, &amp; third sector within available resources</b></p>	<p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p> <p>Melin Homes annual reports and newsletters  <a href="http://www.melinhomes.co.uk/publications">http://www.melinhomes.co.uk/publications</a></p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’  <a href="http://www.bronafon.org.uk/about-us/">http://www.bronafon.org.uk/about-us/</a></p>

household & personal finances & promotes well-being.		
<p>Supporting digital inclusion through access to ICT and day to day use – through core services and the Communities 2.0 programme.</p> <p><b>Reasoning:</b> Supports healthy ageing, independence, positive mental health &amp; self esteem and social inclusion. Assists people back into employment where needed. Positive impact on household &amp; personal finances and promotes well-being.</p>	<b>TCBC, RSLs, Probation &amp; third sector</b>	<p>Local Service Board single plan “Torfaen Together”  <a href="http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf">http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf</a></p> <p>Melin Homes annual reports and newsletters  <a href="http://www.melinhomes.co.uk/publications">http://www.melinhomes.co.uk/publications</a></p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’  <a href="http://www.bronafon.org.uk/about-us/">http://www.bronafon.org.uk/about-us/</a></p>
<p>Maximising income; through financial literacy, digital inclusion to benefit from on-line services and offers, available advice, support and appeals workers, encourage financial checks and promotion of benefit take-up.</p> <p><b>Reasoning:</b> Supports healthy ageing, independence, positive mental health &amp; self esteem and social inclusion and promotes well-being. Can have positive impact on household &amp; personal finances as well as improving quality of life.</p>	<b>TCBC, DWP, RSLs, Probation, community services &amp; third sector</b>	<p>Local Service Board single plan “Torfaen Together”  <a href="http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf">http://www.torfaen.gov.uk/en/Related-Documents/Local-Service-Board/Torfaen-Together-Single-Plan.pdf</a></p> <p>Melin Homes annual reports and newsletters  <a href="http://www.melinhomes.co.uk/publications">http://www.melinhomes.co.uk/publications</a></p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’  <a href="http://www.bronafon.org.uk/about-us/">http://www.bronafon.org.uk/about-us/</a></p>
Supporting people to continue working for as long as they wish to; public services can offer direct	<b>ALL</b>	Information will be made available to staff rather than to the public.

<p>assistance to staff through flexible working and flexible retirement policies.</p> <p>Other services can either provide advice or direct support for people changing careers through redundancy and the long-term unemployed affected by welfare reforms on areas such as accessing training / career changes, negotiating recruitment practices with up to date C.V's, applications and interview techniques, setting up social enterprises or entrepreneurial businesses.</p> <p>Apprenticeships for the overs 50s and specific work programmes are largely subject to grant funding and will vary to meet national policy directions and grant terms &amp; conditions.</p> <p><b>Reasoning:</b> Supports healthy ageing, independence, positive mental health &amp; self esteem and social inclusion and promotes well-being. Can have positive impact on household &amp; personal finances. Enables independence of earnings without reliance on state benefits.</p>	<p><b>Job Centre Plus, TT, ACL, RSLs, Economic Development, Wisdom Bank, third sector services</b></p>	<p>Information on wider support can be part of council services and will be included in the link below. For other services go direct to their websites for relevant reports.</p> <p>Torfaen Forward Facing Annual Improvement Plans  <a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</a></p>
<p>Continuing to develop volunteering opportunities and encourage people to use volunteering as a way to improve their employability – learn new skills, meet new people and build confidence and self esteem;</p>	<p><b>Third sector LSB organisations promoting to staff as they retire</b></p>	<p>Torfaen Voluntary Alliance is the umbrella organisation for voluntary services in Torfaen. There are many other organisations who will provide information as well.  <a href="http://www.tvawales.org.uk/">http://www.tvawales.org.uk/</a></p>

<p>provides personal and professional development to expand CVs.</p> <p>Volunteering is also a way to stay involved either with an existing community or to engage in new communities, help to make a real difference to someone's life and open up an exciting network of people and experiences.</p> <p><b>Reasoning:</b> 'Giving' and 'Being Connected' are two of the 5 ways to well-being and proven to enhance individual well-being as well as making friends and feeling valued.</p>	<p><b>LSB organisations supporting current staff to participate in volunteering as a way to expand their public service</b></p>	
<p><b>ALL AREAS</b></p>		
<p>Monitoring the development of national policies and work to meet any requirements not currently being delivered.</p> <p><b>Reasoning:</b> To continue awareness and enable relevant local policy and practice developments within resources.</p>	<p><b>Relevant service / organisation as initial lead and to advise partners in due course</b></p>	

**TABLE 2; AGEING WELL IN WALES**



	What do we want to achieve	What action will we take?	Who will be responsible?	How will we measure success?
<b>Age Friendly Communities</b>	A borough that is welcoming and accessible for all.	<ol style="list-style-type: none"> <li>1. Develop the Happily Independent programme which includes the “Be Independent” service (to inform people of social groups, transport, facilities, activities and services they can access) and a top tips guide to working with reliable contractors on home repairs and maintenance</li> <li>2. Record &amp; publish access to toilet facilities throughout Torfaen</li> <li>3. Develop the Wisdom Bank as an on-line connector for community information, sharing experiences and knowledge. There are other strands to the Wisdom Bank to support employment and entrepreneurship; carers &amp; care leavers; chronic conditions and people of any age can offer their experiences and wisdom to help others through this medium</li> <li>4. <b>Viable &amp; Vibrant Places</b> project to enhance urban spaces and public places – the project is still subject to negotiations but part of the aim is</li> </ol>	<p>The Local Service Board</p> <p>Torfaen County Borough Council</p> <p>The Local Service Board</p> <p>Torfaen County Borough Council</p>	<p>Through evaluation of the “Be Independent” service and demand for critical services</p> <p>From public comments</p> <p>From usage of the site and comments posted within the site</p> <p>Through the Viable &amp; Vibrant Places project and from public comments</p>

		to help improve the overall viability of Pontypool town centre and will contribute to the age friendly community work in this area		
<b>Dementia Supportive Communities</b>	To support people with dementia and their carers to participate in their local communities	<p>A transformation team has been appointed to prepare to deliver the Social Services and Wellbeing Bill in April 2016; dementia is part of this work and a Dementia Board has been set up across 'Gwent' with a Community Services sub group to take forward a community approach across the region.</p> <p>Meanwhile promotion of the Alzheimer's Society 'Dementia Friends' initiative will help to increase knowledge, understanding and support in this area.</p>	<p>ABUHB and TCBC</p> <p>TVA &amp; third sector</p>	Will be set as part of the Dementia Board work programme
<b>Falls Prevention (part of the health &amp; social care community resource team services)</b>	To help people remain independent in their homes / local communities as well as reducing the physical and emotional impact of falling	<ol style="list-style-type: none"> <li>1. Maintain independent living and well being</li> <li>2. Short term intervention and crisis support to avoid deterioration / admission to hospital</li> <li>3. Comprehensive reablement to support individuals in regaining independence</li> </ol>	ABUHB and TCBC	There are fewer people falling and those who do fall recover quicker and are able to return to their home / community with the same level of mobility & independence as they had before the fall.

<p><b>Opportunities for employment and new skills</b></p>	<p>To support people aged 50 and over to continue working and learning for as long as they wish to</p>	<ol style="list-style-type: none"> <li>1. Promote services and projects that assist older people to retrain, learn new skills, access employment (CV writing, interview techniques, etc)</li> <li>2. As long as they are available, deliver projects to support people who have been long term unemployed to return to work</li> <li>3. Develop the Wisdom Bank as an on-line connector for employment and entrepreneurship advice, sharing experiences and knowledge. There are other strands to the Wisdom Bank to support community information / cohesion; carers &amp; care leavers; chronic conditions and people of any age can offer their experiences and wisdom to help others through this medium</li> </ol> <p>It is anticipated that Vibrant &amp; Viable Places will contribute here too but it is still too early to tell as the full project is still subject to negotiation.</p>	<p>DWP &amp; Local Service Board</p> <p>DWP, TCBC &amp; independent sector</p> <p>Local Service Board</p> <p>Torfaen County Borough Council</p>	<p>Reducing unemployment rates Number of people accessing services</p>
<p><b>Loneliness and Isolation</b></p>	<p>To help older people feel valued by supporting them to with others, participate in activities, have someone to talk to.</p>	<ol style="list-style-type: none"> <li>1. Develop the Happily Independent programme which includes the “Be Independent” service (to inform people of social groups, transport, facilities, activities and services they can access) and a top tips guide to</li> </ol>	<p>Local Service Board</p>	<p>Through evaluation of the “Be Independent” service and demand for critical services</p>

		<p>working with reliable contractors on home repairs and maintenance</p> <p>2. Develop sustainable befriending services</p> <p>3. Develop the Wisdom Bank as an on-line connector for community information, sharing experiences and knowledge. There are other strands to the Wisdom Bank to support employment and entrepreneurship; carers &amp; care leavers; chronic conditions and people of any age can offer their experiences and wisdom to help others through this medium</p>	<p>Third sector &amp; RSLs</p> <p>Local Service Board</p>	<p>Number of services available</p> <p>From usage of the site and comments posted within the site</p>
--	--	--	---	---

## 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