

Date: Wednesday 4 December 2002
Venue: Committee Room, National Assembly for Wales
Title: Strategy for Older People in Wales

PAPER TO NOTE

Purpose

1. The purpose of this paper is to inform the Committee about the outcome of consultation on the Advisory Group Report 'When I'm 64...and more', our response to the recommendations in that report and our plans to publish the Welsh Assembly Government Strategy for Older People in Wales. The Committee is invited to:

- Note the summary of consultation responses to the Advisory Group Report (Annex A) that will be published on the Strategy Website;
- Note the formal Welsh Assembly Government response to each of the recommendations in the Advisory Group Report 'When I'm 64...and more'(Annex B)
- Note the Welsh Assembly Government's Strategy for Older People and implementation Action Plan (Annex C) that will be formally published on 30 January 2003

Background

2. Over the last century the proportion of the population who are aged 60 and over has trebled. Over the next 20 years the overall population will remain fairly stable, but the number of people of retirement age in Wales will increase by 11 percent to 650,000. The number of very old people (85+) in Wales will increase by over a third to 82,000. By 2020 there will be almost the same number of people in their sixties and over as there will be in their twenties and thirties. These demographic changes will significantly change the balance of the population. People will progressively live longer and more healthy lives but will require care, support and services at key points which are more personalised and integrated. Social trends, such as changing family living patterns, fewer children and the increasing number of single people will also have a strong impact. These changes will offer both opportunities and challenges and mean that the Welsh Assembly Government's future policies and programmes must reflect the needs of an ageing society.

3. In Spring 2001, I announced the establishment of an Advisory Group, Chaired by Dr Brian Gibbons to support the development of a Strategy for Older People in Wales. The Advisory Group had a wide expert representation including 4 older people and met on 11 occasions. The process of developing the Group's report 'When I'm 64 ...and more' was informed by research and an extensive consultation programme. The report made over 100 recommendations to improve services for older people and other issues related to their well being to guide the Assembly and other statutory bodies to develop future policies and plans to reflect the changing demography and social circumstances. The report was debated in Plenary on 16 May and subsequently published for consultation.

Consultation

4. Consultation on the Advisory Group Report produced 111 responses from a wide range of statutory and independent organisations and older people. Overall respondents gave strong support to the concept of developing the Strategy, its underpinning principles and to many of the recommendations. There were few negative comments but some expressed concern that the Strategy should be adequately funded, give clearer identification of priorities and be supported by an effective implementation process that is monitored and evaluated. It is proposed to publish a summary of the responses (Annex A) on our Strategy Website and to make it available in the Assembly Library.

Response to Report

5. I gave a commitment to the Health and Social Services Committee on 1 May to provide a formal Assembly Government response to the recommendations in the Advisory Group Report. This is at Annex B and includes the UK Government response to 13 recommendations covering non devolved issues. It will also be placed on our Strategy Website and will be available in the Assembly Library.

Draft Strategy

6. The Assembly Government Strategy and Implementation Plan (Annex C) has been developed taking into account the Advisory Group recommendations and external consultation responses. It identifies a number of strategic aims, provides the policy rationale and outlines an Implementation Plan to take forward more detailed actions and projects. The Strategy covers a range of extant and emerging Assembly policies that will offer benefits for older people. It also sets out a range of new policies and initiatives that are specifically aimed at improving services for older people and addressing demographic changes. The main features of the Strategy are that it will:

- establish a National Older People's Forum for Wales that brings together all relevant interests, provides a focus for cohesive development and feeds into and from the political process at local and national levels.
- provide a new impetus to tackle ageism and discrimination against older people
- promises concerted and targeted effort to engage older people more effectively and ensure they can participate in decisions effecting their lives and communities;
- explore and develop new approaches to intergenerational practice;
- work with UK and local Government to develop integrated "one stop" services for older people;
- "mainstream" older people issues across the development of all Assembly policies;
- through Community Planning ensure local government takes a strategic approach to older people issues and in responding to an ageing society;
- develop an evidence based action programme of health promotion for older people

- the Assembly will lead a national debate about the priorities and strategies for meeting older people's housing needs
- include a comprehensive and integrated framework for monitoring and evaluation of the Strategy and its research components

Free Personal Care

7. The National Assembly has accepted the principle of free personal care on the basis of the Royal Commission's recommendation that this should be a matter for UK taxation, benefits and inheritance policy. At the present time, the UK Government maintains its position that the priority for spending on long term care should be investment in improving the range and quality of services for older people. In the absence of any change at the UK level, the National Assembly does not have the legislative powers to implement a policy of free personal care. The Welsh Assembly Government will continue to press the UK Government for the powers and resources to consider the matter in Wales, but will however continue to explore opportunities for alleviating the burden of paying for personal care.

Financial Implications

8. A number of Assembly programme budgets include policies and programmes that will benefit older people eg free bus travel, health promotion, carers strategy, housing support etc. The draft Assembly Cabinet budget includes explicit funding of £10m over the next 3 years to ensure implementation of the Strategy. These resources will provide a sound basis to commence implementation from April 2003 in respect of the support infrastructure and "pump-priming" of local development. Details of funding arrangements are being developed and will be issued when the Strategy is launched on 30 January. We are clear that there must be a strong local impetus to this Strategy through effective local partnership planning and development. Local Authorities, the NHS, Health and Well Being Partnerships, the voluntary sector and essentially, Older People themselves all have key roles to play.

Implementation

9. The implementation of this Strategy will be a process that builds from local needs as well as national aims and is responsive to change. The Strategy is therefore set in a 10 year framework of action and is supported by an Implementation Plan that provides the initial starting point. There are 2 key mechanisms. We will establish a new Cabinet sub Committee for Older People. This will mirror what we have already introduced for children and would ensure the wide range of older people's issues are dealt with coherently across the Assembly. Additionally, a National Older People's Forum will be established to ensure a high profile for the Strategy is maintained and to act a channel for ideas and opinion from local older people's forums and to fed into UK Government on non devolved issues. It will be essential that we measure the impact of the Strategy and a research, monitoring and evaluation framework is being developed for that purpose.

Timetable and Next Steps

10. The timetable to take forward action on the Strategy is:

- a plenary discussion on the Older Person's Strategy is being held on 11 December
- formal launch of the Welsh Assembly Government Strategy and Implementation Plan on 30 January 2003 at a Strategy Conference being organised in conjunction with Age Concern Cymru for statutory authorities, the independent sector and older people's representatives
- issue of guidance on the Strategy implementation funding – February
- commencement of Strategy implementation from 1 April 2003

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Annex A

STRATEGY FOR OLDER PEOPLE – SUMMARY OF CONSULTATION RESPONSES TO ADVISORY GROUP REPORT 'WHEN I'M 64AND MORE'

Chapter of Report	Comments
Overview of Comments on Report 108 Responses were received up to 30 September – 111 in total	Overall the Report and its recommendations received very strong support. The concept, purpose, direction etc of the Strategy and many of the principles were welcomed. The report was seen as thorough and comprehensive. The collaborative consultation programme and underpinning use of research were praised. Many respondents wanted to see action taken on tackling ageism and discrimination and in engaging older people more effectively in their communities and decisions that effect their lives. Many of the proposals to improve health, housing and social care services were particularly supported. The main issues of concern raised by respondents concerned the need for

	<p>the Strategy to be properly funded, for a strong monitoring and evaluation process and for greater clarity about the key priorities between the 110 recommendations. There was also a view that although there was already a good body of research knowledge that needed to be used more effectively. From the NHS there was a call for greater clarity about how the NSF for Older People related to the Strategy</p>
<p>Comments on Report – Detailed</p> <p>See Annex A for general comments on the Strategy.</p>	
<p>Chapter 2 – General</p> <p>There was some support for the following recommendations:</p> <p>2.9, 2.10, 2.14, 2.15.</p> <p>There was strong support for the following recommendations:</p> <p>2.1, 2.3, 2.4, 2.5, 2.7, 2.8, 2.11, 2.12, 2.13.</p> <p>There was significant support for Recommendations 2.2 and 2.6.</p> <p>There was some disagreement to Recommendation 2.4.</p>	<p>Need to ensure a proper balance between older people groups and other groups.</p> <p>Disappointed that Report did not take up the idea of designating a non-executive member of 22 Local Health Boards to keep a watching brief on older people issues.</p> <p>Older People should not be discriminated against when public appointments are made.</p> <p>Public sector needs full funding to treat older people.</p> <p>Will require close collaboration between Champions and Commissioner to maintain momentum.</p> <p>Roles of Older People's Commissioner, Older People's Assembly Member and Older People's Partnership Forum should be clearly identified to avoid confusion.</p>
Chapter 2 – Detailed	<p>Recommendation 2.2</p> <p>Must be independent of Government.</p> <p>Appointment of a National Director for</p>

	<p>older people in the NHS Wales Department should be made.</p> <p>Local Champions may be more effective.</p> <p>Recommendation 2.3 Should support aims and work of Disability Rights Commission instead.</p> <p>Would have been useful to indicate what sort of measures are called for.</p> <p>Recommendation 2.4 A less powerful role of Commissioner.</p> <p>Requires more information ie what powers would be attached.</p> <p>Recommendation 2.5 Already exist and require funding.</p> <p>An appropriate structure to feed into partnership body is needed.</p> <p>It needs to be accessible (location important).</p> <p>Suggest advocacy and service brokerage models instead.</p> <p>Why not use Better Government for Older People for consultation and advice rather than form yet another Forum.</p> <p>Recommendation 2.6 Needs clear portfolio and be accountable to older people.</p> <p>In consultation with retired members organisations.</p> <p>Assembly Government to work with Age Alliance and provide independent funding mechanism.</p> <p>Welcomes opportunity to use its network to facilitate good practice across UK and its development within</p>
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	<p>Wales.</p> <p>Recommend Older People's Champions are also appointed to Local Health Boards.</p> <p>Recommendation 2.7 Need to invest in core services.</p> <p>Need to be multi-agency target.</p> <p>Recommendation 2.8 More economical to utilise forums which already exist.</p> <p>It should be an anti-discrimination to eliminate all forms of discrimination.</p> <p>Recommendation 2.9 Too weak, needs to identify how and when sufficient resources will be available.</p> <p>Need proper resources and commitment.</p> <p>Recommendation 2.11 Not sure Assembly Government is right body to do this.</p> <p>Recommendation 2.14 Funding and targets needed.</p> <p>Will have resource implications for the public information function of the service.</p> <p>Concerned about where resources are coming from.</p>
<p>Chapter 3 – General</p> <p>There was some support for the following recommendations:</p> <p>3.3, 3.6, 3.7, 3.8, 3.10, 3.11, 3.18, 3.19, 3.20, 3.23, 3.24, 3.25, 3.26, 3.27.</p> <p>There was strong support for the</p>	<p>Disabled access to museums.</p> <p>Regarding Recommendations 3.12-3.15, impact of arthritis not mentioned.</p> <p>Transport payments problematic, other than local bus.</p> <p>Need re-training courses for older drivers.</p>

<p>following recommendations:</p> <p>3.1, 3.2, 3.4, 3.5, 3.9, 3.12, 3.13, 3.14, 3.15, 3.16, 3.17, 3.21, 3.22, 3.28.</p>	<p>This Chapter would be place for emphasis/role/importance of Welsh language.</p> <p>Would have welcomed more on the need for higher levels of state pension in line with average earnings rather than price inflation.</p> <p>Should also be opportunity for older people to discharge other responsibilities.</p> <p>Greater integration/co-ordination between various strategies that impact on older people is required.</p> <p>Further research may not be necessary as there are many local studies that provide details of common issues faced by older people.</p>
<p>Chapter 3 – Detailed</p>	<p>Recommendation 3.1 Programme must acknowledge loss is perhaps single most important factor in isolation/loneliness.</p> <p>Should be aware of work already undertaken in this respect.</p> <p>Needs extension of Credit Union movement so that people do not have to live in poverty.</p> <p>Recommendation 3.5 Should be linked to volunteer bureau RSVP etc.</p> <p>Feelings of exclusion made worse by lack of transport. There are active social groups where cyclists meet – bicycles cheap to own and run.</p> <p>Recommendation 3.6 Needs to go further to protect pensioners against exploitation.</p> <p>Publicity needed.</p>

	<p>Recommendation 3.7 Need measures to remove financial incentive to retire early.</p> <p>Recommendation 3.9 Clearer advice, less complicated system.</p> <p>Assembly Government should carry out research on benefits take-up and have a strategy.</p> <p>Assembly Government should lobby for higher pensions and benefits.</p> <p>Womens pensions need to be improved.</p> <p>Assembly Government should lobby Government re – pensions reduced after 13 weeks in hospital.</p> <p>Pensions should be index-linked to average earnings.</p> <p>Recommend increase in allowance for carers.</p> <p>Forms need to be simplified.</p> <p>May lead to reduced poverty.</p> <p>Recommendation 3.10 May lead to reduced poverty.</p> <p>Recommendation 3.11 Owning a bicycle allows older people to be less reliant on other forms of transport.</p> <p>State benefits should not discriminate against women aged 60-64 living on pension or investment income.</p> <p>Recommendation 3.12 Plus half price rail fares.</p> <p>Proposals need to go further and be funded.</p>
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	<p>Staff training should include disability awareness.</p> <p>Facilities to carry bicycles at all times should be included.</p> <p>Seating in shelters and enroute to bus stops required.</p> <p>Toilet provision should be part of transport infrastructure.</p> <p>Recommendation 3.14 Need to ensure dropped kerbs at roadsides and amenities.</p> <p>Suggest Assembly Government investigate costs/benefits of using social services transport as well as school buses, PO vans.</p> <p>Recommendation 3.15 Disability Living Allowance should be made available to disabled people over 65.</p> <p>Free bus pass, should be free rail travel too.</p> <p>If unable to access rail/bus, taxi travel.</p> <p>First consideration should have been for taxi concession for those unable to use public transport.</p> <p>Recommendation 3.16 Worried about future of Post Office network.</p> <p>Sub Post Offices could take the place of banks.</p> <p>Assembly Government needs to make strong representation to UK Government on consequences of closing local Post Offices and loss of universal letter post.</p> <p>Recommendation 3.17</p>
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	<p>Assembly Government should take a lead in this policy area. The older persons crossing road sign is an example of prejudice reinforcing negative imagery.</p> <p>Recommendation 3.21 Suggest self-employment to be included within the recommendation.</p> <p>Assembly Government to take a lead.</p> <p>Publicity required.</p> <p>Assembly Government to support changes to employment practice, tackling age discrimination from 2006.</p> <p>Recommendation 3.22 Targets should include those who left school at early age without formal qualifications.</p> <p>Extensive research needed.</p> <p>Adult Education should be free.</p> <p>Recommendation 3.23 Not our role, significant resource implications.</p> <p>Recommendation 3.24 Village halls are cheap suitable venues.</p> <p>Recommendation 3.25 Not all pensioners IT literate.</p> <p>ICT is important to visually impaired people than any other category.</p> <p>Recommendation 3.27 More bobbies on the beat and village bobbies.</p> <p>Need to consider impact of crime/mobility of older people.</p>
<p>Chapter 4 – General</p> <p>There was strong support for all the</p>	<p>Insufficient emphasis on potential role of pharmacy, and the role of pharmacists in supporting effective</p>

recommendations in Chapter 4.	<p>use of medicine, and improving the health and well-being for older people.</p> <p>Needs a dedicated section on stroke.</p> <p>Call for elected orthopaedic centres.</p> <p>Multi-sector approach required.</p> <p>Must reflect specific concerns of Welsh population eg respiratory disease.</p> <p>Each hospital should have a dedicated stroke unit.</p> <p>Need to highlight value of therapists.</p> <p>No need for further research, ample information already available.</p> <p>Insufficient emphasis on the need to expand health visiting, district nursing and gerontological community nursing workforce.</p> <p>Training for carers on lifting is beneficial.</p> <p>Poor uptake of dental treatment is the high cost, even NHS dental charges can run to three figures.</p> <p>All health professionals should receive appropriate training on how to treat a person with painful joints in many parts of the body.</p> <p>Promoting healthy living must start pre 60s.</p> <p>More emphasis on pre-retirement action.</p> <p>A health prevention strategy would be welcomed to build on connections already established.</p>
Chapter 4 – Detailed	<p>Recommendation 4.1</p> <p>This could specify Health Promotion</p>

	<p>Wales to take the lead.</p> <p>Recommendation 4.3 Do not believe in means testing.</p> <p>Needs to include all agencies.</p> <p>More emphasis on promoting self-care.</p> <p>Stopping smoking and increasing the level of regular exercise is key.</p> <p>Recommendation 4.4 Wheelchair puncture repairs are expensive.</p> <p>Expand to include all groups and better to use word specific disabilities.</p> <p>Efforts to improve health should begin before retirement.</p> <p>More specific training be made available.</p> <p>Include focus on emotional well-being as part of mental health needs and recognising the health impact of social isolation.</p> <p>Recommendation 4.5 Wording is patronising.</p> <p>A good diet is a lifetime activity not just in old age (good habits to be adopted early).</p> <p>Recommendation 4.6 Continence training should be included.</p> <p>Recommendation 4.7 Poor availability of NHS chiropody services to residential care requires particular attention.</p> <p>Shortage of physiotherapists, chiropodists and occupational therapists.</p>
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	<p>Should take the form of an audit of existing chiropody services, identifying gaps in provision.</p> <p>Recommendation 4.8 Requires evidence of benefits.</p> <p>Recommendation 4.9 Very generalised recommendation.</p> <p>Needs to be implemented with reference to all-Wales Transport Strategy and walking and cycling strategy.</p> <p>People with visual impairments should be taught modern tactile guidance.</p> <p>Recommendation 4.10 We hope Assembly Government support Report by RCN Wales and the Association of Continence Advisors.</p> <p>Access issue should be addressed by Disability Act.</p> <p>Recommendation 4.13 Need to expand.</p> <p>Should also be affordable, preferably free, as are prescriptions.</p> <p>Recommendation 4.14 Severe shortage of dentists.</p> <p>Recommendation 4.15 Annual health checks should include assessment of mental/physical health.</p> <p>Should be aimed at 50+.</p> <p>Should be a clear onus on GPs to see their over 75 patients at least once a year and if patient not mobile, make a home visit.</p> <p>May lead to increased workload in</p>
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	response to over 75 check-ups.
<p>Chapter 5– General</p> <p>There was some support for the following recommendations:</p> <p>5.3, 5.4, 5.5, 5.7, 5.9, 5.11, 5.14, 5.16, 5.17, 5.19, 5.20, 5.21, 5.22, 5.25.</p> <p>There was strong support for the following recommendations:</p> <p>5.1, 5.2, 5.6, 5.8, 5.10, 5.12, 5.13, 5.15.</p> <p>There was significant support for Recommendation 5.49.</p>	<p>Health care professionals overlooked and underestimated in the report.</p> <p>Transport recommendations good but more attention needed to detail eg driver awareness.</p> <p>Need to review building regulations and housing pattern books to maintain dignity of residents and visitors.</p> <p>Strongly supports concept of supporting older people in the community.</p> <p>Should describe changing role of home care re – enablement and partnership working.</p> <p>Welcome development of integrated arrangements but detailed guidance needed.</p> <p>Rehabilitation and re-enable approach often more effective.</p> <p>Single person Council Tax should be at 50% rate.</p> <p>Primary Care not covered in enough detail.</p> <p>Failure to identify major challenges and barriers eg funding.</p> <p>Lack of attention to Domiciliary Services.</p> <p>More should be said about the range of respite care services which should be available to carers.</p> <p>Ring fenced funding to target conditions like diabetes, stroke, Parkinson's disease and mental health problems.</p> <p>The crisis in Care Homes must be</p>

	<p>addressed re – rate of closures.</p> <p>Welcome change to Extra Care Housing but caution needed that sufficient capacity is maintained in nursing/residential home care sector.</p> <p>This Chapter needs to be dovetailed with Chapter 6 to reflect Recommendation 5.25.</p>
Chapter 5 – Detailed	<p>Recommendation 5.2 Too weak.</p> <p>Recommendation 5.3 Requires clarification.</p> <p>Needs more explanation.</p> <p>Recommendation 5.4 Schemes need to be closely explored.</p> <p>Instead, review the current evidence available, new research unlikely to offer real benefits for majority of older people in Wales.</p> <p>Concerns on safety of such schemes.</p> <p>Recommendation 5.8 Shortfall in suitably qualified trades people should be addressed.</p> <p>Recommendation 5.9 This should not replace care by individuals.</p> <p>Insufficient emphasis on existing evidence about good outcomes from Extra Care.</p> <p>Recommendation 5.10 Recommendation should be addressed by all responsible agencies.</p> <p>Insufficient emphasis on existing evidence about good outcomes from Extra Care.</p> <p>Recommendation 5.12</p>

	<p>Must be a flexible care package to meet needs of dementia sufferers.</p> <p>Grants could be available for home conversions to help this.</p> <p>Safety at home – promote older people using microwave ovens as safe way of cooking with in-built timing devices/no hot surfaces.</p> <p>Primary health care teams should identify carers in their practices.</p> <p>Implications for providers with rising minimum Assembly Government.</p> <p>Recommendation 5.13 Health care needs and duty of carers not given sufficient consideration.</p> <p>Will need publicity and continued training.</p> <p>Recommend ring fenced grants for carers strategy.</p> <p>Coverage of issues affecting older carers is scant.</p> <p>Recommendation 5.15 Acknowledgement of needs of people with mental health problems is required.</p> <p>Recommendation 5.17 No-one in the Group had heard of 'Social Care Direct'.</p> <p>Recommendation 5.20 Makes no mention of Local Health Boards who may well have a contribution to make.</p> <p>Excludes the skills and expertise in prevention measures.</p> <p>Recommendation 5.21 Publicity and targets essential.</p>
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	<p>This should include therapists and pharmacists within the community etc.</p> <p>Recommendation 5.22 Women's travel needs are different from men.</p> <p>Recommendation 5.49 All personal care should be free.</p> <p>Assembly Government should have powers to introduce Free Personal Care.</p> <p>But, a half-way house recommendation that allows Assembly Government as a devolved administration to 'pass the buck'.</p> <p>Suggest age eligibility be set at 75+.</p> <p>'Free' is misleading as people will contribute a portion of their care in NHS funded Nursing Care.</p> <p>Needs to be set in context of a major resources shortfall for services for older people.</p> <p>Recommendation 5.50 To support this, more information is required – re – Unified Assessment Framework.</p>
<p>Chapter 6 – General</p> <p>There was some support for the following recommendations:</p> <p>6.4, 6.6, 6.7, 6.8, 6.16, 6.17.</p> <p>There was strong support for the following recommendations:</p> <p>6.3, 6.5, 6.9, 6.10, 6.11, 6.12, 6.13, 6.14, 6.15.</p>	<p>Omits significant disabled illnesses such as arthritis, heart, rheumatology and bone diseases.</p> <p>Complementary therapies, quality of supported housing, need to recognise interaction of disease and need.</p> <p>Dementia care.</p> <p>Tissue liability.</p> <p>Unmet needs of frail older people.</p>

<p>There was significant support for Recommendations 6.1 and 6.2.</p>	<p>Care homes should be managed on Rosemary Bland Model.</p> <p>Discussion of quality of care in hospitals needed.</p> <p>Need to monitor prescriptions given to nursing home residents.</p> <p>Needs to include reference to stroke care and funding.</p> <p>Should accelerate expansion of intermediate care.</p> <p>Shortage of stroke clubs and memory clinics.</p> <p>Urgent need for a strategy for older people with mental health problems.</p> <p>Need clarity about whether Assembly Government will issue an NSF for older people.</p> <p>This Chapter needs to be dovetailed with Chapter 5 to reflect Recommendation 5.25.</p> <p>Requires reference to osteoporosis.</p>
<p>Chapter 6 – Detailed</p>	<p>Recommendation 6.1</p> <p>Access to therapy services is crucial.</p> <p>Must be accompanied by resources.</p> <p>Clarification needed re – links between OPS & NSF.</p> <p>NSF needs to match England in terms of robustness and implementation.</p> <p>Reference to Strokes missing.</p> <p>Resource consequences need to be addressed.</p> <p>Must be sufficient resources.</p> <p>Concerned that Wales is falling</p>

	<p>behind England in this respect.</p> <p>Recommendation 6.2 Dementia should be covered.</p> <p>Attention given to schizophrenia.</p> <p>Need NSF for older people mental health services.</p> <p>Mental health services for older people need clear goals.</p> <p>Vital to look as a basis at Report 'Losing Time' (Audit Commission).</p> <p>All too often seen as an 'add-on', the active ageing agenda fitting uneasily with previous standards.</p> <p>Should be linked to Recommendation 6.1.</p> <p>Would like a recommendation on suicide/depression.</p> <p>Would like a recommendation on drugs, and alcohol abuse for older people.</p> <p>Abbeyfield provides a service for dementia sufferers.</p> <p>Recommendation 6.3 Timetable required.</p> <p>This will take time to mature with newness of Local Health Boards.</p> <p>Should be linked to Health & Social Care Wellbeing Strategy & Community Plans.</p> <p>Recommendation 6.4 Joint and co-ordinated consultation process across commissioning and provider organisations in health and social sectors is required.</p> <p>Recommendation 6.5</p>
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	<p>Also need to work closely with older people organisations.</p> <p>Local factors eg cost of housing will need to be borne in mind.</p> <p>Recommendation 6.7 Should be incorporated into Audit Commission 2002 Mental Health Services Report.</p> <p>Recommendation 6.8 Should not be restricted to NHS organisations alone.</p> <p>Recommendation 6.9 All Wales approach alia South Wales Adult Protection programme.</p> <p>Should also include abuse by statutory and independent industries, health and social care professionals and support workers as well as individuals.</p> <p>But whose responsibility is it.</p> <p>Recommendation 6.10 Action Plan should include resourced facility for customer assessment after acute hospital episode.</p> <p>Recommendation 6.12 Omits 'in the context of visual impairment'.</p> <p>But should be funding more convalescence and rehabilitation services now.</p> <p>Recommendation 6.14 Timetable too short.</p> <p>Continue monitoring of numbers and quality of carers assessment.</p> <p>Impact of new unified assessments.</p> <p>Recommendation 6.15</p>
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	Health needs and duty of carers not given sufficient consideration.
<p>Chapter 7 – General</p> <p>There was some support for the following recommendations:</p> <p>7.1, 7.2, 7.3, 7.4.</p> <p>There was strong support for Recommendations 7.5 and 7.6.</p>	<p>Recommendation 7.2 Need for resourcing is vital.</p> <p>Recommendation 7.3 Should give emphasis to under utilisation of current research evidence.</p> <p>Recommendation 7.4 Letter of remit to include targets etc. for implementing strategy.</p> <p>Letters to require them to identify resources etc. through voluntary sector activities.</p> <p>Need appropriate resources.</p> <p>Recommendation 7.5 Question of ownership. If Assembly Government financing, at what level is democratic control exercised.</p> <p>Recommendation 7.6 Need consistency in terminology.</p>

STRATEGY FOR OLDER PERSONS

ANNEX A - COMMENTS

GENERAL COMMENTS

The recommendations are a major step forward in revising the image of older people in Wales. Particularly welcome is the recognition of the older persons' contribution to society as a whole, and promoting a positive perception of older people to the rest of the community. (1)

I only came to live in Wales 2 years ago, and already I feel the care of the older person is receiving attention, more so than anywhere else I have noticed. (2)

Already, there is a growing feeling that older people are benefiting from the formation of the National Assembly. (3)

Overall, we are of the view that the Assembly is to be commended and congratulated on the Strategy Document. (3)

Thank you for the opportunity to comment on this report, the vision of which I wholeheartedly endorse. (4)

The report from the advisory group was well received and the awaited framework will enable organisations and individuals alike to drive forward initiatives assisting with the inclusion of older people in our society. (5)

May I first of all say I think it is an excellent report. (6)

The advisory group report is welcomed as a comprehensive summary of the main issues facing older people in Wales. (7)

We applaud the Welsh Assembly for instigating the Advisory Group and commissioning the Report, and supports the recommendations contained in it. (8)

The report has been circulated widely within the Department, and has been welcomed unanimously. The document, together with the North Wales strategy, "Growing Old Gracefully in North Wales", gives a comprehensive and timely summary of the challenges for services for older people in Wales. (9)

On the whole the document was considered very thorough and comprehensive. (10)

The strategy is warmly welcomed by the profession of pharmacy in Wales. (11)

The strategy is particularly to be commended for addressing such a broad range of issues facing older people in their day-to-day lives, and for stimulating a comparable response from all parts of the Assembly, and from all areas of public life. (11)

On reading this report, I feel the findings are reaching out to include the older people of today. (12)

We welcome this comprehensive consultation document, and in particular, the acknowledgement by the Advisory Group that the boundaries that blinker society's thinking about ageing needs to be broken down if effective services are going to be developed. (13)

The Association also welcomes the publication of the Report from the Advisory Group. (13)

We congratulate the Welsh Assembly Government on its initiative to implement a Strategy for Older People. It is of prime importance to adopt an all Wales approach to eradicate the impediments and disadvantages that older people face in Wales. (14)

We particularly welcome the recommendation that the Welsh Assembly Government should consult with older people in all areas of its responsibility. (14)

On the whole, a very warm welcome for the broad, considered approach of the Advisory Group's document to addressing social inclusion, active participation, health and well-being for older people. The document extends much further than similar strategies in England. (14)

We fully endorse the approach taken by the Welsh Assembly and the comprehensiveness of the recommendations contained within the document. It provides a holistic picture of the action necessary by all organisations and agencies involved. (15)

In summary, a very impressive piece of research, consultation and recommendation which reflects great credit on all who contributed in any way to the published reports. (16)

We welcome the recognition of the importance of valued roles and occupations, social inclusion and access to education or activity for older people within society. (17)

Pharmacists welcome the strategy and the recognition that older people's circumstances should receive special attention by the National Assembly and public agencies throughout Wales. (18)

We welcome many of the recommendations listed in the document. (19)

The document is comprehensive but still remained easy to read and navigate through. (21)

The terms of reference agreed by the Statutory Advisory Group are a pivotal statement of intent. (22)

The Group welcomes the Advisory Group report and the wide-ranging coverage of the document. The emphases on lifelong involvement in society, health promotion and maintenance of independence are particularly welcomed. (23)

We welcome the report's wide ranging consideration of issues affecting older people. (24)

We welcome the drive and enthusiasm within the Advisory Group's report on developing a strategy for older people. It has covered a wide remit seeing the barriers facing older people being more than health and social care. (25)

In general we welcome the report as a positive move to improve the lot of older people in Welsh society. (26)

I fully support the "Aims of the Strategy". I consider that it has covered most of the main items which need alteration to improve the quality of life for older people. (27)

We are pleased and excited to comment on the strategy recommendations which are long overdue. (28)

The advisory group is commended for its concern and forethought in producing such a valuable document and also in its obvious and constructive involvement and participation of older people in the preparation and writing of this strategy. (28)

I think the report is excellent and thorough. (30)

We fully support the recommendations in the document. (31)

I found it very interesting and comprehensive. It was well laid out, easy to follow and understand and extremely readable. (32)

The Advisory Group are to be congratulated on the production of such a worthwhile document. (32)

We welcome the report. In general, we support the content of the report and its recommendations and see it as providing a useful framework and starting point within which services can be developed and improved to enhance the quality of life for older people in Wales. (33)

The general reception from my colleagues to the document is positive. (35)

This report gives a comprehensive overview of many of the key factors facing people as they get older. We endorse most of the Report as published. (35)

We found the document clear and easy to read (36)

Should be more prescriptive. (36)

The Report is welcomed. It is a holistic and wide-ranging document and few areas of relevance for older people go unmentioned. (37)

We welcome the development of a Strategy for OP in Wales. (38)

The key themes providing the basis for the Report are comprehensive. (38)

The Assembly's Advisory Group on a Strategy for Older People in Wales needs to be acknowledged as extremely significant and of fundamental importance to the health and welfare of our ageing population. (39)

We welcome the report as a thorough and much needed piece of work which identifies in great detail the needs of older people in Wales. (40)

Discriminatory and needs to be rewritten. (40)

As you will seem we feel it is crucial that the Assembly Government is proactive in making Wales a better place to grow old in. Consequently, we welcome the development of the Strategy for Older People. (41)

We are pleased to see that the aims of the strategy include ensure that the services on which older people depend are organised around, and responsive to the needs of older people and their carers and are fairly and sustainably funded. (42)

The report covers many aspects of the day-to-day needs of older people here in Wales and has many recommendations to make the lives of an increasing older population more fulfilling. (43)

Overall we welcome the report and its recommendations. It is particularly encouraging to see the emphasis on the need to inter-connect policy making and implementation both at national and local level. (44)

We welcome the inclusive view of older people taken by this Strategy – the recognition that older people are not a homogeneous group and that many of the issues of concern to older people are not of exclusive concern to them. (45)

Overall this is an excellent document that is more wide-ranging in its scope than the NSF for Older People in England. (46)

We welcome the development of a Strategy for Older People in Wales, and for the opportunity to provide comments that feed into its development. (47)

The document clearly takes account of current research on best practice. (47)

It is laudable to set a direction for a group of people who may be at risk of being marginalized. (47)

Welsh passion and community spirit is missing. (47)

Links and the Gateways should be cross-cutting; consistent; utilised; evidence based; funded appropriately. (47)

Beware of page colouring/type face. (48)

Unified Assessment Framework is piecemeal. (49)

If the Report intended to be a Welsh equivalent NSF in England it fails badly. (49)

Document too broad. (49)

We nevertheless welcome the breadth and creativity of this report and the emphasis on improving the quality of life for all older people in Wales. (50)

This report is broadly welcomed and provides a useful starting point in developing the Strategy for Older People. (51)

We particularly welcome the cross cutting nature of the report. (51)

I welcome the broad approach taken to the health of older people which recognises the significance of a number of areas of policy such as housing, life-long learning and leisure in terms of impact on the psychological well-being of current and future older populations. (52)

The Report provides a good description of life for older people living in Wales and shows an in depth understanding of the health and social care problems being faced by them. (53)

We consider the report as a valuable response to the complex problems facing older people. (53)

We believe the Strategy will provide an important focus to inform and assist policy makers in the statutory, independent and voluntary sectors as well as older persons and their carers to locally determine the main strategic needs in their areas. (53)

We welcome the level of detail and breadth of focus given by the strategy to identifying the barriers experienced by older people to living full, healthy and productive lives. (54)

My overall reaction to the report is that it represents quite an ambitious programme of intentions. (55)

Overall we feel that this is an excellent document. (56)

The report has some excellent insight to the feelings and needs of older people in Wales. The Report considers all areas of statutory and independent service provision and the resulting recommendations could lead to a high quality Strategy for Older People in Wales. (57)

We welcome the work of the Strategy Advisory Group in developing proposals for action to be taken forward which would improve the position of older people in Wales. (58)

The general response has been very positive – the document is viewed as making a helpful contribution far ranging in scope and intent. It assists service providers to envision older people as not only users of services but also as contributors. It helps to consolidate existing good practice but also to extend this further. (59)

We welcome this Report, and in particular the cognisance it takes that, in many areas, such as nutrition, guidelines need to cover a significant period before an individual is deemed elderly, if they are to have maximum impact. (60)

We wish to add our congratulations to that of others on a strategy that has at its heart the citizenship of older people. (61)

We believe the Report offers a significant development towards promoting the well being of older people in Wales. (61)

We welcome the document “When I’m 64” and are pleased that the document comprehensively addresses the broad range of issues which affect older people in Wales. (62)

Generally, we welcome this document as a positive step forward in recognising the needs of older people in Wales. The document appears to be more wide-ranging in its scope than the National Service Framework for Older People in England, addressing the needs of older people in Wales for a wide range of community support services as well as health and social care, and this holistic approach should be applauded. (63)

Concerned that Assembly Government has not released a draft NSF for Wales, as 18 months ago it was published in England. (63)

This advisory report is welcomed by all and we commend the document for its wide scope and overarching strategic aims. (64)

There is a general opinion that the advisory report is welcomed and a belief that it recognises the range of issues that face older people regarding their

health and social care and the factors that contribute to inequalities in health. (64)

In general we welcomes the development of this overarching framework which covers the breadth of services impacting on older people, and endorses the principles contained within the document. (65)

We welcome the contents of the document. (66)

We would like to congratulate the Assembly in their efforts to address the problems encountered by elderly folk in the Principality. (66)

Many of the values and issues raised in the report are to be welcomed. (67)

Concerned on amount of research recommended, much already exists. (76)

Suggest Assembly Government consider issuing a single strategy and NSF document – to build in specific measures to Welsh context. (80)

Several recommendations were repeated at more than one point in the Report. (84)

Title of Report has negative connotations towards older people, as such is counter-productive in moving the agenda forward. (85)

Strategy programme is ambitious. (87)

Concerned that strategy will not be as robust as NSF and will lack clarity. (88)

Geriatricians as a group are a valuable resource not being used. (89)

Not clear how proposals delivered at shop floor level. (89)

Disappointed that delay will put Wales several years behind England. Support much of the report. (91)

Greater emphasis to promote the positive aspects of getting older should be made. (92)

Very disappointed that report did not mention arthritis which has a major impact on quality of life for so many older people. (93)

Needs appropriate funding, ring fenced where required. (93)

We recognise the challenges inherent in the ambitions and vision of the recommendations. (96)

HEALTH

We congratulate your committee for their excellent summary of issues affecting the health, social care and well-being of older people in Wales. (7)

Your entire document is very much concerned with re-orientating health services towards health promotion. It has been noted that this reflects very well the five principal aims of the Ottawa Charter (1980 WHO) outlined in my paper. (10)

The profession of pharmacy in Wales is very supportive of this excellent strategy, which at last seeks to bring together all the various agencies and professions to address the totality of older people's needs. (11)

We welcome the paragraph in Section 4 on Oral Health. (20)

We fully support the proposals to promote healthy living. (34)

Concrete recognition of key role of nursing. (47)

WIG recognises the importance of the development of this strategy as a key opportunity to implement appropriate changes in the social and medical management of Older People in Wales. (48)

We believe that the advisory group report provides a good description of life for older people living in Wales. It shows an in-depth awareness of the health and social care problems older people face and recognises the potential of older people to lead healthy active lives. (49)

Not sufficient Nursing input. (49)

Critical of time it will take (Free Personal Care). (49)

Strategy should encourage an information programme to raise awareness of Bradycardia (slow heart rate) among primary care providers (as NSF in England). (68)

Should include a recommendation that causes of falls among older people are effectively identified to prevent repeat falls. (68)

Number of pacing facilities should be increased, especially in South Wales and be delivered as close to the patient as possible at District General Hospital level. (68)

Increase training among GPs to assist in diagnosis of dementia. (75)

Give choices to patients (dementia/alzheimers). (75)

Financial implications would have a significant impact on the Health Community. Assembly Government should provide sufficient resources to carry through the agenda. (83)

Support funding of initiatives associated with prevention of falls, management of stroke and mental health for older people. (85)

Nutrition Strategy for Wales – Consultation period now closed and responses being considered. (87)

Problem of bed blocking not addressed. (89)

Addressing intermediate care needs clarification. (89)

Concern that issues around medication were not given higher priority. (92)

Need to develop health care for arthritis sufferers. (93)

Food/Nutrition needs to be a major focus in the strategy. (107)

SOCIAL INCLUSION

Voluntary organisations are generally positive about the principles set out in the report, and the thrust of the objectives. Particularly important is the emphasis on tackling age discrimination which is a major barrier to the social inclusion, exercise of choice and the attainment of an active and fulfilling life for many older people. (29)

Discrimination in employment has not been effectively dealt with. Assembly Government should lead by example. (42)

In general we welcome the contents and the direction of the thinking here. We are pleased to see the issues of ageing highlighted and subjected to analysis and debate. (45)

Assembly Governments regeneration communities agenda should include older people. (47)

Concept of old age/ageing/older people is not gender specific. (47)

Need to encourage neighbourhood watch, community alarm and age concern to support older people. (51)

Loneliness and isolation are severe problems for older people. (62)

Report makes no reference to older lesbian, gay and bisexual people. Reference made to Barbara Roche statement 'these people face dual discrimination in society and we must do all we can to eliminate this'. (90)

SOCIAL CARE

Recommend Intermediate Care Strategy. (42)

Recommend substantial investment in care models. (42)

Community Care Services should be free. (42)

Agree home base care and needs led care services, as long as support services are provided. (47)

Concerned about diagnostic equity over current definitions of personal care. (49)

Strategy needs something about provision of Direct Payments. (56)

TRANSPORT

The important role of community transport has been undervalued. (76)

HOUSING

Not reflected in recommendations of Report: Further development of sheltered housing/Extra Care Schemes. (82)

NON-DEVOLVED ISSUES

Not reflected in recommendations of Report: Consider removing age limits for retirement. (82)

Not reflected in recommendations of Report: Lobby Government to improve financial situation of older people. (82)

Assembly Government must put strong case to Government that pensioners need extra money. (100)

RESPONSES – OLDER PERSONS STRATEGY REPORT

- 1) Martyn Pengilley, CSV/RSVP Wales, Cardiff.
- 2) Mrs Monica McCork, Wrexham.
- 3) Philip Champness, Glamorgan & Gwent Housing Association Ltd, Newport.
- 4) Bryn Williams, Age Concern North Wales Central, Wrexham.
- 5) David Beck, Prime-Cymru, Llandovery.
- 6) Elizabeth Ritchie, The Council of Museums in Wales, Cardiff.
- 7) Dr P Jones, Medical Directorate, Bronglais General Hospital, Aberystwyth.
- 8) Councillor Roy Folland, Pembrokeshire County Council, Haverfordwest.
- 9) Meirion Thomas, Homesafe Manager, SMT (Safer Merthyr Tydfil), Merthyr Tydfil.
- 10) Steve Wilkins, Superintendent – Community Safety, Dyfed-Powys Police, Headquarters, Llangunnor, Carmarthen.
- 11) Fabian A Koseda, Carmarthenshire Pensioners Forum, Ammanford.
- 12) Helen Hortop, Head of Occupational Therapy Services, Llandough Hospital, Penarth.
- 13) Elaine Jones, Senior Nurse (Old Age Psychiatry), North Glamorgan Trust, Merthyr Tydfil.
- 14) Councillor Cyril Williams, Wrexham County Borough.
- 15) Dr Chris Hallett, Consultant in Public Health, North Wales Health Authority, Mold.
- 16) Mr M Richards, Porthcawl Town Council,.
- 17) Christopher Phillips, Planning Officer, Social Services, Denbighshire County Council, Prestatyn.
- 18) Mrs Jackie Roberts, General Manager, Powys Local Health Group, Brecon.

- 19) Mr Alwyn Rowlands, Chairman, North Gwynedd Community Health Council, Caernarfon.
- 20) Suzanne Seymour, Senior Occupational Therapist, Llandough Hospital, Penarth.
- 21) Douglas Lambert, Neath & Dulais Area National Old Age Pensioners Association of Wales, Neath
- 22) John Mudford, Vale of Glamorgan Pensioners Forum, Barry.
- 23) Kevin Hughes, Assistant Director of Supported Housing, Clwyd Alyn Housing Association Ltd., St Asaph.
- 24) Mrs Andrea Robinson, Chairman – Welsh Executive, Royal Pharmaceutical Society of Great Britain, Cardiff
- 25) Colleen Forse, Secretary, Community Pharmacy Wales.
- 26) Vicki Jones, All Wales Special Interest Group/Special Oral Health Care, Dental Department, Ringland Health Centre, Newport.
- 27) Robyn Phillips, Health Professions Wales, Cardiff.
- 28) Jan Jones, Director, Careers Wales Association, Caerphilly.
- 29) Ruth Crowder, College of Occupational Therapists, Southwark, London
- 30) Carolyn Theobald, Clwyd Community Health Council, Wrexham.
- 31) Rhian Connick, Women's Institute, Wales Office, Cardiff.
- 32) Rose Jones, Help the Aged, Cardiff.
- 33) Bill Tobutt, General Secretary, T&G Retired Members Association, , Cardiff
- 34) Therapies Directorate, Cardiff & Vale NHS Trust, Whitchurch Hospital, Cardiff.
- 35) David Jackson, 'Glencoe', St Asaph
- 36) Mr I R Bellingham, Conwy & Denbighshire NHS Trust, Glan Clwyd Hospital, Rhyl.
- 37) Phil Davies, Managing Director, Endo Plus UK Ltd, Swindon.
- 38) Lindsey Richardson, School of Care Sciences, University of Glamorgan, Pontypridd.
- 39) A P Howcroft, Chairman, Cardiff Consultation Group, Cardiff.

- 40) Albert Hopkins, Chairman, Rhondda-Cynon-Taff Parent Forum Alliance, Pontyclun
- 41) Sandra Burton, Carers Wales, Cardiff.
- 42) Jackie Dix, C/O Age Alliance Wales, Cardiff.
- 43) Bob Cherryman, Energy Saving Trust – Wales, Nantgarw.
- 44) Dot Griew, Abbeyfield Society, Llangunnor.
- 45) Jill Ladbrook, Pembrokeshire Consultation Group (Email response).
- 46) Fiona Howell Williams, Abbeyfield Society (North Wales Region), Ruthin.
- 47) Lorraine Morgan, All Wales Network of Nurses for Older People.
- 48) Cliff Croft, Neath.
- 49) Dr Barbara Green, School of Health Science, Swansea.
- 50) Sandra Morgan, Carmarthenshire NHS Trust, Prince Philip Hospital, Llanelli.
- 51) Daisy Seabourne, Wales Council for Voluntary Action, Cardiff.
- 52) Miss M D Wells, Cardiff.
- 53) Mrs Nancy Davies, Cardiff.
- 54) Blair Allen, Care & Repair Cymru, Cardiff.
- 55) Christine Nutt, Age Concern West Glamorgan, Swansea.
- 56) Sarah Shannon, Association of Voluntary Organisations in Wrexham (AVOW).
- 57) Mario Kreft, Care Forum Wales, Pendine.
- 58) Margaret Goose, The Stroke Association, London.
- 59) Dr Mark Vaughan, Health & Social Care Partnership Board, Carmarthenshire County Council.
- 60) Miss Claire Donovan, Vale of Glamorgan Local Health Group, Pontyclun CF72 8YS
- 61) Mike Durke, Phoenix Community development Trust Ltd., Swansea.
- 62) Brian Sturtevant, Civil Service Pensioners' Alliance, Surrey.
- 63) Liz Hewett, Royal College of Nursing, Ty Maeth, Cardiff.

- 64) Shirley Bowen, Caring for Carers Wales, Cardiff.
- 65) Bethan Hughes, Morgannwg Health, Swansea.
- 66) Vanessa Webb, Wales Council for the Blind.
- 67) Luciano Lusardi, CTC Cycle Wales, Bridgend.
- 68) Stephen Brooks, Medtronic Ltd., Watford, Herts.
- 69) Jennifer Cole, Wales Assembly of Women, Barry.
- 70) Miss Georgina Burns, Velindre NHS Trust, Cardiff.
- 71) Dr Andrea Thomas, Bro Taf Nursing, Midwifery & Advisory Committee, Rhondda.
- 72) Marion Evans, Monmouthshire Local Health Group, Chepstow Community Hospital.
- 73) Gareth S Williams, Wales Industry Group, Cardiff.
- 74) Frances Goulbourne, Wrexham County Borough Council.
- 75) Dr I Howe, Dementia Link/Shire Pharmaceuticals Ltd., Basingstoke.
- 76) Robert Taylor, Age Concern Cymru, Cardiff
- 77) Jayne Cardno, BASE Cymru, Cardiff.
- 78) Councillor Chris Bettinson, Cabinet Office, County Hall, Cardiff.
- 79) Bob Woods, University of Wales Bangor.
- 80) John Wreford, Merthyr Tydfil County Borough Council.
- 81) Mr R J Dutton, UNISON, Wrexham.
- 82) Joy Kent, Chartered Institute of Housing Cymru, Cardiff.
- 83) Alison Gittins, Dyfed Powys Health Authority, Carmarthen.
- 84) Brian Jones, Monmouthshire County Council, County Hall, Cwmbran
- 85) Mr S Jones/Mr E Thomas, Aberdare.
- 86) Stephen Griffiths, Ceredigion & Mid Wales NHS Trust, Aberystwyth.
- 87) Mrs Ann E Hemingway, Food Standards Agency, Cardiff.
- 88) Sue Browne, Torfaen County Borough, County Hall, Cwmbran.
- 89) Dr A D White, British Geriatrics Society (Welsh Branch).

- 90) Derek Walker, Stonewall Cymru, Cardiff.
- 91) Malgwyn Davies, Caerphilly County Borough Council, Ystrad Mynach.
- 92) Rowena Myles, Bro Taf Health Authority, Cardiff.
- 93) Hywel Evans, Gofal Arthritis, Cardiff.
- 94) Alan Hatton-Yeo, Beth Johnson Foundation, Stoke-on-Trent.
- 95) Dr Gillian S Wade, Celtic Dimensions, Pwllheli, Gwynedd.
- 96) Mervyn Eastman, Better Government for Older People, London.
- 97) Simon O'Donovan, Cardiff & Vale NHS Trust, Cardiff.
- 98) Tony Clements, Neath Port Talbot County Borough Council.
- 99) Martin Turner, Gwent Healthcare NHS Trust, Torfaen.
- 100) Des Beddoe, T&GWU, Retired Members Association, Swansea.
- 101) Irina Halfacree, Chief Executive's Department, City & County of Swansea.
- 102) J Huw Williams, Swansea NHS Trust.
- 103) John Wrangham, Rhondda-Cynon-Taff.
- 104) Tim Melville, National Osteoporosis Society.
- 105) Irina Halfacee, City & County of Swansea.
- 106) Peter Johns, Gwent Community Health Council, Torfaen.
- 107) Jean Sullivan, Welsh Food Alliance, Newport.
- 108) Robert Wood, 422 Caerleon Road, Newport, South Wales.
- 109) Paul Stauber, Bro Morgannwg NHS Trust, Bridgend.
- 110) Wynford Lloyd-Davies, Community Transport Association, Caernarfon.
- 111) Councillor Mel Nott, Bridgend Partnership Board.

Annex B

WELSH ASSEMBLY GOVERNMENT RESPONSE TO RECOMMENDATIONS IN REPORT OF THE ADVISORY GROUP ON A STRATEGY FOR OLDER PEOPLE IN WALES 'WHEN I'M 64.... AND MORE' (MAY 2002)

2.1	The Welsh Assembly Government's "Vision for Wales" should be adjusted to make an explicit reference to older people and the aspirations that are held for "a better society for older people"	We agree that the importance of this issue needs to be reflected in top level policy-making. While there will not be an opportunity to update the Strategic Plan for Wales 2001 before the election, we will ensure that these aims are reflected in appraising new and existing policies.
2.2.	The Welsh Assembly Government should consider the case for the appointment of an Older People's Commissioner for Wales. A specification should be drawn up for consultation including the status, powers, role and responsibilities that the post should have to make a difference to the lives of older people, and if necessary seeking primary legislation to achieve this objective.	The UK Government has launched a project to consider the feasibility of a Single Equality Body. It will consider the work of the existing Commissions and discrimination legislation as well as new legislation to be introduced. This includes protection against age discrimination in employment by 2006. A consultation on the feasibility of a single equality body will be undertaken by the UK Government and in the light of the conclusions reached the Assembly Government will review its position on the proposal for an Older person's Commissioner. In the meantime we are setting up a Cabinet sub-committee on older people and establishing a National Older People's Forum.

2.3.	<p>The Welsh Assembly Government, local government and all their partners should challenge and address ageism and other forms of discrimination against older people including in access to goods and services and promote positive images of older people and the contribution they make to Wales eg in Government's advertising. The diversity of older people and their needs should be recognised in taking forward this action.</p>	<p>The NAFW has a statutory duty, under the Government of Wales Act, to promote equality of opportunity for all people; and the Welsh Assembly Government has adopted equality of opportunity as a key cross-cutting theme. The Welsh Assembly Government will seek to give a lead in addressing ageism and other forms of discrimination that older people face. We will look for ways of working with our partner agencies (including the WLGA and the NHS Equality Unit) to raise awareness of age discrimination in all areas of policy development and implementation. From 2002/3 we will ensure that age is included in the annual equality audit of Assembly business and functions</p>
2.4	<p>A Welsh Assembly Government Minister should be designated as Older People's Minister to take an overview responsibility of how the Strategy and the National Assembly's powers generally are used to benefit older people</p>	<p>We concur with the importance the advisory group attaches to mainstreaming older person's concerns and the implications of an ageing society into policy-making. We fear that the series of proposals made in the report for championing these issues in policy making would risk ghettoising older people's concerns rather than mainstreaming them and would create a very complex structure of accountability. We will establish a Cabinet sub-committee charged with overseeing the strategy and ensuring the implications of an ageing population and of the needs of older people are mainstreamed in the policy process.</p>
2.5	<p>The Welsh Assembly Government should establish a new permanent older Peoples Partnership Forum at National level to advise it on policy issues effecting older people and</p>	<p>Agreed. A National Forum will be established during 2003. The membership and its make up will be established following consultation.</p>

	ensure a continuing dialogue with the Assembly, local Government and others. Older people and their representatives should make up a majority of the membership.	
2.6	Local Government in Wales should implement the Better Government for Older People recommendation to appoint “Older People’s Champions” at an elected member level. Building on existing structures local authorities should ensure effective local consultative structures such as Older People’s Forums funded to ensure participation and engagement with older people in local democracy and in developing community strategies and services. Development work in engaging older people must also be undertaken.	Local Government in Wales are encouraged to appoint Older People’s Champions at elected member level and to establish effective consultative and participation programmes for older people. The National Forum will be asked to provide advice on how local structures could be effectively developed.
2.7	In developing its future policies and programmes the Welsh Assembly Government should ensure the consequences of an ageing population are taken into account in	Through a policy of mainstreaming ageing across all its responsibilities, the Welsh Assembly Government will meet this recommendation

	<p>a structured and joined up framework. Appropriate targets and performance indicators should be established.</p>	
2.8	<p>The National Assembly for Wales should establish an Older Peoples Committee at political level working across all its areas of responsibility to ensure that a higher profile is given to older people's issues and progress in implementing the Strategy is monitored and scrutinised. This Committee should have effective links to the UK Government's Inter-Ministerial Group for Older People to ensure co-operation, particularly in respect of the impact of non-devolved matters.</p>	<p>We concur with the importance the advisory group attaches to mainstreaming older person's concerns and the implications of an ageing society into policy-making. We will establish a single Cabinet sub-committee charged with overseeing the strategy and ensuring the implications of an ageing population and of the needs of older people are mainstreamed in the policy process. It will be for the Assembly to consider whether a committee of the Assembly should be established.</p> <p>The UK Inter-Ministerial Group on Older People has now been replaced by a UK Cabinet Sub-Committee on Older People. Under Exemption 2 of Part 2 of the Code of Practice on Access to Government, explicit information about the Committee's deliberations cannot be made public.</p> <p>However, Don Touhig MP, Minister of State at the Wales Office is a member of the Sub-Committee on Older People and will liaise with his colleagues in the Welsh Assembly on issues of mutual concern.</p> <p>Officials within the Welsh Assembly have regular contact with Whitehall Departments on issues affecting policy for older people.</p>

2.9	The Welsh Assembly Government should develop effective internal structures and provide sufficient resources to carry through the agenda of change outlined in this Strategy Report.	We will ensure that a co-ordinated approach is taken to the implementation of the Strategy.
2.10	The Better Government for Older People organisation should work with the Welsh Assembly Government to ensure that its agenda is taken forward robustly in Wales in a way that complements and ensures coherence with the Strategy.	<p>Discussions are underway with BGOP about how they can work with us to take forward the Strategy.</p> <p>BGOP is an independent partnership. However, BGOP is pleased to note recognition within the Older People's Strategy for Wales and looks forward to an effective partnership with the Welsh Assembly towards securing the delivery of its ambitions.</p> <p>Wales has a developing Older People's Advisory Group (OPAG) and though presently only a few local authorities subscribe to the BGOP Network from Wales, BGOP is working hard with its Welsh Partners in the statutory and voluntary sector to increase ways of sharing good practice.</p> <p>Four objectives have been reached to take forward in Wales a partnership between BGOP and the Welsh Assembly :</p> <ul style="list-style-type: none"> ○ To keep in touch with the Welsh Assembly Older People's Strategy and with local service issues and with older people's needs. ○ To support the sharing of service delivery best practice and give advice to the most appropriate bodies in Wales. ○ To support the Welsh Assembly and Local Government / Health

		<p>arrangements in the development of ideas to help local joined up implementation of the Older People's Strategy for Wales.</p> <ul style="list-style-type: none"> ○ To provide the Welsh Assembly with up to date information about issues affecting older people and help influence policy development in accordance with the strategic objectives of 'When I'm 64....and more'
2.11	<p>Across all its areas of responsibility the Welsh Assembly Government should ensure that consultation on new policies and programmes includes participation of and engagement with older people at all stages. This should happen through a meaningful involvement and contribution of older people through funded forums and panels, Information Communications Technology, representative organisations and other structures not just in written format.</p>	<p>See 2.3. Through a policy of mainstreaming ageing we will develop our processes for involvement and consultation with older people. This will start with the establishment of a Cabinet sub Committee for Older People that will ensure development of policies impacting on older people is handled coherently.</p>
2.12.	<p>The Welsh Assembly Government should consider how recognition could be given to the achievements and valuable work of older people in the community and through volunteering and caring.</p>	<p>See also response to Recs 3.3/4</p> <p>The Assembly Government Strategy recognises the importance of valuing older people more effectively. It also sets out action for improving the image of older people generally. Through the Honours system there are already well established arrangements to recognise the specific achievements and</p>

		work of people in their communities.
2.13	Local Government and Local Health Boards should ensure a joined up strategic approach is taken to the impact of an ageing population, particularly through its new health and wellbeing agenda, partnership arrangements and community planning responsibilities. Older people should be encouraged to participate in the Communities First programme through local partnerships and forums.	<p>Each local health board and local authority will from April 2003, be required to formulate and implement a Health, Social Care and Well-being Strategy. In formulating their strategy, local health boards, local authorities and their local partners should take account of the Welsh Assembly Government's Strategy for Older People. Draft guidance for the preparation of the Health, Social Care and Well-being Strategies is currently out for consultation.</p> <p>The guidance for implementation of Communities First refers to the importance of older people being involved in the regeneration of their communities.</p>
2.14.	Councils should develop and publicise locally tailored strategies and related programmes to develop and improve services for older people in close collaboration with a wide range of older people. Political leadership and sufficient resources for local strategies – leading to action - must be an integral part of the process.	Agreed. Local Community Strategies and programmes must be developed to ensure effective planning for an ageing society.
2.15	The Welsh Assembly Government and its statutory partners should	The Advisory Group Report 'When I'm 64... or more' has given us a comprehensive basis from which we have developed a Strategy for Older

	regard the development of this Strategy as only the starting point. It should act as a catalyst for change, innovation and improvement in services for older people in the medium term.	People and Plan of Action to be addressed over the next ten years.
3.1	A programme should be developed for tackling problems of poverty and social exclusion identified by research work. Addressing the needs of retired people and the problems of rurality should also be apart of this programme, as should combating isolation and loneliness amongst older people and promoting intergenerational links.	<p>The needs of retired people and the elderly generally in rural Wales are currently addressed through the community regeneration measures funded under the LEADER+ Programme. Proposals being developed for other community based initiatives and support for rural retail and other services will also assist.</p> <p>The Assembly's wider policies are focussed on tackling poverty and social disadvantages. Communities First is focussing on this in Wales' most deprived areas, stress the need to involve older people in the process.</p>
3.2	Community regeneration projects and the Communities First programmes should be required to fully involve older people and introduce measures that drive up income levels of older people.	Current guidance covers the need to involve older people and consideration is being given to activities which would help drive up the incomes of older people .
3.3	The Welsh Assembly Government, local government and the voluntary sector should consider how investment in community activity by older people can be taken forward more proactively and consistently. The role of Education and Learning	The Welsh Assembly Government's comprehensive education and lifelong learning programme to 2010 is already set out in "The Learning Country" paving document. This, together with the Welsh Assembly Government's Basic Skills Strategy, emphasises extending access to learning as a means of furthering prosperity and combating social exclusion in all communities in Wales. ELWa - National Council for Education and Training and the Basic Skills Agency have been

	<p>Wales (ELWa) in developing new skills should be considered in this context.</p>	<p>remitted to help build social inclusion through learning throughout life, focussing particularly upon the most deprived communities, in accordance with the Welsh Assembly Government's 'Communities First' programme. For the National Council this will include working with Community Consortia for Education and Training and using earning initiatives to support Community First Partnerships and Community Action Plans.</p> <p>More generally the Council has been remitted to increase the number of learners in Wales; and it will have a range of programmes and initiatives including Individual Learning Accounts and Assembly Learning Grants available to assist in promoting access to learning amongst adults. Equality of opportunity is a cross-cutting imperative of the Council and older people therefore have similar opportunities to access learning in their communities as younger adults.</p>
3.4	<p>In the context of broad community investment strategies, the development of a Task Force/Tasglu Cymru of older people at a local level to enhance their contribution to the community should be investigated as an option. This should include exploring the potential for the use of funding incentives to encourage and sustain participation.</p>	<p>Agreed. This can be considered under the Communities First Programme and also the funding for the Strategy Implementation Programme.</p>
3.5	<p>Building on existing volunteering initiatives, a specific initiative should be launched by the Welsh Assembly</p>	<p>The Welsh Assembly Government already funds a scheme to promote volunteering among people over 50 as part of the Active Community Initiative.</p>

	Government in collaboration with the voluntary sector to strengthen and promote participation in community activities and which stresses the many benefits of volunteering by and for older people.	<p>The scheme aims to combat social exclusion and tackle educational under achievement through voluntary action by and for older people. The project is co-ordinated by the Community Service Volunteers (CVS) under their Retired and Senior Volunteers Programme (RSVP).</p> <p>The Welsh Assembly Government has provided 3 year funding from April 2000 totalling £262,000. The scheme has already recruited over 400 new older volunteers. The Active Community scheme is to be reviewed and decisions on the future of the scheme will be made early in 2003.</p>
3.6	The UK Government should ensure that consumer protection measures are in place for older people including advice, guidance and support so that they receive help that is appropriate and meets their needs.	The Government provides advice and information to consumers both directly and in partnership with other organisations, for example Citizen's Advice Bureaux, and is committed to ensuring consumers are adequately protected against unfair trading practices and get a fair deal. These activities benefit consumers generally, but publicity is targeted where appropriate towards sectors of the community with a particular need for information or at greatest risk, including older people. The Government is also encouraging and supporting financially the development of Consumer Support Networks to provide a joined-up, quality assured and comprehensive network of consumer advice at local level, which will benefit older people as well as consumers more generally. Increasing numbers of Consumer Support Networks are operational, including some in Wales.
3.7	The UK Government should move urgently to tackle age discrimination in employment on a statutory basis, encourage employers to recognise	This is a non-devolved issue. The UK Government has indicated that it intends to enact legislation to implement the age provisions in the EU Employment and Race Directives by the end of 2006. The DTI published a consultation document entitled "Towards Equality and Diversity" in December

	<p>the advantages of older workers and promote good practice.</p>	<p>2001 setting out the Government's general approach to implementing the Directives. It is anticipated that a specific consultation on the age provisions will commence in early 2003.</p> <p>The UK Government is committed to implementing the age strand of the European Employment Directive by 2006, when domestic legislation will come into force outlawing age discrimination in employment and training. Legislating against age discrimination is not simple. There are many complex and sensitive problems which we need to address and resolve so that the eventual legislation is practical and helpful to employers and employees. The EU recognised the complexity of the issues. For that reason the Directive allows Member States up to 6 years to implement its provisions on age discrimination. The Government will take full advantage of the time available - in order to do justice to the issues, and to allow full consideration, in consultation, of the best way forward. The UK Government shall, therefore, bring legislation into force by December 2006. However, the Government aims to have it in place in good time before then so that employers have sufficient time to make their preparations.</p> <p>In the meantime, through the Age Positive campaign, the UK Government are vigorously promoting to employers the business benefits of age diversity, so that legislation when it is introduced will simply confirm existing good practice. The Age Positive campaign is challenging employers' prejudices and perceptions and aims to achieve a culture change and help employers prepare for the coming legislation. It has featured direct mailing to employers, regional and trade press articles and events. Employer awareness of the campaign and the issues surrounding age has also been raised by a number of national and regional awards, presented to organisations demonstrating a commitment to Age Positive employment policies.</p>
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3.8	The UK Government should consider how the concept of an “age of entitlement” rather than an age of retirement could be taken forward.	<p>The UK Government have been promoting to employers the benefits of moving away from the use of mandatory retirement ages through the Code of Practice on Age Diversity in Employment, the Age Positive campaign and through case studies in ‘Good Practice in the Recruitment and Retention of Older Workers’. In June we published ‘Flexible Retirement – A Snapshot of Large Employers’ Initiatives’ which sets out the issues 20 companies faced in planning to adopt flexible approaches to retirement. The employers participating in that research believe flexible retirement will deliver one or more of the following benefits:</p>

		<p>retention of experienced staff with valuable skills; greater flexibility and choice for employees; the creation of a wider pool of expertise for recruitment (by including those aged 55+); enabling the organisation to increase its public image to make it a preferred employer; a strategic and effective response to demographic change; and equality of opportunity and fairness to all employees.</p> <p>The UK Government are planning to build on this through development work with leading external partners. Andrew Smith, the Secretary of State for Work and Pensions told Parliament on 11th July 2002 that there will be a Green Paper in the Autumn which will initiate a wide ranging consultation and look at the wider opportunities around retirement. Instead of facing a cliff edge, many people would like to move into retirement more gradually. The Green Paper will bring forward proposals to tackle this issue.</p>
3.9 & 3.10	<p>The UK Government should place less reliance on means testing within their benefit policy and practice and make higher provision of a more adequate level of state pensions to sustain decent standards of living. Local authorities and others should be proactive in using measures such as welfare rights advice to increase take up of pensions,</p>	<p>Income-related Benefits</p> <ul style="list-style-type: none"> ▪ The Government is committed to retain the basic state pension as the foundation of income in retirement. Last year we increased it by £5 for a single pensioner and by £8 for a couple, and in April this year there were further above-inflation increases of £3 and £4.80 respectively. In future years it will increase by 2.5% or the level of the September Retail Price Index, whichever is higher. ▪ However, increasing the Basic State Pension in line with earnings each year would not help the poorest pensioners on the Minimum Income Guarantee and would not do nearly enough to help those with small

	<p>attendance allowance and other Department for Works and Pensions (DWP) benefits, housing and council tax benefit.</p> <p>The Department for Work and Pensions should undertake a targeted approach tailored to the needs of Wales, to improve take up of the Minimum Income Guarantee and other state benefits for older people</p>	<p>savings and little growth in their incomes when they retire. The challenge we face is to lift the incomes of those who have so far failed to share in the rising prosperity of the country. This is why we are introducing the Pension Credit, to reward those who have worked hard to provide modest incomes for themselves in retirement.</p> <ul style="list-style-type: none"> ▪ The Government is spending an extra £6 billion a year in real terms on pensioners as a result of policies introduced since 1997. This includes £2½ billion more on the poorest third of pensioners. This is three times more than an earnings link since 1998 would have given them. The Government believes it would be wrong to spend the extra money on increases in the Basic State Pension which would benefit the better off instead. <p>Minimum Income Guarantee Take Up</p> <ul style="list-style-type: none"> ▪ The government is committed to ensuring that those eligible for benefits receive their full entitlements and are particularly concerned to ensure that the poorest amongst our pensioners have their entitlement increased to reach the Minimum Income Guarantee (MIG) introduced in April 1999. From April 2002, MIG is £98.15 for single pensioners and £149.80 for couples. Additionally, the MIG has been uprated (at least) in line with earnings every year since it was introduced. It will continue to be uprated in line with earnings for the life of this Parliament. ▪ A national MIG take-up campaign was launched on 30 May 2000, to encourage those who may be entitled to claim. This campaign included a high profile TV advert and a mailshot to 2.4m people who were identified as potentially eligible for MIG. The campaign also included the introduction of a tele-claim centre to allow pensioners to claim over the phone. The
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		<p>campaign has resulted in over a million enquiries.</p> <ul style="list-style-type: none"> ▪ In April 2001, the Department: <ul style="list-style-type: none"> - standardised MIG at the highest rate; and doubled the lower capital limit from £3,000 to £6,000 and increased the upper limit from £8,000 to £12,000. As a result, many became entitled to help for the first time. ▪ A new leaflet that gives a clear, simple explanation of MIG and who can claim has been produced. ▪ In October 2001, a shortened Minimum Income Guarantee (MIG) claim form was introduced. The length of the claim form was reduced from 40 pages to 10. Unnecessary questions were removed. Benefit details were included only if they can't be obtained elsewhere. The redesign of the form was done in consultation with various pensioner organisations. The intention was that the new claim form would make claiming easier and simpler for the majority of claims. ▪ From October 2001, callers to the Retirement Pension Telecentre who are not already receiving MIG are asked a series of questions to identify potential entitlement. Those customers who claim Retirement Pension by post rather than by phone are sent a MIG leaflet. ▪ In April 2002, an automated process to invite claims to MIG where the customer may have potential entitlement was introduced. A data matching exercise identifies key life events as a "MIG Trigger" and invites a claim to MIG. These key life events identify when a pensioner reaches age 75 or 80 or when another benefit (such as Attendance Allowance) is awarded.
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		<p>leaflet and the recently published At a Glance and Good Practice Guides, which all support the take-up of benefit entitlements. It also regularly reviews new and revised leaflets and has provided invaluable feedback into the training packages developed by the Pension Service local service.</p> <ul style="list-style-type: none"> ▪ Four individual groups have now evolved focusing on England and Wales, Scotland, Black and Minority Ethnic elders and Pensions Credit. The latter two are effectively subgroups of the national meetings. ▪ The terms of reference for the four groups are: <ul style="list-style-type: none"> ▪ To draw together DWP, local authorities, major voluntary organisations and organisations representing black and minority ethnic elders to evaluate existing work on take-up of social security benefits. ▪ To consider new initiatives and to help inform the development of a co-ordinated approach to benefit take-up. ▪ To contribute to the development of new business processes, training, forms and leaflets to encourage take-up. ▪ Identify and address barriers to take-up. ▪ To consider which organisations are best placed to lead on take-up initiatives and to consider resourcing the initiatives.
3.11	The Department for Work and Pensions should undertake a	The Pension Service, which will administer Pension Credit, will provide an organisation dedicated to meeting the needs of today's and future pensioners.

	<p>targeted approach, tailored to the needs of Wales, to improve take up of the Minimum Income Guarantee and other state benefits for older people.</p> <p>Given the commitment of the UK Government to the introduction of Pensions Credits, it should be handled in a simple and sympathetic way that takes account of older people's needs and provides an integrated and easy access approach to advice and support in a user friendly manner to ensure maximum take up.</p>	<p>It will focus on people not process and will provide a modern and efficient service accessible by telephone, post, in time the Internet and locally where pensioners need it.</p> <p>The UK Government is working closely with partner organisations to ensure that they have the opportunity to input to the development and testing of the communications, processes and materials supporting Pension Credit take up. This will help ensure that products are fit for purpose and that local service and partner organisations are fully engaged in and supportive of Pension Credit.</p> <p><u>Partnerships Against Poverty – Pensions Credit Working Group:</u></p> <p>This sub-group team has recently been established to take forward implementation of Pension Credit. It meets monthly and it is envisaged that it will continue until October 2002.</p> <p>The group is largely consultative, with representative bodies providing input into the development of Pension Credit products and informing and contributing to the take-up strategy. The group will provide regular updates to the PAP meetings for England & Wales and Scotland.</p>
3.12	<p>The Welsh Assembly Government should lead the development of integrated, flexible and innovative transport schemes to address transport needs of older people, particularly in non-urban areas.</p>	<p>The Assembly recognises the particular transport needs of older people. We are taking wide-ranging measures to improve bus and community transport services, of which older people are frequent users. Through the Local Transport Services Grant scheme the Assembly is allocating more than £7.5m to local authorities in 2002-03 to help them develop and extend community transport projects in Wales, and to subsidise bus services. We</p>

	This should include the provision of shelters at bus stops, disabled access, portering services, improved access to information, staff training to increase sensitivity to older people's needs and other safety issues.	recently extended Bus Service Operators Grant to more community transport services, helping to off-set the cost of fuel duty paid by operators. It is hoped that one effect will be to allow operators to invest in more and better services.
3.13. and 5.22	The Welsh Assembly Government should require local authorities to promote practical schemes to secure improvements to transport links to Hospitals, GP surgeries and other primary care facilities etc where older people are often the dominant users.	It is accepted that community transport can in certain circumstances provide a realistic, flexible and cost-effective alternative to conventional public transport. At the same time, we wish to see community transport increasingly mainstreamed alongside conventional modes. See 5.22
3.14.	Further development of community transport should be undertaken through an integrated, structured programme co-ordinated by all local authorities in Wales. Urban and transport planning should take more account of the needs of older people more effectively eg potential increase use of powered scooters and wheelchairs, timing of pedestrian crossings	<p>The Welsh Assembly Government will include a vision for community transport in its review of the Transport Framework of Wales. The report reviewing community transport in Wales, which was launched in October 2002, identifies the importance of effective partnerships leading to better integration of needs and provision. The recommendations are being implemented by a stakeholders group including the voluntary sector and local government.</p> <p>Regional public transport strategies will make a vital contribution to the effective planning of services by local authorities to meet the identified transport and accessibility needs of local communities, including older people.</p>

		<p>Local authorities will continue to have a key role as local co-ordinators. Local authorities will be preparing community transport strategies as part of their regional public transport strategies</p> <p>At the same time, these will be incorporated as bus strategies in which authorities will need to demonstrate how they meet their obligations for co-ordinating passenger transport planning and procurement.</p>
3.15.	<p>The Welsh Assembly Government should investigate the cost and benefits of utilising school buses, post office vans etc “out of hours” to improve transport for older people. The business potential for local transport schemes and the development of voluntary transport schemes should also be explored. Extension of the free bus scheme to trains and community transport as well as to include carers accompanying older people should be considered.</p>	<p>The report reviewing community transport in Wales was launched by the Minister for Environment on 21 October. The report contains a range of recommendations for the Assembly Government, local authorities, the community and voluntary sectors and operators designed to improve efficiency and maximise the use of vehicles. A stakeholders group is being set up to take forward and implement the recommendations, including representatives of the health, education and social services sectors. Ministers have accepted that free travel should, as funding allows, be extended to include the community transport sector, and a group including representatives of the sector and local authorities, along with the Assembly, is due to report by the end of June 2003.</p>
3.16	<p>The Welsh Assembly Government and local government should support the initiative to extend and integrate services for older people through sub post offices and work proactively to maximise the potential role of Post Offices as a community resource to provide</p>	<p>Agreed.</p>

	services, sources of information, advice and support for older people.	
3.17	The UK Government should eradicate ageism through legal action. The UK Government and the Welsh Assembly Government should provide leadership in challenging ageism through its policies and funding programmes and seek to change attitudes, avoid stereotyping and to promote positive images of older people.	<p>The UK Government recognises the need to promote a change in the culture at work in order to get rid of false stereotypes which characterise older workers as incapable of learning new skills, being slow to adapt to change, and likely to take more sick leave. To help bring about that culture change, the Code of Practice on Age Diversity in Employment was launched in June 1999. It was produced in partnership with Age Concern, TUC, CBI and EFA, and features a voluntary Code of Practice, guidance for employers and case studies.(see also the response to paragraph 3.7)</p> <p>The UK Government are continually reviewing the effectiveness of back to work help for the over 50s, particularly New Deal 50plus.</p> <p>The Employment Directive applies to employment and training. That is a major step, involving a number of complex issues which the Government will be addressing through two consultations (the first – <i>Towards Equality and Diversity</i> - ended in March, and a second consultation on age, next year, on specific proposals for implementing the Directive). There are no plans at present to extend legislation to goods and services: the Government's first priority is to concentrate on getting implementation in respect of employment and training right.</p> <p>Tackling discrimination in employment and training will help significantly to change the ageist culture</p>
3.18	Further research on the experiences and future needs of older people from ethnic minority communities in	Relatively little research has been undertaken into the experiences and needs of older people from the Black Minority Ethnic communities in Wales. Research that focused on elders from these communities would greatly assist

	<p>Wales should be undertaken to improve the knowledge and understanding of policy makers and service providers about the needs of this group improve the impact of policies.</p>	<p>policy making and service development at all levels.</p> <p>Of particular, topical interest over the next few years would be research into the impact of the Race Relations (Amendment) Act on policy, planning and delivery of services for older people from BME communities. This could be linked to the implementation of the race, religion and age strands of the EU Equal Treatment Directives (the “Article 13” Directives) in 2003 (race, religion) and 2006 (age).</p> <p>BME organisations, including AWEMA and the CRE, should be involved in determining the priorities for research.</p> <p>(As recommendation 3.19 implies, any development programme would need to follow on the research, so this is a longer term objective.)</p>
3.19	<p>A development programme should be introduced to address the priorities that research and on-going work reveals for older people from ethnic minority communities in Wales, and to identify specific actions to improve their access to and take up of health and other relevant services.</p>	<p>We will consider what action needs to be taken in the light of the research being undertaken into older people from the BME communities in Wales (recommendation 3.18), particularly as regards equality of access to health and other services.</p>
3.20	<p>In the period before the EC/UK legislation is implemented we recommend that the UK Government should give greater emphasis to the use of Codes of Practice to tackle ageism in</p>	<p>The UK Government’s Age Positive campaign seeks to eliminate age discrimination from the workplace and change attitudes towards age by the stronger promotion of the business benefits of age diverse employment practices, encouraging employers to adopt the standards set out in the Code of Practice. Age Positive is the PR/marketing strand of the wider Age Diversity strategy which is a combination of research,</p>

	<p>employment and allow continued access to the labour market for older people.</p>	<p>development projects with leading external partners and employers, incentives and action. The key elements of the strategy are:</p> <ul style="list-style-type: none"> to develop the business case with national partners with an updated, sharper Code of Practice– including tackling the barriers to the employment of older workers, such as early mandatory retirement ages and developing flexible retirement practice; to increase understanding and action amongst small and medium sized employers, including extending coverage into Scotland and Wales (DWP will shortly be tendering in Wales); to review and prompt changes to institutionalised ageism; further evaluation and research. <p>Age Positive seeks to achieve clear results. It is not sufficient to simply make employers aware of the Age Positive message. They need to actually understand the issues and business benefits, to know how to change ageist practices and to take action to effect those changes throughout their workforce practices. This has specifically highlighted the business case for the recruitment and retention of older workers.</p> <p>The current Age Positive campaign will inform and influence employers via:</p> <ul style="list-style-type: none"> targeted employer events/conferences/exhibitions and an Age Positive week. Two Age Positive conferences are planned for Wales. One in N. Wales and one in Cardiff to bring together employers and interested parties; PR activity with partners; development of communication products; the promotion of good practice via national awards events;; work with the media;
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		<p>extensive use of our website: www.agepositive.gov.uk .</p> <p>(refer also to para 3.7)</p>
3.21	<p>To encourage employers, the Welsh Assembly Government should publicise and disseminate good practice on recruitment / retention of older people in employment in Wales. To show leadership in this we recommend that Government scheme/ Assembly for Wales funded bodies should develop their practices so as to act as best examples in promoting the employment of older people.</p>	<p>Employment policy is reserved to the UK Government and broad measures are already in place to address a range of employment issues faced by older people and encourage employers to recruit and retain older employees. Action includes:- setting up a Code of Practice on Age Diversity in Employment; an Age Positive Initiative with SMEs, already undertaken by the Department of Work and Pensions in England and planned in Wales in the current year; and the recent consultation undertaken by the Department of Trade and Industry entitled Towards Equality and Diversity.</p> <p>In addition, support is provided through the Welfare to Work agenda. The New Deal 50 Plus is designed to address specific barriers to assist the older person return to work but support is also provided through the New Deal for the Disabled, and Lone Parent and Partners. Targets for Jobcentre Plus, the UK Government agency for delivery of the Welfare to Work agenda, set a priority for working with this client group and a higher weighting for placing older people into employment than younger easier to help clients.</p> <p>The Welsh Assembly Government works in partnership with Jobcentre Plus – Wales to influence the UK Government in developing and enhancing New Deal programmes to take account of issues specific to Wales. Supporting action through key strategies ‘A Plan for Wales’, ‘The Learning Country’ ‘A Winning Wales’ and the ‘ Skills and Employment Action Plan’ looks to lever up skill levels across all ages to enhance opportunities to secure employment</p> <p>Individual Learning Accounts will be available to eligible people aged 18 and</p>

		<p>over. Following work undertaken by the Strategic Policy Unit into economic inactivity in Wales opportunities to work with EU programmes will be used to strengthen any action undertaken. In addition, the study planned by the Economic Research Advisory Panel study into what will further the understanding of the range of issues and barriers involved in what.</p>
3.22	<p>Promoting participation in education by older people should be a key policy objective for the Welsh Assembly Government and ELWA. In particular the disincentives for older people to participation in learning should be addressed, including consideration of policies for fees, student loans, Assembly learning grants and for increasing opportunities for informal courses.</p>	<p>Widening participation in learning is a key objective of the Welsh Assembly Government and ELWa - National Council, though the prime focus is on the acquisition of skills for employment in support of the Welsh Assembly Government's economic development strategy 'A Winning Wales' and its 'Skills and Employment Action Plan'. There is no discrimination against older people in providing access to learning through the financial support mechanisms available. Whilst those over 54 are not able to access student loans (not a policy area devolved to Wales), older learners do have the same opportunities to access grants (Assembly Learning Grants) as younger adult learners. In addition, there will be no upper age limit for access to Individual Learning Accounts – when relaunched. The Council has discretion to support the provision of informal learning in all settings and is addressing the scope for assessing the value added by various forms of such provision.</p>
3.23	<p>ELWa and Careers Wales should produce better information and advice on life long learning for older people which emphasises the health and life benefits that can be gained from education and learning.</p>	<p>Information on learning opportunities available is produced by individual learning providers. Assistance to learners in accessing such information and in selecting a suitable course of learning to meet an individual's learning needs is available from Careers Wales offices or via the "learndirect" freephone helpline operated by Careers Wales. In many areas this service is being supplemented by information available locally from Community Consortia for Education and Training. ELWa - National Council has a locus in promoting the benefits of learning and runs awareness raising marketing</p>

		campaigns in support of its strategic plans designed to stimulate interest in learning and to direct those who register an interest to suitable learning opportunities. Such campaigns might be pitched at particular groups in society and consideration will be given by ELWa, Careers Wales and other partners to the need for marketing specifically targeted at older potential learners. All of the organisations involved will keep under review the need for quality information that is readily accessible, through information technology as well as through literature and advertising.
3.24	The Welsh Assembly Government should undertake a review of how the further expansion of learning through non traditional routes such as University of the 3 rd Age, Retired Service Volunteers Programme, Older and Bolder etc could be effectively funded and achieved.	ELWa' - National Council is currently in the process of reviewing all of the programmes of learning and developmental projects which it has inherited from its predecessor bodies, including all of the courses of adult continuing education and informal learning which are aimed at older learners or which deliver learning through volunteering. It is assessing each of these programmes and products against the aims and objectives in its approved corporate strategy and corporate plan which seek to promote, amongst other things, lifelong learning, equal opportunity, social inclusion and the development of learning communities through the expansion of learning throughout all sections of society in Wales.
3.25	Further work should be completed to promote the development of community information technology facilities to provide more equal access including in public libraries and post offices. We recommend that ELWA should investigate how information technology training tailored to needs of older people can be made more readily available, accessible in a range of common	There is already an extensive network of community learning centres in Wales supported by the local education authorities and the further education institutions (some of the latter being provided as part of the University for Industry learning infrastructure). More are being developed using ICT facilities in schools out of hours and an extensive network is being planned in the areas of Gwent most affected by the CORUS steel closures. the Welsh Assembly Government is contributing to the development of this infrastructure via its funding of the local authorities and ELWa' - National Council – particularly its specific funding of community developments under the 'Communities First Initiative', the roll-out of broadband cabling across Wales, and the CORUS regeneration measures. It has set up an ICT Advisory Panel

	meeting places.	to advise the ELL Minister on the development and delivery of a strategy for ICT in schools, and in particular to guide the work of the ICT Task Force and the National Grid for Learning Cymru team (both in which have specific school-orientated remits) The Panel is operating in tandem with ELWa's Expert Group on ICT and E learning which has a similar aim in respect of post 16 provision. The two groups are working together to produce an overall ICT and E learning strategy, which will align with the Cymru Arlein programme. Major players in the field of E learning such as the Digital College and University for Industry are closely involved in the development of the strategy as well as in the development of E learning products that deliver remote access as well as community centre-based learning. The needs of all prospective learners form part of the consideration by Community Consortia for Education and Training in advising on the development of local community learning centres. Welsh Assembly Government is funding the development of Careers Wales On-Line which will provide access through ICT to advice and guidance
3.26	The Welsh Assembly Government and local government should take the initiative to explore how its communications to older people generally might be promoted and better co-ordinated. Consideration should also be given to the development of a general access web site and public forum facility for older people in Wales.	See also 2.3 and 2.7. Communications to older people are vital and we look to improve approaches taken at all levels of Government.
3.27	The UK Government and the Welsh Assembly Government should review the current strategies for	The Association of Chief Police Officers (ACPO) have produced guidelines on providing services to older people. These guidelines take into consideration fear of crime by the elderly and their vulnerability as a result of increasing

	<p>tackling crime, their impact on the needs of older people and how more could be done to focus on the fear of crime experienced by many older people. The impact of distraction or doorstep crimes on older people should be included in this work. Street lighting and police liaison with older people's groups should also be considered in this context.</p>	<p>frailty. Forces are also encouraged to develop effective channels of communication with those groups representing older people to obtain their views as regard service provisions to this section of the community.</p> <p>Under the Reducing Burglary Initiative (part of the Crime Reduction Programme) the Home Office has set up a Distraction Burglary Task Force, with £1 million funding, which brings together a wide range of organisations including the police, voluntary organisations, the utility companies, banks and local authorities, to gather data, publicise good practice, raise awareness and provide guidance for victims and those at risk of this type of burglary. The Task Force has issued a Good Practice Guide for use by community safety officers and others in combating distraction burglary. It has also recently run a number of well-attended regional seminars which helped to disseminate up to date information about what can be done by the different agencies individually and in partnership to combat distraction burglary. The Taskforce is continuing to look at ways in which its guidance can be developed and the principle of partnership working to combat distraction burglary be further disseminated.</p> <p>The Task Force membership represents a range of organisations e.g. the police, voluntary organisations, utility companies (or their umbrella organisations), banks and local authorities who cover Wales through their contacts. Of 12 regional seminars on the subject of distraction burglary which brought practitioners together one was held in February in Swansea.</p> <p>The Crime Reduction Unit was set up as part of the Assembly to take forward programmes and policies on crime and disorder reduction. The Unit takes an active role in providing advice to the Assembly and in mainstreaming crime reduction throughout the department. In addition, officials manage the Crime Reduction Programme projects in Wales as agents of the Home Office</p>
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		and should be regarded as the first point of contact for queries about the Programme from Wales
3.28.	In the light of the work of the Beth Johnson Foundation the Welsh Assembly Government should undertake further development work to define how the awareness and benefits of intergenerational links could be promoted in Wales. They should also consider the development of a programme of intergenerational activity that could be taken forward in collaboration with local government, the voluntary sector and others.	Older People's contribution to society and to the well-being of families is vital and we will develop a new and innovative programme to promote inter-generational links in Wales
4.1, 4.2, 4.3 4.4 4.6, 4.9. 4.11, 4.16	The Welsh Assembly Government should develop a tailored Strategy for health promotion for older people in Wales including pre retirement action to improve health, decrease dependency in old age and avoid practices that are health-damaging.	The Welsh Assembly Government accepts the need for a more holistic approach to health promotion for older people to be developed. The Assembly's Well Being in Wales, which builds on the Better Health Better Wales Strategy has highlighted the need to extend such action to improve the health of older people. The Welsh Assembly Government proposes to develop in collaboration with Health Alliances and others a multifaceted evidence based health promotion action framework for older people. The framework will take account of and contribute to cross cutting issues and focus on: Pre-retirement action to improve health; Nutrition and diet; Physical activity;

		Smoking cessation; Safety promotion; Mental health promotion; Training and development for carers and professionals; Groups with specific needs.
4.2	Building on "Better Health Better Wales", the Welsh Assembly Government's health and social care policy development should give firmer emphasis and direct targeted funding toward health promotion, benefit uptake and the prevention of ill health.	See 4.1
4.3	The Welsh Assembly Government should give priority to developing a coherent and effective approach to health promotion for older people. In so doing the Welsh Assembly Government should take a joined up approach to policy development and take into account related issues from other areas of its responsibilities e.g. health, local government, life long learning, housing, benefits take up, rapid response programme etc..	See 4.1

4.4	The Welsh Assembly Government should improve publicity, information and communications on health promotion specifically targeted at older people and groups with specific needs e.g. Wheelchair users, blind and deaf people - covering all aspects of physical and mental health including exercise.	See 4.1
4.5	Further research should be undertaken on nutrition and diet for older people. The findings of this research should be used to provide advice and publicity to stress the benefits of healthy eating and to encourage and facilitate older people to change to healthier diets and to shop for healthy and affordable food.	<p>The Food Standards Agency, Wales, in collaboration with the Welsh Assembly Government, has launched a Nutrition Strategy for Wales. Following consultation on the strategy an action plan has been drafted. This aims to improve nutrition among the whole population of Wales, but also targets action among key population groups, including older people, who stand to gain the most benefit from improved nutrition. Initiatives particularly targeting older people include:</p> <ul style="list-style-type: none"> • a public education campaign to promote healthy eating • work with primary producers and others to facilitate improved food access, including the setting up of food co-ops.
4.6	A programme of development and training in health promotion for older people and groups with specific needs e.g. wheelchair users, blind and deaf people should be taken forward for GPs and other Primary Care professionals by the Welsh Assembly Government	See 4.1

4.7.	Further research should be undertaken on the availability and impact of chiropody services and how support might be improved and developed.	A Therapies Strategy is currently being prepared for consultation. This will include looking at the future development of chiropody services.
4.8.	Building on existing examples, an evaluation study should be undertaken as a basis for promotion and development of 'healthy ageing' day health centres for older people across Wales that include a range of "one stop shop" services and trained staff. The NHS and local authorities should develop a clear policy objective as a consequence.	A project to scope the health risks for older people will be undertaken by NHS Wales Department. The aim is to provide a holistic picture of their present and future health needs. This will be used to develop a comprehensive Older Person's policy and action plan for the NHS in Wales to meet those needs.

4.9	Working with its partners, the Welsh Assembly Government should lead the development of a programme to promote exercise and avoid falls in old age, including training and development for carers, other care providers and professionals.	See 4.1.
4.10	The Welsh Assembly Government should develop guidance in collaboration with its partners to promote well co-ordinated and effective continence services for older people throughout Wales. Access to public toilets in commercial outlets for older people should be promoted.	We will develop guidance in collaboration with partners to promote well co-ordinated and effective continence services for older people throughout Wales. We will undertake a study into improving the access to public toilet facilities, for older people.
4.11	The Welsh Assembly Government should promote the development of Health Alliances. Further work should also be undertaken to facilitate the sharing of good practice across Wales including joint working, practical schemes e.g. easy walking schemes, healthy eating facilities, safety at home etc..	See 4.1

4.12	The Welsh Assembly Government should review the provision of cancer services in Wales to ensure the availability of timely and appropriate diagnostic/screening facilities regardless of age.	The Welsh Assembly Government recognises the benefit of timely and appropriate diagnostic/screening facilities for cancer regardless of age. With regard to diagnosis, it is already committed to the implementation across Wales of the Cancer Services Co-ordinating Group's (CSCG) Standards of Cancer Care which, amongst other things, set out recommended arrangements and times for patients suspected of having cancer to receive their diagnosis. With regard to screening, it is already advised by the National Screening Committee of where it is clinically and operationally appropriate to have population screening programmes for particular cancers, such as exist for breast and cervical cancers, and will act upon such advice.
4.13.	We recommend that a programme should be developed to promote the benefits of good oral, ophthalmic and hearing health in older people and offer practical advice and encourage regular check-ups.	<p>Primary care needs to be a central performer in the development of a healthier Wales. The Primary Care Strategy for Wales sets out the direction for family health services to be strengthened to enable a wide range of services to be delivered in the community. These services will also become more proactive in identifying and supporting the more vulnerable people within practice population</p> <p>The Welsh Assembly Government's strategy for primary dental care sets out how we can improve the oral health of Wales. This is currently out for consultation.</p> <p>A strategy for the future of optometric services in primary care is also out for consultation. It sets out proposed service developments to meet patient's needs.</p> <p>The Welsh Assembly Government has made funding available for the modernisation of audiology services in Wales. A programme of improvements to facilities and training of audiologists was undertaken at all NHS Trusts. From August 2002 all NHS Trusts are able to fit modern hearing</p>

		<p>aids.</p> <p>The proposal to develop an Older Person's Policy for NHS Wales, see 4.8, will include older person's sensory disabilities and how services should respond to meet those needs.</p>
4.14	<p>We further recommend that the Welsh Assembly Government takes action to ensure the adequate provision of dental services to older people in the community and in residential care. Oral health needs must be seen as an integrated component of all health and social care plans for older people.</p>	<p>See 4.13</p>

4.15.	The Welsh Assembly Government should also review the efficiency and cost effectiveness of alternative models of health and social care checks for over 75s.	This will be looked at as part of the scoping project referred to in 4.8.
4.16	The Welsh Assembly Government And local government should develop a specification of the requirements of older people for leisure and exercise facilities. Existing services should be developed to ensure that they are accessible, affordable and suitable for older people.	See 4.1

5.1	In the context of the development from Housing Strategy for Wales, a National debate should be led by the Welsh Assembly Government about the options for meeting the future housing needs of older people. The debate should be wide ranging and ensure participation of all key interests including older people themselves.	The Welsh Assembly Government accepts that there should be a wide-ranging debate about the options for meeting the future housing needs of older people. This must be based on a thorough understanding of the scale and nature of these changing needs and of the resources and aspirations of older people themselves.
5.2	The Welsh Assembly Government should take action to further strengthen the links between health services, social services and housing departments.	<p>The Welsh Assembly Government accepts that it should take action to further strengthen the links between health services, social services and housing departments. These linkages are vital to developing the Strategy.</p> <p>The recently published guidance in respect of the private sector renewal changes emphasises the need for local authorities and health sector organisations to work in concert in the delivery of services particularly in the field of disabled facilities grants. The recently launched Rapid Response Adaptations Programme is also securely modelled on these bodies working in unison with Care and Repair agencies and other voluntary sector organisations.</p>
5.3.	The Welsh Assembly Government should review the role of housing associations and related regulations on residential homes and supported accommodation so that they can participate effectively in the	Accepted and already in force as current regulations and permitted objects allow Housing Associations to participate in respect of supported housing. The position in respect of residential care is being examined.

	implementation of health and well being and care strategies.	
5.4.	Further research and development should be undertaken to identify and evaluate how the use of equity release schemes (including small sum releases) can benefit older people, improve their housing and increase income safely.	The Welsh Assembly Government understands this recommendation and has already instituted actions which will achieve the objective.
5.5	Consideration should be given to how changes in the private sector housing renewal arrangements might help in improving living conditions for older people.	The Welsh Assembly Government accepts that changes in the private sector renewal arrangements should help in improve living conditions for older people. The guidance accompanying the recently published Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 gives prominence to the importance of providing help for elderly and disabled people through a package of grants and/or loans. All local authorities will have to publish a private sector renewal strategy by July 2003 at the latest which will describe its policy towards these client groups.
5.6	The Welsh Assembly Government should give priority to progress their initiative as to how handyman and other home maintenance services might be enhanced and developed on a more consistent and stronger basis.	The Welsh Assembly Government agrees that the provision of Care and Repair handyperson services throughout Wales is very important in allowing elderly and disabled people to remain in their own homes in comfort and security. The Welsh Assembly Government has asked Care and Repair Cymru to provide a report on the effectiveness of the handyperson services and associated works by 28 February 2003
5.7	The Welsh Assembly Government	The Welsh Assembly Government accepts that it should examine the Home

	should examine the Home Energy Efficiency Scheme conditions to ensure they do not present any unnecessary barriers for participation by older people.	Energy Efficiency Scheme conditions to ensure they do not present any unnecessary barriers for participation by older people.
5.8.	Development of Fair Traders Registers and quality assurance kite marks for specific trades such as builders should be considered by local authorities to enhance consumer protection for older people	The Quality Mark is a government backed scheme designed to help the private householder find a reputable builder to carry out repairs and improvements to their home. It also provides reputable builders/tradesmen with a scheme which allows them demonstrate their commitment to quality through a single recognisable brand. Following successful pilots in Birmingham and Somerset, Construction Minister Brian Wilson announced on 26 March 2002 that Quality mark would be rolled out across England and Wales over a 3 to 4 year period.
5.9	Action should be taken to ensure that the Welsh Assembly Government e- Health Strategy and future e-Health services are developed to provide the benefits of new technology to support older people living in their own homes.	<p>“Informing Healthcare” has been published for consultation. It details our emerging information and IT strategy and looks to make information for patients, including access to their own records, much easier.</p> <p>The role of home monitoring to support older people will be considered within the development of an all-Wales Telemedicine and Telecare Strategy</p>
5.10	Further action should be taken by the Welsh Assembly Government and local government to promote health and social care policies which support older people to live at home with appropriate help and to be able	<p>The areas covered by these recommendations are already on the Wales Care Strategy Group’s agenda and will form part of its considerations as it works towards a blueprint for a world class care sector by 2010.</p> <p>In addition, a number of initiatives are already in hand/ in place (e.g. charges for home care, the means test for residential care, delayed transfer of care)</p>

	to access high quality supported and residential accommodation when necessary	
5.11	In the light of the Nuffield Institute report, the Welsh Assembly Government should undertake follow up research and evaluation to identify the level and range of unmet need in provision of social care for older people in 2002 and urgently examine options for how the deficit might be addressed.	There is already a body of accepted evidence and recent research available in this area. The issue is one of resources and priorities and local government, as statutory commissioners and providers of care has a key role to play in identifying needs at the local level.
5.12	The Welsh Assembly Government, local government and care providers should undertake a review of domiciliary care provision in Wales and consider how the sector could be stabilised and developed to ensure older people can continue to live independently in their own homes for as long as they are able.	See 5.10
5.13	As part of its continued development of the Carers Strategy, the Welsh Assembly Government should give consideration as to how respite	Ensuring that carer rights, and access to assessment of need remain key priorities of the Strategy. The Strategy aims for continuous improvement and sustainability in respite and other services (including training) to improve the health and well being of carers.

	support can be enhanced and made available on a regular and consistent basis by local authorities. Further work should also be undertaken to ensure that carers' rights to assessment are met.	
5.14	The Welsh Assembly Government should develop policies and guidance that secure greater consistency and fairness in eligibility, access and charges for community care services across Wales.	<p>Fairness and Equity are part of the Welsh Assembly Government's agenda. A range of measures are already in place or underway.</p> <p>Action has been taken in areas such as domiciliary care charging and commissioning care, with the issue of statutory guidance. Commitments have been made to explore other areas such as disability related benefits disregard from the means test for home care, a review of the implications and level of capital limits for property disregard and a review of personal expenses allowances for those in residential care. Regulations have been put in place to disregard property from the means test for residential care for 12 weeks and will be in place by autumn 2003 to enable Local authorities to take charges on property to avoid the need for an individual's home to be sold during their lifetime.</p>
5.15&6 .15	The Welsh Assembly Government should look to develop coherent, systematic and integrated arrangements for the funding and distribution of health and social care specialist equipment. Arrangements should be developed to: improve	<p>Specialist equipment is recognised as essential to the independence and confidence of older and disabled people. There is a continuing commitment to improving the provision of equipment.</p> <p>The Audit Commission has published two reports "Fully Equipped" March 2002 and a follow-up in June this year "Fully Equipped 2002: Assisting Independence". The reports looked at equipment services to older or</p>

	<p>service and supply to older people, use the joint assessment as a catalyst, bridge different funding streams, be less bureaucratic, returns/recycles equipment effectively for further use, and provides the help when and where it is needed. The concept of joint health and social care equipment stores should be promoted and developed. The equipment needs of disabled people should be given particular attention in seeking all of these improvements.</p>	<p>disabled people by the NHS and social services in England and Wales in five areas, orthotics, prosthetics, wheelchairs and specialist seating and audiology.</p> <p>The Specialised Health Service for Wales has considered the reports in relation to the wheelchair and prosthetic services provided by the Artificial Limb and Appliance Service</p> <p>A new policy for these services will be developed.</p>
5.16	<p>Further research should be undertaken on the prevalence and impact of disability in older people and how policies and programmes might better meet requirements and address short-falls that present barriers to healthy and active ageing for people with disabilities.”</p>	<p>Work is currently being undertaken by the Welsh Assembly Government, in conjunction with Swansea University, on the prevalence of disability in Wales. The project focuses on maximising the use of existing sources of information. The report of this project is expected in February 2003.</p> <p>We will consult with disability groups, including Disability Wales and the Disability Rights Commission, about the outcome of this research, which will help determine priorities for future disability research.</p>
5.17 & 6.3	<p>The Welsh Assembly Government, the NHS, Primary care, Local Government, the voluntary and independent sectors should all review their information giving</p>	<p>Agreed. Decisions about the piloting of Social Care Direct in Wales will be considered when the outcomes from piloting in South West England are known.</p>

	strategies and practices to secure quality, improvement and innovation to better meet the needs of older people. The piloting of Social Care Direct in Wales should be taken forward.	
5.18	Targets established to measure performance in waiting times for social care should be applied consistently, reviewed and progressive improvement made, in the light of available resources. Local Authority Policy Agreements should be used to monitor the effectiveness of care for older people.	We are funding the improvement of local authority performance management systems that address this proposal. Local Authority Policy Agreements already monitor care for older people adequately.
5.19	The Welsh Assembly Government should put in place measures to secure fairer charging structures for long term care. This should include examination of the cost, benefits and other implications of improving the position under the capital limits for means testing arrangements where people have to sell their homes to pay for care	See 5.14

5.20	Local Government working with the voluntary sector should consider how support for “less intensive needs” might be made available to older people in cost effective and innovative ways and as part of integrated prevention strategies at a local level.	See 5.10
5.21	As part of its Primary Care Strategy, the Welsh Assembly Government should ensure that the needs and requirements of older people are addressed. A range of action should be considered including greater emphasis on nurse and allied health professional led assessment, easier and more flexible access to GPs of choice, more community health clinics, greater use of nurse practitioners training and skills development, role of health visitors, better liaison between GPs and hospitals, and better GP services to individuals in residential care	A key element of the Primary Care Strategy is the prevention and early detection of disease and ill –health, particularly important for older people who are more at risk. The Strategy will also address the requirements of the changing population including older people who have high levels of need, to access and use primary care services more effectively
5.22	The Welsh Assembly Government, the NHS and local government should ensure the provision of accessible and co-ordinated	We are committed to supporting more and better community transport as part of an integrated transport system in Wales. The Welsh Transport Forum has produced a report into the provision of community transport in Wales, and its recommendations will be implemented through a partnership including the

	transport services to health facilities, including specifically (the) location of bus stops close to health centres, surgeries and hospitals. Improved community transport services should also contribute to the resolution of this problem.	Assembly, the health service, local government and the community transport and voluntary sectors. An Action Plan has been drawn up.
5.23	Local government and the NHS should ensure the needs of Welsh speakers are addressed more effectively when planning and providing health care services.	Agreed. This is covered by the Assembly Government Policy Statement 'Bilingual Future'
5.24	Local government and the NHS should ensure the needs of ethnic minority language speakers are addressed more effectively when planning and providing health care services including those whose use of English has deteriorated due to illness and age.	Agreed. The WAG is committed to undertaking research into the needs older people from minority ethnic communities (recommendation 3.19). Priority will be given to research into the needs of ethnic minority language speakers in the provision of NHS and local authority services. We will look to develop innovative and practical solutions based on the recommendations of this research
5.25	Further emphasis should be given to the development of joint working at the interface between health and social care and housing and other local government services including use of the Health Act Flexibilities.	<p>Effective joint working is key to service planning and provision at the interface between health and social care and wider local government. We are continuing to emphasise partnership working, including the use of Health Act Increased Flexibilities.</p> <p>Co-ordinated policy development will be achieved through closer co-</p>

	The Welsh Assembly Government should ensure its internal structures reflect the need for an integrated approach across NHS, Social Care and Housing.	ordination between Assembly Departments, and overseen by the Health & Wellbeing Partnership Board, to be Chaired by the Minister for Health & Personal Social Services.
5.26	We recognise that in a number of areas in Wales, development in the housing market and local services threatens the supportive social and cultural network for older people and we ask the Welsh Assembly Government to undertake further research to explore this issue and identify action that might be taken.	The Welsh Assembly Government accepts the recommendation that further research be undertaken to explore the way in which, in a number of areas in Wales, development in the housing market and local services threatens the supportive social and cultural network for older people, and to identify action that might be taken.
5.27	The development of joint working between health and social care, housing, other local government services and the independent sector should be given priority as new Partnership arrangements for health and well-being are developed	From April 2003, each local health board and local authority will be required to formulate and implement a Health, Social Care and Well-being Strategy. In formulating their strategy, local health boards, local authority and their local partners should take account of the recommendations contained within the Strategy for Older People. These strategies will include the wide range of relevant local authority services including housing, education and transport.
5.49 5.50	The Welsh Assembly Government should formally accept the Royal Commission's recommendations. The Welsh Assembly Government should challenge the UK Government to fund and implement free personal care in the context of UK taxation, benefits and	The Welsh Assembly voted in plenary, during the May debate on the Report of the Advisory Group on an Older Person's Strategy to 'confirm as Welsh Assembly Government policy, the Advisory Group's conclusions in relation to free provision of personal care by the National Assembly'. This policy has not changed. One of the Advisory Group's conclusions was to adopt formally the Royal Commission's recommendations in relation to free personal care. The Welsh Assembly Government wrote to the Secretary of State for Wales. The UK Government's response reiterated its original position (copied below).

	<p>inheritance policy as the Royal Commission had intended.</p> <p>The key principles and driving force in charging policy for long term care should be the Unified Assessment Framework and diagnostic equity rather than the definition of nursing and personal care currently used.</p>	<p>“The UK Government has rejected the Royal Commission’s recommendation on personal care and took a deliberate decision to spend the resources available on improving the quality and range of services provided for older people and people with disabilities. These services will help them regain as much independence as possible, support them in their own homes, and be tailored to their needs, not those of the organisations providing them.</p> <p>The UK Government believes that investing in free personal care would be at the expense of its objectives for a better range of services and chose investment in new intermediate care and related services, including community equipment services, to promote independence and improve quality of care for older people.”</p> <p>Changes to primary legislation would be necessary to introduce free personal care in Wales. In the absence of primary legislative powers, the Welsh Assembly Government will explore what opportunities there might be for increased flexibility for the Assembly, if, and when, any changes could be afforded.</p>
6.1.	<p>The Welsh Assembly Government should develop a National Service Framework for older people in Wales, tailored to the requirements of Wales and should issue robust guidance on its implementation to the NHS and local government.</p>	<p>This work is already in train. The Assembly’s draft National Service Framework (NSF) for Older People was out for consultation earlier this year. Our aim is to issue the NSF in summer 2003</p>

6.2	<p>The Welsh Assembly Government should work with all relevant statutory and voluntary sector bodies in Wales to ensure there is a comprehensive and appropriately funded Strategy for Mental Health Services for Older People. This should address the areas for action identified by the Audit Commission including securing early support, assessment and information, strengthened joint working to help people stay at home, better integrated services for those who cannot stay at home and consistent accountability and strategic leadership, commissioning and planning</p>	<p>This work is already in progress. The Welsh Assembly Government's National Service Framework (NSF) for Older People will be prepared for issue next summer and will cover comprehensive service design quality needs such as Mental Health Services for Older People. This will build on, and complement the Assembly Government's Strategy for Mental Health.</p>
6.3	<p>The development of joint working between health and social care, housing other local government services and the independent sector should be given priority as new Partnership arrangements for health and well-being are developed.</p>	<p>See 5.17 & 6.2.</p>
6.4	<p>User and sector participation, strategic planning, common</p>	<p>Effective joint working is key to service planning and provision at the interface between health and social care and wider local government. We are</p>

	definitions, funding methodologies, policies and procedures, joint training, joint assessment and sharing resources should be taken forward proactively to secure effective joint working in all areas of Wales.	continuing to emphasise partnership working, including the use of Health Act Increased Flexibilities. Local Health, Social Care & Wellbeing Strategies will be firmly rooted in wide consultation and stakeholder interests to ensure effective joint working between sectors across Wales.
6.5	The Welsh Assembly Government and local government should work in close partnership with the care sector to address current problems of capacity, quality, choice and accessibility and bring greater stability, looking at both short and medium term solutions.	These issues are being addressed by the Wales Care Strategy Group. See also 5.10.
6.6	Up to date research to identify and record good practice in the provision of health and social care for older people across the European Community and elsewhere should be used to inform future policy development	Agreed. We will develop a co-ordinated and integrated approach to research on older people and their needs. Evidence from the EU will form part of that process.
6.7	The Welsh Assembly Government should examine the role which leaders or "champions" for older	See 2.6

	people might have in local health boards and health and well-being partnerships (when formed) to ensure that all health housing and social care services are sensitive to their needs and are free from policies or practices that could be perceived as discriminatory on grounds of age.	
6.8.	Action should be taken to monitor performance of the NHS in the delivery of policies to address age discrimination and ensure there is equal access to services regardless of age.	See 6.1
6.9.	Local Government should ensure that robust local policies and effective monitoring are in place to help prevent abuse and to deal with it effectively where it occurs including liaison with the police on involvement in reporting of abuse by families	Agreed. In Safe Hands guidance requires that LAs and partner agencies including the police should develop local adult protection policies and procedures.
6.10	Action to tackle delayed transfers of care from hospital to the community is needed, to ensure that support provided to older people is	We acknowledge that delaying an older person's transfer of care from hospital to a more appropriate care setting can be detrimental to their health and well-being. The Welsh Assembly Government is committed to reducing the incidences of delayed transfers of care through promoting a wider range of

	<p>appropriate, timely and co-ordinated and focuses on their needs rather than on the operational demands of the NHS. Improved follow up action once people have returned to the community is also needed</p>	<p>services and support for older people such as intermediate care and rapid response services (see 6.12 & 6.13) and more effective partnership working between health, social care and housing agencies (see 5.25 for key role of partnership working). Action to tackle delayed transfers of care includes:</p> <ul style="list-style-type: none"> • A grant scheme making £17m available to local government over the 2 years 2001-2 to 2002-3 and a further £12m for 2003-4; • A new information management system established to allow local health and social services partners monitor and address the causes of delays in their area; • Steps to improve discharge planning and processes, including new discharge guidance, currently being developed and the annual Emergency Pressures Planning Guidance; and • Further steps to improve service delivery through a programme of visits by health and social care professionals to local health and social care communities to identify and address causes of delays in the area and share good practice.
6.11	<p>In the development of a Palliative Care Strategy, the Welsh Assembly Government should ensure that older people and their carers are fully involved and that improvements are achieved across all aspects of the services from hospice to community. Palliative care should be available for all conditions that require it, good quality care at the end of life should be the right of all.</p>	<p>We are developing and implementing a strategic framework for Palliative Care to provide for a consistently high quality service that is available uniformly across Wales.</p>

	Bereavement support services should particularly seek to combat social isolation and provide help for surviving partners at a particularly vulnerable time.	
6.12	A Strategy to develop more effective prevention and rehabilitation services should be developed by the Welsh Assembly Government with all of its care partners to offer an integrated and cost effective approach that ensures the maximum possible degree of independence is restored and maintained, and that inappropriate hospital stays are avoided.	<p>The development of policies and plans for rehabilitation services for older people will be based on the District Auditors 2002 bulletin.</p> <p>Prevention activities are outlined in 4.1.</p>
6.13	The concept of intermediate care requires development and clarification. It should be taken forward through a clear policy and implementation framework. This should be linked to the development of comprehensive care pathways utilising the unified assessment framework.	<p>We are developing comprehensive guidance which identifies the priority need for the development of intermediate care services in Wales.</p> <p>Intermediate Care Guidance will be issued this year and will provide a framework in which to plan services. The planning will require a joint approach to both the commissioning and the provision of a range of services designed to prevent avoidable hospital stays, maximise older people's rehabilitation and recovery after illness and minimise dependence on long term health and social care services. It involves inputs from a range of services in the NHS, social services, housing, independent and voluntary sectors thereby offering an integrated approach.</p>

		Intermediate care will form an integrated part of a seamless continuum of services linking health promotion, preventative services, primary care, community health services, social care, support for carers and acute hospital care.
6.14	The implementation of the Unified Assessment Framework for Wales should lead to much closer, timely multi-disciplinary collaboration in the assessment process, especially for the frail older people. Using skilled specialist staff, a training and development programme should be undertaken to underpin the implementation.	Accepted & fully recognised as supporting implementation programme. An incremental approach to implementation is being adopted and this will lead to a person centred approach to assessment of need with the service user and the carer being at the centre of the process.
6.15	An effective structure of support services and training for the informal carers of older people, including particularly older carers, should be developed, that ensures that all carers have access to a common assessment of their needs and to appropriate levels and types of respite care.	<p>The Carer Strategy aims for continuous improvement and sustainability in respite and other services (including training) to improve the health and well being of carers. Ensuring that carer rights, and access to assessment of need remain key priorities of the Strategy.</p> <p>In July 2001, the National Assembly implemented those provisions of the Carers and Disabled Children Act 2000 which provide carers (for the first time) with a right to an independent assessment of need. It also extended the possibilities for services beyond respite care to any services the local authority may consider appropriate to help and support carers with their caring role. Local authorities are fully supportive of the Carers Strategy and are developing a range of services that are more flexible and accessible to</p>

		carers and engaging carers and carers organisations in service planning.
6.16	Consideration should be given to the development of clinical networks to ensure the provision of co-ordinated services for older people, with particular reference to specialist medical services.	The Chief Medical Officer has undertaken some foundation work on clinical networks and the horizontal and vertical integration of services. This area will be included in the scoping project - see 4.8
6.17	Consideration should be given as to how older people's choice of where to die can be respected.	We are developing a Palliative Care strategy (see 6.11) which includes older person's choice.
7.1.	The Welsh Assembly Government should produce a comprehensive Imp Plan for the Strategy for Older People in Wales taking account of the outcomes of consultation on this Strategy Report. A clear and robust monitoring and evaluation framework should be drawn up	An Action Plan will be published as part of the Strategy. Monitoring and Evaluation Plans will be developed (during 2003).
7.2.	The Welsh Assembly Government should consider the financial implications of implementing this Strategy Report ensuring a priority	£10 m will be allocated to the Strategy over the first 3 financial years. In addition to this new and dedicated funding, many other Assembly budgets include policies and programmes that will benefit older people eg free bus travel, health promotion, 6 weeks free home care, carers strategy, housing

	is given to identifying sufficient resources to enable priorities to be addresses. In the light of recommendations at Chapter 2, consideration should be given to the development of a dynamic and effective process for leading and monitoring the implementation of a Strategy for Older People in Wales.	support etc. The Cabinet Sub-Committee will keep overall programmes under review.
7.3.	The Welsh Assembly Government should develop a dedicated research and development programme on ageing as a basis for a better understanding of older people and their concerns and to inform policy development across its statutory responsibilities. A priority for responsive research on older people should be agreed. Data collection and forecasting of demography, population movements should all form part of the programme.	An integrated and co-ordinated approach to research on older people's issues will be developed. This will complement a full monitoring and evaluation process. This is an area where the Older Peoples Forum will have a significant role to play.
7.4.	Local Government and other relevant statutory bodies in Wales should develop and resource their own strategies and implementation	Local decisions on funding of the Strategy are for local authorities to take, but should be consistent with local community strategies and Local Health, Social Care and Wellbeing strategies developed jointly with Local Health Boards.

	plans to take forward the relevant recommendations in this Strategy Report.	
7.5.	The Welsh Assembly Government should finance Local Government, Local Health Boards, Assembly Sponsored Bodies, national voluntary organisations and other statutory bodies to develop the organisational capacity to deliver the action on older peoples issues set out in this Report.	£10 million over the first 3 years of the Strategy will be available. Details of how the funding will be accessed and distributed will be announced separately.

Annex C

THE STRATEGY FOR OLDER PEOPLE IN WALES

January 2003

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Annex – Strategy Action Plan

**Foreword - Jane Hutt AM, Minister for Health and Social Services, Welsh
Assembly Government**

I am delighted to introduce this first ever Strategy for Older People in Wales. It is published at a time when we are all more acutely aware of the need to plan ahead for an “Ageing Society” and to do a lot more now to improve the life of many older people living in difficult circumstances.

The Strategy builds from the findings of ‘When I’m 64 ...and more’ (May 2002) the Advisory Group report, and aims to provide a comprehensive, challenging and dynamic framework for progress. It will help us all to confront ageism and other discrimination against older people; tackle stereotypes of old age and improve the engagement with and participation of older people in our communities. Older People play a vital role in society and we must ensure this is recognised and that their contribution is both valued and further enhanced. We need to respect older people and realise that in Wales this means respecting their language.

There are many issues highlighted in this Strategy about how government at all levels affects older people and their lives. A significant agenda of work is set out to address the need for improvements for older people in key services such as health, housing, social services, transport etc. We need to remove barriers to the employment of older people for their own self-fulfillment as well as to the benefit of the Welsh economy. We need to encourage healthy life-styles in earlier life so that added years can be active ones too. All of this work must of course build on the achievements and good practice already in place and not “re-invent the wheel” where it is already working well enough.

An important facet of the Strategy is that it does not deal with all these issues in isolation and a “joined up” approach to implementation is at its core. It reinforces our development of *Well Being in Wales* as an approach that cuts across all the Assembly Government’s policy areas as part of an integrated approach to policies and programmes. A widely based “action orientated” partnership will be the only way to successfully turn these aspirations into reality. The Older People’s National Forum that I intend to establish will be the driving force behind the Strategy. The Forum will in particular need to give early priority to the structures that will be required at national and local level to

support the Strategy and also to advise on the monitoring and evaluation of the Implementation Plan.

The National Assembly has accepted the principle of free personal care on the basis of the Royal Commission's recommendation that this should be a matter for UK taxation, benefits and inheritance policy. At the present time, the UK Government maintains its position that the priority for spending on long term care should be investment in improving the range and quality of services for older people. In the absence of any change at the UK level, the National Assembly does not have the legislative powers to implement a policy of free personal care. The Welsh Assembly Government will continue to press the UK Government for the powers and resources to consider the matter in Wales, but will however continue to explore opportunities for alleviating the burden of paying for personal care.

Over and above the money which will take forward the Strategy in mainstream Assembly Government programmes, we are providing £10 million over 3 years to ensure that the Strategy has a strong base from which to grow. But this is only a starting point and it is vital that over the next 10 years that this framework is further developed by all interests across Wales working in tandem. Locally led action and initiative will be central to implementation. Our Ageing Society is an issue we all have a stake in whether we are already "older", nearing retirement, planning for its arrival or have parents or grandparents who are older people. So let's all make this Strategy a success for Wales!

Chapter 2 - Executive Summary and Strategic Aims

This Strategy is the product of extensive consultation, research and expert views about the lives of older people in Wales both now and in the future. The aims, objectives and more detailed programmes and projects reflect the

findings of the report of the Advisory Group 'When I'm 64.....and more ' published in May 2002 and over 100 responses to it. The Strategy recognises that:

- over the next 20 years demographic changes will significantly change the balance of the population and mean that future policies and programmes in Wales must reflect the needs of an ageing society;
- there is a need to improve the quality, quantity and responsiveness of services for older people

Chapter 3 sets the context and background for the Strategy, explains its grounding in the United Nation Principles for Older People, summarises the conclusions of the Advisory Group report and outlines the main tenets on which the Strategy is based.

Chapter 4 deals with the role for older people in communities and public life in Wales. The evidence suggests there are continuing problems facing many of older people ie age discrimination, ageism and stereotyping, poor engagement with and participation of older people, social exclusion, isolation, poverty and gaps between the generations. A series of objectives and policies are described to tackle these problems, with local government identified as key change agents. Particular actions include establishing an Assembly Cabinet sub committee for older people, setting up a National Older People's Forum, more effective strategic planning to address older people's needs and a new innovative approach to promoting inter-generational practice. The central role of transport in the lives of many older people is also highlighted

Chapter 5 focuses on the contribution of older workers to building our economy in Wales. Their skills, knowledge and experience will remain an asset. Advantages for older people from continued employment, if they wish, includes better income, more active lifestyles, and reducing the risks of social exclusion and dependency later in life. A need to maximise income and

pensions for retirement through more flexible approaches to employment of older people is described. Specific policies include tackling age discrimination in employment, *'Prime Cymru'* to support people over 50 into self-employment, encouraging learning by people over 50, development of IT skills and facilities in the community.

Chapter 6 says that with increasing numbers of people are living a longer life it is important that the added years are accompanied by good health, and improved quality of life. Changes in living behaviors even later in life can bring benefits. We will ensure that the specific needs of older people are addressed through a Health Promotion Action Plan for Older People. The health service plays an active and important role in maintaining health and preventing ill health and a number of new strategies to improve primary and secondary care service are set out eg pharmacy, dental, optometry, nutrition. New health and well being Strategic Planning at local levels will be crucial in ensuring improved, integrated services for older people. A National Service Framework (NSF) for older people will address variations in standards of care and aims to achieve greater consistency in the availability and quality of services.

Chapter 7 explains that housing; health and social care services inevitably become more important to people, as they grow older. Maintaining independence or making a transition to dependence requires these services to be delivered effectively to a high standard and in joined up manner. The Assembly Government will lead a national debate about the priorities and strategies for meeting older people's housing needs. We will also work to promote a confident, flexible and viable care home sector and help ensure effective community services are in place to support older vulnerable people.

Chapter 8 sets out a framework for implementing the Strategy over the next decade and leads into the more detailed implementation Action Plan that is annexed. The basis for a coherent and joined up approach across all devolved and some non-devolved policy areas will be achieved through "mainstreaming" older people's issues. Over and above the resources which will be provided for services to older people through mainstream programmes,

the Welsh Assembly Government will make available £10 million over the next 3 financial years to support the implementation of this Strategy. A research, monitoring and evaluation plan is described as a basis for further development.

The 5 key Aims of the Strategy for Older People in Wales are:

- Reflecting the United Nations principles for Older People tackle discrimination against older people wherever it occurs, promote positive images of ageing and give older people a stronger voice in society.
- To promote and develop older peoples' capacity to continue to work and learn for as long as they want, and to make an active contribution once they retire.
- To promote and improve the health and well-being of older people through integrated planning and service delivery frameworks and more responsive diagnostic and support services.
- To promote the provision of high quality services and support which enable older people to live as independently as possible in a suitable and safe environment and ensure services are organised around and responsive to their needs
- To implement the Strategy for Older People in Wales with support funding to ensure that it is a catalyst for change and innovation across all sectors, improves services for older people and provides the basis for effective planning for an ageing population

Chapter 3 - Introduction and Background

1. The publication of this Strategy for Older People is a landmark for Wales. For the first time , we have systematically analysed the aspirations and needs of older people in Wales and produced this strategy and

implementation plan to address priority issues over the next decade and beyond

2. *Over the last century the proportion of the population aged 60 and over has more than trebled. Over the next 20 years the overall population is projected to grow only slowly by just 3 per cent (less than 100,000 people), but the number of people of current retirement ages in Wales will increase by 11 percent to 650,000. The number of very old people (85+) in Wales is projected to increase by over a third to 82,000. The demographic changes will significantly alter the overall balance of the population and will offer both opportunities and challenges. Future policies and programmes must reflect the needs of an ageing society. More generally there is also a need to improve the quality and responsiveness of services for older people. These factors led the Welsh Assembly Government to establish an Advisory Group in Spring 2001 to support the development of a Strategy for Older People in Wales.*
3. *The Advisory Group report 'When I'm 64...or more', was published in May 2002. The process of developing the Group's report was underpinned by findings from literature reviews of research on older people's lives, contributions from subject "champions" and an extensive consultation programme including focus groups, a conference, Assembly Regional Committee sessions and a questionnaire. All told, this consultation programme resulted in direct contributions from over 1,000 people in Wales.*
4. *The Advisory Group recommendations were wide ranging, encompassing both devolved and non-devolved issues. The key conclusions include:*
 - To ensure that a higher profile is given to older people's issues throughout Wales and in all aspects of life and to ensure that older people's interests are represented in National and Local Government
 - To ensure that older people are able to participate fully as citizens in every aspect of society
 - To ensure that future consultation on new policies includes participation of and engagement with older people at all stages

- To challenge and address ageism and other forms of discrimination against older people and promote more positive images of older people
- To strengthen and promote participation in community activities and volunteering by and for older people
- To remove barriers to employment, to support the recruitment and retention of older people, and encourage their participation in education and training.
- To develop schemes to secure improvements in mobility and to integrated transport services for older people
- To combat poverty and poor housing among older people and promote greater uptake of benefits
- To review the current strategies for tackling crime, their impact on the needs of older people, with particular reference to schemes to combat confidence tricksters, rogue trades-people and others who prey on or abuse older people
- To promote the development and improved awareness of the benefits of links across all generations
- To promote health promotion and preventive action for older people, including pre-retirement action to improve health and decrease dependency in old age
- To promote health and social care policies which enable older people to live at home with appropriate help as long as possible.

5. The Welsh Assembly Government's formal response to the Advisory Group recommendations and the summary of consultation responses are available on request (029 20825191) and on our Website

<http://www.wales.gov.uk/subisocialpolicy/content/ssg/contents-e.htm>

6. This Strategy builds on the main conclusions from the Advisory Group report and the comments received from the many organisations and individuals who responded during the consultation period on it. The Strategy also embraces the UN Principles for Older Persons -

- independence,

- participation,
- care,
- self fulfillment,
- Dignity.

7. The Strategy will be an important agent for change. It takes as its starting point the principle that there is no “quick fix” to the challenges and opportunities presented by an ageing population. There must be sustained and serious effort over at least a 10-year period if we are to tackle the broad ranging and often inter-dependent issues where change is needed to benefit older people now and in the future. This will require a high degree of working together at all levels of Government, between all sectors and all partners.

8. It is clear to us from the work of the Advisory Group that defining need by reference to age is not always an effective strategic response. The Strategy therefore takes a holistic approach wherever feasible so that action across more than one boundary can be effectively joined up. However, where there are issues that do relate to age or ageing, we must ensure services respond in a way that is tailored to the users requirements. Also promotion of intergenerational practice will help build cohesive communities and reduce social exclusion. The Strategy will also provide a high level framework to which other policies can relate eg local Community Strategies, and the National Service Framework for Older People. In this way the Strategy will influence more operationally focused policies and projects. On non-devolved issues impacting on older people in Wales (such as crime, pensions, benefits, consumer protection, employment law) we will continue to work closely with the UK Government so that there is cohesion with related Assembly Government policies. Our Strategy will complement the UK Government “Better Government for Older People” Programme.

9. Among adults, the highest proportion of Welsh speakers still tend to be older people and for the elderly whose first language has been Welsh, there can be added difficulties of communicating effectively in English. This has

implications for the need to provide services through the medium of Welsh as well as English. Language, community and cultural issues may also be significant in defining the needs of older people among Black and Ethnic Minority communities in Wales. We need more research to identify and develop services that can respond appropriately to these as well as other groups who require distinctive or tailored support.

10. There are of course many areas where additional resources could help to improve services for older people. In developing this Strategy, the Welsh Assembly Government will take a view on what is affordable and achievable. Implementation over a decade provides the opportunity to establish realistic time-scales and priorities within the context of our available budget. In addition to relevant investment in specific programmes benefiting older people, the implementation Action Plan will also be supported by £10 million over the first 3 financial years of its life. This will provide a sound basis from which action can be taken forward at national and local level. Robust monitoring arrangements will ensure that we and all our partners – including local government, health authorities and statutory bodies - deliver on the published objectives and actions. The voluntary and independent sectors and older people's organisations will be a key partners in that process.¹¹ As the Strategy is taken forward, it will be important that it is periodically updated and reviewed using the outcomes of monitoring and evaluation. We will expect to engage the active support and engagement of Local Authorities (LA), Assembly Sponsored Public Bodies (ASPBs), and other players in the Voluntary and Private Sectors to deliver the Strategy. LAs in particular have a key role in ensuring the needs of older people are placed at the center of local services and strategic planning. We will be working with them to establish a monitoring and evaluation Programme. We will report progress after 3 years and at regular intervals thereafter.

12. If you have any comments about this Strategy or wish to contribute to its implementation then please write to: Steven Milsom, Social Care Policy Division, Welsh Assembly Government, Cathays Park, Cardiff, CF10 3NQ
Phone 029 20 823206 or email Steve.Milsom@Wales.gsi.gov.uk

Chapter 4. - Valuing Older People

Strategic Aim

Reflecting the United Nations principles for Older People, to tackle discrimination against older people wherever it occurs, promote positive images of ageing and give older people a stronger voice in society.

Strategic Objectives

- To enhance the engagement with and participation of older people in society and at all levels of government.
- To establish a National Partnership and Policy Forum for Older People that will include older people and will provide expert and informed advice to the Welsh Assembly Government and other statutory bodies.
- To develop approaches in Wales that will promote the image of older people and ensure greater understanding and respect between the generations.
- To increase the level and impact of older people's involvement in their communities through volunteering and incentives to participate actively in the planning and development of local services and infrastructure.
- To develop and promote policies and programmes to tackle poverty and social exclusion amongst older people
- To develop joined up services that are tailored and integrated to meet the needs of older people, taking language needs into account, through strong partnership arrangements.

- To develop better community transport as part of an integrated transport system for Wales including planning, public information and availability.

Policies and Programmes

13. Older People have a wealth of experience and knowledge that can enrich the lives of the communities in which they live. But there are also negative images of older people, and some people believe that their contribution is less valued than it should be, or than it used to be. These perceptions translate in various ways: - age discrimination, poor engagement with and limited participation of older people, social exclusion, isolation, poverty and gaps between the generations. The Assembly Government's Strategy will challenge and change attitudes to older people. Wherever older people live in Wales or whatever their circumstances, they must get a fair deal and be able to contribute to society as equal citizens. A **programme of citizenship** is one of the key themes of this Strategy.
14. Discrimination on the grounds of age in all forms must be addressed. We will work with the UK Government, local government and other statutory and voluntary bodies to tackle this. Engagement and participation of older people in society is vital if their contribution is to be recognised and developed. At the national level we need new mechanisms to secure effective representation and consultation with older people in Wales. The Strategy will only be developed and delivered effectively if we succeed in putting Older People closer to the centre of policy making and service delivery. The Assembly Government is committed to building the perspective of older people into policy development at all levels. The work of the Partnership Forum will assist this process, but further commitment will be essential to drive the strategy forward.
15. The Assembly Government will establish a **Cabinet Sub-Committee for Older People's needs** – and ensure effective implementation of this strategy continues to receive regular and high level profile. An advisory **National Partnership Forum for Older People** will be established. One of its first

tasks will be to provide advice on the best way to achieve **improved engagement** with and **participation** of older people. The National Forum will want to discuss and agree its role, terms of reference, objectives and work programme however the initial aims that we will give to it will include:

- To provide expert and informed advice to the Welsh Assembly Government on the development of its policies for older people;
- to provide a focus and impetus for the debate of and support for the development of effective policies at all levels of government to benefit older people and;
- to provide an effective channel of communication from older people and their representatives to local government and Assembly Government in Wales and through the Assembly to UK Government

16. At local level, we want to see older people having an **effective voice** on a wide range of participative and planning issues. Their views must be heard in the new local community strategies, as well as in Local Health Boards (LHBs), Community Health Councils (CHCs), and other local consultative arrangements. In addition we will expect each LA Executive to designate an **Older Persons “Champion”**.

17. Older people have a significant part to play in their families and in their communities. We are committed to **promoting an enhanced image** of ageing for older people generally – and particularly those with disabilities – in the work of government at all levels The Welsh Assembly Government will set the standard of good practice in our own publication and media work, and encourage others to do so too. We will also support new **approaches to inter-generational linkages** for example in areas like community development and support for voluntary action.

18. **Active involvement of older people in the community** has many benefits. Not least it improves quality of life, helps to tackle exclusion, isolation and loneliness and ensures older people can influence the development of the villages and towns in which they live. Local Government and the voluntary sector will be encouraged to build on current practice and working with others establish **local development centres** for volunteering activities and to provide incentives for more older people to participate in their communities and share knowledge and experience with other generations. The Welsh Assembly Government already funds a scheme to promote **volunteering** among older people as part of the Active Community Initiative. We recognise the role language plays in encouraging involvement, and that people are more likely to participate if they are able to do so in their chosen language.

19 Many older people in Wales are living in difficult economic circumstances. These problems can be worse for those in rural areas. There are a number of policies, initiatives and schemes at UK, Wales and local level to address poverty amongst older people and to maximise their income and support. Through our **social inclusion programmes**, we will work closely with the UK Government and local government to build on these measures. One way to address these issues will be to improve access to and information on services for older people through the development of **integrated “one stop” service centers** that also helps maximise incomes and pensions and increase benefit take –up. We have, secured free local bus travel for pensioners and disabled people (and an escort, where appropriate) We plan to extend free **bus travel to male pensioners over 60**.

20. We are already tackling exclusion and deprivation in our most deprived areas through our flagship **Communities First Programme**. This will have a strong impact on the Older People Strategy by encouraging older people to become involved in developing and implementing regeneration projects in their areas. Under the programme, a number of initiatives will be taken forward which will directly benefit older people.

21. We know that Older People are particularly concerned about **personal and community safety** and experience high level of anxiety about crime. The Assembly takes this very seriously. The Community Safety Unit in the Assembly is taking forward programmes and policies on crime and disorder reduction. We are taking action to extend and integrate services for older people through sub post offices (especially in rural areas and areas of high social deprivation) and to maximise the potential role of Post Offices as a community resource. Together with our programmes already announced to improve **Community Transport**, this is especially important for older people living in rural and other non-urban areas.

Chapter 5: Changing Society

Strategic Aim

To promote and develop older peoples' capacity to continue to work and learn for as long as they want, and to make an active contribution once they retire.

Strategic Objectives

- ◆ To work with the UK Government to support the recruitment and retention of older people in employment.
- ◆ To work with UK Government in the implementation of legislation to tackle discrimination in employment on the grounds of age
- ◆ To help more older people to set up their own businesses and to encourage the transfer of knowledge and experience from older/retired business people to new entrepreneurs.
- ◆ To promote the benefits of learning and to provide readily accessible information and advice to potential learners of all ages on learning opportunities available.
- ◆ To create a network of community learning centres throughout Wales in line with local need
- ◆ To promote and develop the availability of IT facilities in communities and IT skills for older people

Policies and Programmes

22. The demographic changes mean a higher proportion of the population in Wales will be post-retirement age and this shift in the relative size and age profile of the working population raises fundamental economic issues for Wales. The potential contribution of older workers will continue to be a major resource. Their skills, knowledge and experience will remain an asset that needs to be utilised if economic growth, labour supply and sound public

finances are to be maintained. There are of course advantages for older people from **continued employment**, if they wish, including income, lifestyles, and reducing the risks of social exclusion and dependency later in life.

23. This Strategy will contribute to measures which aim to **increase employment activity** levels amongst those over 50 to the benefit of both business and individuals. To do this, **employment barriers will need to be removed**. The New Deal 50 Plus targets the older unemployed by offering access to training, work experience and funding. There needs to be a greater use of measures to retain and motivate older workers and enable them to make a transition to new job opportunities. Employment practices for older workers need to become more flexible in terms of work patterns, recruitment, re-instatement, learning and training, gradual retirement, caring for dependants etc. The significant increase in over 85s will also increase demands for health and social care workers – both formal and informal.

24. The UK Government is committed to introducing employment legislation **prohibiting direct or indirect discrimination** on the grounds of age by December 2006. This – together with the economic imperatives – will require business in Wales to take a positive approach to the employment of older workers. Choice for the individual in determining work aspirations will be essential. The UK Government will also have a role in aligning benefit and pension regimes accordingly so that older workers are not penalised from staying on in the labour market. A lead will be needed by Government at all levels to change ageist attitudes and promote a positive culture towards older people in employment. In Wales, the Assembly is supporting work on extending support for carers in work and has removed the retirement age of 60 for its own employees

25. **Encouraging Entrepreneurship** is a key theme in '*A Winning Wales*' – the Welsh Assembly Government's national economic development strategy. Wales has relatively fewer people engaged in business activity

when compared with other regions in the UK and older people are particularly under-represented. The Wales *Entrepreneurship Action Plan* includes programmes aimed at helping to create the right kind of climate for business start-ups, reducing barriers to enterprise and making sure that the right kind of business support is available to new and growth businesses. As part of this, '*Prime Cymru*' has been established as an autonomous Welsh arm of the Prime Initiative for Mature Enterprise to support people over 50 into self-employment. Prime Cymru works with older people during the initial stages of setting up in business and is helping mainstream business support providers to develop services which are accessible, understandable and tailored to meeting the individual needs of people in this age group. Business Support organisations are also being encouraged to optimise the involvement of older and retired business people in transferring knowledge and experience of running businesses to new entrepreneurs and working as **business mentors** across a range of start-up and business development programmes.

26. 'The Learning Country', the Welsh Assembly Government's comprehensive programme for education and lifelong learning to 2010, set out three key priorities: removing barriers to learning; widening participation; and, developing the skills of the workforce. **Encouraging people over 50 back into learning** will offer ways for them to gain new confidence and skills, to become economically active or to become involved in community activity and improvement. Promoting learning for older people can provide a range of personal benefits such as improved social opportunities and enhanced quality of life, independence and health.

27. Development **of community Information Technology centres and resources** is underway that will increase and improve access for older people. Through "Cymru ar Lein" we want Wales to be a place where our local communities are actively using ICT to help remove physical, geographical and linguistic barriers, where ICT is used to combat social exclusion and reduce existing social divisions. We want to ensure that

everyone in Wales can acquire the skills and understanding to participate in and benefit from the Information Age. This will include action to encourage the development of essential ICT skills throughout local communities. To discover full details of our progress or feedback your thoughts on how we are doing, see the website at: <http://www.cymruarlein.wales.gov.uk>, visit your local library to view the strategy or ring: 0800 100 900 to find out where you can log-on for free.

Chapter 6 – Living Longer and Healthier Lives

Strategic Aim

To promote and improve the health and well being of older people through integrated planning and service delivery frameworks and more responsive diagnostic and support services.

Strategic Objectives

- To develop multifaceted evidence based action programme of health promotion for older people.
- To implement a National Service Framework for Older People in Wales that addresses variations in standards of care and achieves greater consistency in the availability and quality of both health and social care services.
- To prevent, delay the onset of and reduce the impact of illness and disability for older people through policies and programmes that address the risk factors and promote healthy living.
- To promote the health and well-being of older people through strong partnership at local level between local authorities, local health boards, NHS Trusts and other statutory and independent partners.
- Strengthen and develop Primary Care and Community services to meet the changing needs of patients - including older people - their families and communities in which they live

- To develop high quality services that are responsive to the needs of older people through development of strategies and programmes for optometry, dental care nutrition, hearing and pharmacy services.

Policies and Programmes

28. As people get older it is important that the added years are accompanied by good health. The benefits of good health are clear – improved quality of life for individuals, more opportunities to remain active in family and community life – and reduced call on health and care services. Both individual's and Wales as a whole have good cause to put a high priority on health promotion. Changes in living behaviours even later in life can bring benefits. Health promotion for older people is therefore a key theme of this Strategy, and will be delivered through a **Health Promotion Action Plan** for Older People. This will cover issues such as pre-retirement action to improve health, encouraging exercise, and diet, tackling negative factors like smoking, alcohol use and depression. A multi-faceted approach to encouraging healthy life styles will be taken.

29. ***Well Being in Wales*** launched in September 2002 is the Assembly Government's new strategy to achieve improvements in personal and public health across Wales. It highlights the importance of health to the economy and sets out proposals for more action to reduce health inequalities across all the Assembly Government's policy areas. This overarching approach is especially relevant to older people.

30. Older People are increasingly frequent users of general and primary health services, and they are also the major users of local authority community care and social services. For many older people, these services need to work together and often with Housing too - to help address problems which arise when older people (or their partners and families) fall ill or simply grow increasingly frail with advancing years. There have been significant advances in health and social care provision for Older People in recent years.

One of the biggest challenges, however, is to secure effective co-operation across the whole range of health and care services for older people.

31. The new LHBs will bring health service planning and commissioning closer to the local community. From April 2003, LHBs and LAs will have a statutory duty to work together to plan and deliver services, through a Joint Strategy for Health, Social Care and Wellbeing. Older People's needs will have a central place in these new partnership arrangements, which will ensure co-ordination between the full range of health and social services, together with housing and other local authority services. The health, social care and well-being Strategies will be a central part of the broader community strategies being developed in each part of Wales

32. Many Older People have regular contact with primary care services. It is a vital part of the health service and plays an active and important role in **maintaining health and preventing ill health**. Its success is vital, as our society becomes older. A key element of the Assembly's **Primary Care Strategy** is the prevention and early detection of disease and ill –health, particularly important for older people who are more at risk. The Strategy will address the requirements of the changing population including older people who have high levels of need, to access and use primary care services more effectively. Research and consultation suggested that this was a particular problem for older people, especially in rural areas. In addition to education, equal access to high quality services across Wales and premises which are of a high standard and using the latest equipment are important objectives.

33. National Service Frameworks (NSFs) are being developed to address variations in standards of care and to achieve greater consistency in the availability and quality of services, by putting in place mechanisms which will enable best care to be provided to all. In the light of the Advisory Group Report and this Strategy, we will develop an **NSF for Older People in Wales**. The NSF reinforces the work already in progress and will take account of how this Strategy will address discrimination, unified assessment and health promotion and it will be tailored to the needs of older people in Wales. **Mental**

Health of Older People will be another priority for the NSF. The **Fundamentals of Care** initiative aims to tackle inconsistency across service settings and improve the quality of the most important aspects of health and social care for vulnerable people

34. The NHS in Wales is trying to secure improved services and standards. At the heart of our plans the National Service Framework for Older People will set overall guidelines on service quality, accessibility and delivery for all relevant services. It will cover social care too. Alongside the NSF, there are a range of other, more detailed service strategies, many of which will have special relevance to Older People. These include stroke diabetes, incontinence, palliative care, preventing falls, but the most important are:

- ◆ The **Pharmacy Strategy** sets out a 10-year vision to provide people with fast convenient access to pharmaceutical care, and aims to build public understanding of the role of pharmacy, access and the support it can provide to people, especially older people.
- ◆ The Welsh Assembly Government needs **primary dental care** to be a central performer in the development of a healthier Wales and the strategy sets out how we can improve the oral health of Wales.
- ◆ We have already taken innovative action in optometry. For example, we have introduced free eye health examinations to those at risk of eye disease. The draft **strategy on optometry** looks at the future development of optometry and deals with the increasing demand on the profession and pays particular attention to meeting the needs of an ageing population.
- ◆ The **Nutrition Strategy** tackles the problem of dietary inadequacies in the Welsh population generally but particularly in disadvantaged groups. Following consultation on the strategy an action plan has been drafted. This aims to improve nutrition among the whole population of Wales, but also targets action among key population groups, including older people,

who stand to gain the most benefit from improved nutrition. To a large degree the success or otherwise of the strategy will depend on effecting behavioural change across much of the population. Much of what the strategy will seek to achieve will be underpinned by education initiatives. The needs of older people in respect of nutrition and diet are key issues to be addressed within the overall approach.

35. The Welsh Consumer Council's report '*Welsh in the Health Service*' (2000) concluded that Welsh language provision in the NHS in Wales was poor, and that older people are one of the four key groups of Welsh-speakers that cannot be treated effectively in many instances unless it is in their first language. As a result of the report the Minister for Health and Social Services set up in August 2001, the All Wales Task Group for Welsh Language Services to look **at Welsh language issues in the NHS**. The Task Group has formulated a National Strategy to tackle the issues raised in the Welsh Consumer Council's report. The Welsh Language Unit within the NHS Wales Department was set up in January 2002 to co-ordinate the Welsh language implementation.

Chapter 7: Coping with Increasing Dependency: Housing, Social Care and health

Strategic Aim

To promote the provision of high quality services and support which enable older people to live as independently as possible in a suitable and safe environment and ensure acute, primary and specialist services are organised around and responsive to their needs

Strategic Objective

- ◆ Promote an adequate supply of special forms of housing which meet the varying and changing needs of older people and ensure they can remain independent as long as possible.
- ◆ Ensure that older people – including especially those with disabilities - have access to the help they need to remain in their own homes including timely access to adaptations and repairs.
- ◆ To establish effective unified assessment procedures for health and social care.
- ◆ To develop the provision of intermediate care services to meet the need for short and long term care of older people close to their homes whenever appropriate
- ◆ To promote the development of a range of domiciliary care services in Wales to offer older people choices in accessing effective, user-centred support to maintain their independence.

- ◆ To promote the development of a viable, confident and responsive care sector to deliver quality services in Wales that include more flexible models of care
- ◆ To maintain and extend robust regulation of care services for Older People by the Care Standards Inspectorate for Wales and through National Minimum Standards

Policies and Programmes

36. Housing, health and social care services inevitably become more important to people as they grow older and need support to maintain independence, mobility and health. Maintaining independence or making a transition to dependence requires these services to be delivered effectively to a high standard and in joined up manner. This strategy aims to support continual improvement in these services so that older people can rely on receiving high quality support wherever they live in Wales.

37. The housing requirements of older people vary considerably. Most older people feel strongly that they would like to remain independent in their own home as long as possible. We will lead a **national debate** about the priorities and strategies for meeting **older people's housing needs**. This will take account of existing and new research new models of supported housing and other solutions required to meet the diverse needs of an ageing population. The process will help identify clear policy options and a framework for the future. We will consult on our proposals for change. **Better Homes for People in Wales - A National Housing Strategy'** provides the overarching framework and sets out our unequivocal vision for housing in Wales. The constituent aim of "helping older people find the housing and support services they need in the most efficient way" and to remain in their own homes for as long as is practicable" is actioned through complementary programmes,

detailed in the Strategy Action Plan, and cascaded through Local Housing Strategy guidance.

38. Housing and the availability of support to live at home is often a crucial factor in the choices older people have to make when they face illness or increasing frailty. We are committed to close partnership between policy development, strategic planning, and service delivery for housing, health and social care services. The interplay between these is particularly important when older people are facing admission to, or discharge from, hospital; we are tackling this through a number of new Assembly – led initiatives to improve services in relation to:

- Emergency Pressures;
- Effective discharge, planning;
- 6 weeks free home care;
- Rapid response housing repairs and adaptations.

39. Social Services provide vital support and protection for many older people in Wales. It is imperative therefore that they can deliver the highest standards of service, through a well led and managed regime that works well with others, is person centred and seeks continuous improvement. We will increase our **investment in social care services** by £230 million by 2005 to help local councils to achieve these aims. Our Inspection and Review arrangements will also continue to monitor and evaluate the outcomes for service users, placing appropriate regard on the importance of Welsh language provision. Local determination of priorities and needs will still be essential but effective management and use of available resources will need to secure improvements and greater consistence in the availability and quality of services to older people and others.

40. Individuals who need help have typically in the past been assessed by a variety of different health and social care staff working independently of each other. We have introduced new **Unified assessment** procedures which

instead take a holistic approach to assessment with benefits for people who use services, for agencies and for professionals. Unified assessment procedures will ensure more effective joint working and prevent people being serially assessed and asked for the same information by different agencies. Information on language choice should be an integral part of such effective joint working. We have issued both statutory and professional guidance to support implementation of these new arrangements for older people by 2005.

41. Many older people are able to live independently at home through the invaluable support they receive from informal carers. Our **Carers Strategy** will continue to provide a strong focus for recognition and help for them. Providing choice means offering a range of options. Better and more flexible domiciliary services are the first step to providing support for Older People to live independently at home. **Domiciliary Care Services** provided by local authorities are important for older people in maintaining their independence and achieving successful recovery following a stay in hospital. New regulations and National Minimum standards will be introduced for this sector. We have also issued statutory guidance to assist councils to ensure **charging policies for home care are designed to be fair** and operate consistently between different services. A new scheme to provide up to **6 weeks free home care** has also been funded by the Assembly Government. However, more needs to be done to re-invigorate this sector and the Wales Care Strategy Group will advise on a new **strategic direction** for these important services as part of its objectives.

42. For some people, increasing frailty coupled with ill health or other high dependency needs means that living independently at home cannot be sustained. For them, transfer to residential or nursing care is the next stage in the journey to higher dependency. Moving out of your own home and accepting the inevitability of long term care, is a major change in lifestyle. The decision to move into care, the choices open to people, and the quality of care they receive, all need to be well planned and sensitively managed. The Assembly Government recognises that both local government and the

voluntary and private sectors, have a vital role to play in the provision of well planned, high quality and responsive care home services.

43. The Assembly Government wants to see the sustainable growth of a confident, flexible and viable care home sector for the future, to ensure that services are in place to support older vulnerable people. We have established a **Wales Care Strategy Group** with a range of partners to address the inter-related problems facing the care sector as a whole. Our aim is to secure the development of a comprehensive high quality Care Sector in Wales over the next decade and introduction of more flexible models of care.

44. Work is currently being undertaken by the Welsh Assembly Government, in conjunction with Swansea University, on the **prevalence of disability** in Wales. The project focuses on maximising the use of existing sources of information. We will consult with disability groups, including Disability Wales and the Disability Rights Commission, about the outcome of this research, which will help determine priorities for future disability research. We are also committed to undertaking research into the needs **older people from minority ethnic communities**.

45. A **new regulatory regime** under the Care Standards Act is being introduced for the first time to ensure high quality care services including for older people. **The Care Standards Inspectorate for Wales** has been established in the National Assembly (with regional offices throughout Wales) to ensure compliance with regulations and national standards.

Chapter 8: Implementation – Making It Happen

Strategic Aim

To implement the Strategy for Older People in Wales with support funding to ensure that it is a catalyst for change and innovation across all sectors, improves services for older people and provides the basis for effective planning for an ageing population

Implementation Framework

46. The implementation of this Strategy will not happen overnight. Indeed the process must be one that builds from local needs as well as national aims and is responsive to change. The Strategy is therefore set in a **10-year framework** of action that has a starting point in this document and the **Action Plan** that follows this section. The more detailed objectives and programmes that underpin the Strategy are outlined. This is only a starting point and it will be essential to maintain momentum and monitor progress on the range of activities described and to periodically review and extend the Action Plan on a prioritised basis. The National Forum will be well placed to provide advice to the Assembly Government on this.

Funding

47. Resources already exist in a wide range of funding programmes and mainstream services throughout the Assembly Government programmes. In many cases it is not possible to dis-aggregate funding exactly, however Older People will be a significant part of the target group in for example reform of the NHS, Primary Care action plans, Free Bus Travel for Pensioners, Employment of over 50s, Volunteering Initiative, Health Promotion Strategy, 6 weeks free home care, Carers Strategy, Communities First etc

48. Over and above this the Welsh Assembly Government will make available **£10 million over the next 3 financial years** to support the implementation of this Strategy. This will comprise:

2003-4 - £1m

2004-5 - £3m

2005-6 - £6m

Details of the arrangements for distribution and access to this funding will be published separately.

Research, monitoring and evaluation framework

49. A co-ordinated approach to research and development on ageing and older people will ensure that both the Assembly Government and the National Forum have access to robust information and advice. It will be essential that this is integrated with the implementation of the Strategy. Further details about measures and procedures for managing implementation and involving all the interests will be discussed through the National Forum and published. The key features of our approach to research, monitoring and evaluation will be:

- ◆ Selecting and agreeing baseline and performance indicators for the Strategy
- ◆ Developing an overarching programme of research which joins up the various research projects in the Strategy and ensuring this research is used to make on-going decisions;
- ◆ Identifying and filling gaps in the information and evidence base to support the strategy eg health promotion, disability, housing, Black and Minority Ethnic Elders;
- ◆ Developing the evidence base and ensuring it is used to inform the implementation of the strategy at key stages;

- ◆ Commissioning an overarching evaluation which would: run alongside the implementation of the Strategy; inform development and implementation at key stages; and provide an analysis of the outcomes and impact of the Strategy.

50. The National Forum for Older People will have a key role in regularly monitoring progress on how the Strategy is implemented. Additionally, an interim Report on the first 3 years of the Strategy will be produced for discussion by the Forum and subsequently it will be published.

51. There are clear aims and challenges to address in this Strategy. Some look to build on existing policies and achievements, others to change the direction or increase the pace at which services are developing. Essentially, there are also a number of areas where the Strategy looks to break new ground or take an innovative approach. All are important and will require time and commitment to achieve. Together with the Welsh Assembly Government, all partners, in all sectors are invited to help make these aspirations a reality for the benefit of older people now and in the future.

Welsh Assembly Government
January 2003

THE STRATEGY FOR OLDER PEOPLE IN WALES - ACTION PLAN

This Action Plan describes the main projects and activities that support the Strategy for Older People. It does not include everything that the Assembly Government is already doing or is planned for older people but concentrates on the key areas where action has just commenced or will be focussed for the first time. Detailed project plans objectives and milestones for each action area are being developed.

Issue	Assembly Government Action
1. Establish a Cabinet Sub – Committee for Older People	A Committee will be set up by Summer 2003 to ensure a co-ordinated and holistic approach is taken to the implications of an ageing population and the changing needs of older people
2. To establish a National Forum for Older People to advise the Assembly Government	To establish by end 2003 a representative and effective National Forum that provides expert advice on issues affecting older people in Wales
3. Improve engagement with older people in their communities	Local Authorities and other statutory bodies to build engagement and participation of older people into their planning and consultative systems by April 2004
4. Develop Post Offices as community economic development centres.	To develop a Fund to support and develop post offices in deprived and/or isolated parts of Wales by end 2002
5. Actions to assist the elderly and retired people in rural Wales.	Community regeneration measures funded under the LEADER+ Programme including good access to retail and other services in rural areas Implementation of proposals under development by 2003-4
6. Support Community Transport schemes across Wales	Revenue funding under Rural Transport Grant Schemes
7. Free Bus Travel for Pensioners	Free Travel on local buses for pensioners (and disabled people) from April 2002 will be extended to men aged 60-64 from April 2003. This will improve access and mobility for older and disabled people

8. Research into the experiences and future needs of Black Minority Ethnic elders	Consultation with Black Minority Ethnic (BME) organisations will be undertaken in the Autumn 2002, to determine priorities for research.
9. A development programme to promote intergenerational links.	Develop a Plan of Action by April 2004 to promote intergenerational links based on evidence and best practice, building community regeneration, This will need to involve older people directly and command support of all key partners
10. Encouraging people over the age of 50 to consider self-employment and providing support during the initial stages of business start up	<p>Through the PRIME initiative and Cyfenter project :</p> <p>Programme of action research into the barriers to enterprise facing people over 50 and other under-represented groups</p> <p>Ensure awareness of the needs of older people by business support providers and the provision of more accessible and relevant services.</p> <p>Provide business start-up support to 1000 older people (by end of Dec 2004), bringing about the creation of 250 new businesses.</p>
11. Action to widen participation in learning.	<p>Promote the benefits of learning and provide readily accessible information and advice to potential learners of all ages on learning opportunities available.</p> <p>ELWa and Careers Wales to have regard to the needs of older potential learners in the design of their marketing and information campaigns</p>
12. Action to support the recruitment and retention of older people.	<p>Consultation with Department of Work and Pensions on the Age Positive Initiative</p> <p>20,000 more over 50s of working age into employment by 2002/03 and an overall target to increase participation in employment amongst the over 50s by 2010</p>
13. Health, Social Care and Well-being Strategies formulated by	Health, Social Care and Well-being Strategies that take account of Older

Local health boards and local authorities	People's needs should be in place by April 2005
14. Health promotion action framework for older people.	Produce a 3-year health promotion action framework, which reflects available resources.
15. Develop and publish a National Service Framework (NSF) for Health and Social Care for Older People in Wales	Consult on draft NSF – May 2003 Issue NSF summer 2003
16. Conduct a wide-ranging debate about the options for meeting the future housing needs of older people	<p>i. Compilation of a comprehensive evidence base on the housing needs of older people by late 2003.</p> <p>ii. Monitor and evaluate by 2004 the new changes to the private sector renewal system to ensure that they are capable of being used to best effect to improve the living conditions of older people,</p> <p>iii. Monitoring of the network of handy-person services and action to strengthen the quality of service by 2004</p> <p>iv. Interim evaluation of the Home Energy Efficiency Scheme for Winter 2002/3 and identification of any unnecessary barriers for participation by older people.</p> <p>v. A study on rural housing markets, as part of the Housing Research Programme to identify ways in which the Assembly Government's rural housing policy should be adapted to counter any adverse consequences.</p>
17. <i>Develop services for Carers through the Carers Strategy.</i>	<p>Effective communications on best practice for assessment, training and wider support and services to carers</p> <p>Develop initiative to support carers in the workplace</p>
18. Promote the Care Sector in Wales	Report of the Wales Care Strategy Group (WCSG) and recommendations for the future of sector.
19. To strengthen regulation and inspection of care services	Introduce Regulations and National Minimum Standards for Domiciliary Care

impacting on older people under the Care Standards Act 2000	by January 2004 and Day Centers by end 2004
20. Promote Intermediate Care within integrated Health and Social Care planning	Issue Guidance on developing Intermediate Care services to meet the need for short and long term care of older people
21. Action to avoid prolonged hospital stay and unnecessary hospital admission	<p>Reduce the incidences of delayed transfers of care and avoidable admissions by :</p> <ul style="list-style-type: none"> • Delayed Transfers of Care Grant Scheme • Guidance for discharge processes • Rapid Response Adaptations Programme • “Change Agent” activity to help local partners develop/improve services