



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Work Programme

April 2012 - September 2013

**An independent voice and
champion for older people**

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Accessible formats

If you would like a copy of this document in Braille, large print or audio format, please contact the Older People's Commissioner for Wales. Contact us by emailing ask@olderpeoplewales or by telephone on 08442 640670.

This document is also available on our website in both Welsh and English, visit www.olderpeoplewales.com

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If you need help with a specific problem that you, or someone you care for, may be having, please call our Enquiries and Support Team on 08442 640670.

1. Introduction

Older generations should be celebrated for the huge contribution they make. They are the backbone of our families, our communities and our country. Older people make a fantastic contribution not only as carers, volunteers and grandparents but also to the wider economy. Older people currently contribute over £1 billion a year to the economy in Wales, almost £3 million per day¹, and during the next 20 years will contribute almost £27 billion.² The value of childcare and volunteering is £755 million a year.³ By raising us, teaching us and caring for us, older people give so much to so many. They are our families, our friends and those we care about.

All too often we see and hear negative stereotypes and messages about older people and growing older. It is quite simply wrong that older people are often portrayed as, and made to feel like they are, a burden to other people and society. All too often older people are subjected to age discrimination. Combatting these negative images and age discrimination are both ongoing priorities for us as a Commission.

We have already done much in Wales to support older people, providing support directly in hundreds of cases through our Enquiries and Support Team, promoting older people's interests across a range of policy areas and scrutinising the quality and delivery of services, with a focus on health and social care settings.

However, none of us in public service or who care about older people can be complacent. Too many older people live in poverty, have ill health, feel excluded or discriminated against, do not have the basic information they need to make important decisions, are victims of abuse, or simply don't receive the little bit of help needed when they ask for it. These are issues on which all of us in public service in Wales need to be focused and I will work with a range of partners, including statutory bodies and the third and voluntary sectors to drive positive change for older people.

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We stand up and speak out for older people.⁴

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We work to ensure that Wales is a good place to grow older, not just for some but for everyone.⁵

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The Commission is contacted every day by older people, their families, carers and others, about issues and concerns that affect them. It is clear that many older people are simply not being listened to, do not have a strong voice and consequently have little control over their lives. It is vital that everyone in public service listens to the voices of older people and ensures that they are fully involved in developing and designing services that improve their lives. Engagement must be meaningful and there must be strong accountability back from those who make decisions. Older people must have effective voice, choice and control.

We not only need to consider how we care for and support those who are vulnerable now, we must also begin thinking about the provision of care and support for those who may be vulnerable in the years to come. We must ensure that we adopt an approach in Wales that combines the immediate provision of support with planning for the future. As people get older, they must be enabled to make decisions that will help to ensure that they age well, maximising the opportunities available to them. We need to support people more effectively so that they will be able to manage the challenges that come with ageing – we call this “Ageing Well.” As with many things in life, a greater emphasis upon prevention and a little forward planning can make a real difference.

This is the Commission’s work programme for the eighteen months from April 2012 to September 2013. It outlines what we will be doing during this time to support older people across Wales. We will publish a review of progress on our website every six months. Some of this work will continue into future years as part of our ongoing work and will be included in our forthcoming four year strategic plan, which we will be issuing during autumn 2012 for consultation. Our work programme is flexible, however, so that we can respond to important issues that may arise.

A handwritten signature in black ink that reads "Sarah Rochira". The signature is written in a cursive, flowing style.

Sarah Rochira
Older People’s Commissioner for Wales

2. Background

The Older People's Commissioner for Wales is an independent voice and champion for older people in Wales, standing up and speaking out on their behalf. The Commissioner is independent of government and heads up the Older People's Commission for Wales.

The work of the Commission is driven by what older people tell us matters to them. On-going, direct engagement with older people and with those who represent and support them ensures that the Commission's work reflects the issues that matter most and have an impact upon the lives of those aged 60 or over in Wales.

In addition to extensive engagement with older people, the Commission also works with a broad range of groups, organisations and individuals across the public, third and voluntary sectors, including national and local government, to secure positive and meaningful change for older people throughout Wales. We also commission specific research that gives voice directly to older people so that their experiences are at the heart of our work.

The Commission's functions, as laid down in the legislation that established the Commission in 2006 and reflected in our current three year strategic plan, are to:

- Promote awareness of the rights and interests of older people in Wales.
- Challenge discrimination against older people in Wales.
- Encourage best practice in the treatment of older people in Wales.
- Review the law affecting the interests of older people in Wales .

The Commission will take forward its work by:

- Ensuring that the issues that matter to older people are understood by and reflected in the work of policy makers and service providers across Wales.

712,000
people in
Wales are
aged 60 or
over.⁶ It is
projected
that this will
increase
by 55% by
2035.⁷

£1billion
The net
economic
contribution to
the economy
by over-65s in
Wales in 2010.
This works out
at almost
£2.9million
per day.⁸

- Bringing together organisations and stakeholders who have influence to develop new ways of working to create better outcomes for older people.
- Recognising that which is working and promoting best practice but also, where necessary, reviewing, scrutinising and setting out expectations and standards relating to service delivery.

Engaging with older people

This year we are meeting with and listening to more older people, and those that care for and support them, than ever before through a new 'Engagement Roadshow' across the breadth of Wales.

We will be listening to older people's views in a number of ways:

- By visiting over 100 local groups representing a diverse range of older people that we haven't met with before.
- By holding 'meet the Commission' events within local community settings every month.
- By holding joint information days every three months alongside partner organisations that support older people.
- By working in partnership to hold specific events focused on the issues of loneliness and isolation.

The aims of our various engagement events are to:

- Raise awareness of the work of the Commission and ensure that older people are aware of how, through our Enquiries and Support Team and through our wider work programmes, we can support and make a difference to their lives.
- Continue to identify and understand the issues that matter to older people.
- Enable us to consult directly with older people on key changes that are taking place, for example, in relation to paying for social care or in the development of our own work programme.

We will provide regular feedback to the groups we meet, informing them of how their views have shaped our actions. We will also publish monthly web updates with details of our engagement visits.

We will be working with other organisations, particularly the network of 50+ co-ordinators in Wales, and voluntary and third sector organisations. This will increase our reach to older people across Wales and ensure that we also hear from those who support older people with the issues that matter to them.

We will be increasing our work through a range of media to raise awareness of how we can help older people directly, how older people can contact us and how they can become involved in the work that we do. This will include extensive engagement with local newspapers and radio.

We will be refreshing our website and updating our literature including our publications and leaflets.

We will also be taking action to ensure that older people are more actively involved in our work than ever before. This will include:

- Recruiting a network of supporters throughout Wales who will assist us in taking forward our work programme.
- Developing a bank of case studies and photographs so that the faces of real Welsh people are included in our literature and materials.
- Actively seeking the views of older people on key consultations to ensure that we can, where possible, give direct voice to older people on key issues that will impact upon them.

Visit our [website](#) to find out more about our engagement activities across Wales. If you would like us to visit your group or organisation as part of our Engagement Roadshow, please [contact us](#) using the contact details on page 1.

77 years

Life expectancy of men in Wales. For men in the most deprived areas, life expectancy can be reduced by 9.2 years.⁹

81.4 years

Life expectancy of women in Wales. For women in the most deprived areas, life expectancy can be reduced by 7.1 years.¹⁰

3. Direct support to older people

The Commission provides direct support to older people, aged 60 and above, through our Enquiries and Support Team. They assist older people and those caring for them by providing information, support and advocacy.

This year we will support older people by:

- Putting them in touch with organisations best placed to assist them to obtain the support they need.
- Providing information about services in their locality.
- Sharing information that will support and encourage them to participate fully and effectively in consultations on matters that affect them.
- Intervening directly if they have been experiencing difficulties with a public service provider or organisation providing services on behalf of a public body.
- Supporting them to make a formal complaint and then monitoring how their complaint is dealt with.

Our Enquiries and Support Team makes referrals to other agencies to prevent duplication of services, as well as providing direct support on specific issues.

The enquiries we receive contribute to our understanding of what is important to older people and help ensure that our work is based firmly on their views and experiences.

There are instances in which we will be contacted about an issue relating to the immediate safety or protection of an older person. In these circumstances, our overriding priority is the safety of the individual concerned and action will be taken to secure this.

As part of our commitment to making a difference for older people, where an enquiry has wider significance, and potential to impact larger numbers of older people in Wales, it can form the basis for further and more formal investigation.

4. Highlights of 2011-12

In September 2012 we will publish our annual report for 2011-12. This will detail the work that we have undertaken in the past year. Some highlights are included below:

- We supported over 700 enquiries from older people. We were able to provide assistance in many cases, helping to resolve several complex disputes as well as providing information, advocacy or support.
- We followed up our recommendations following our Review of dignity and respect in hospitals in Wales. As a result there are now unannounced dignity spot-checks in Welsh hospitals and more matrons on wards. People in Wales have become more aware of the need to show dignity and respect to older patients and this has been made a top 'Tier One' priority for the NHS.
- We undertook research into the experiences of older people living in care homes in relation to choice and control. We brought together their views and current research on advocacy to develop recommendations which focus on older people in these circumstances. We heard directly from older people by meeting with them in care homes. We also heard from care staff and relatives. We will publish recommendations to create sustained change in the way that advocacy is perceived and understood, and improve the consistency and quality of independent advocacy services across Wales.
- Age discrimination continues to be a major problem experienced by older people. We have gathered evidence of older people's experiences and perceptions of age discrimination and during 2012 and 2013 will use this to give voice to older people in challenging attitudes toward ageing.
- We achieved extensive media coverage for issues of concern to older people through interviews, features in the press and on radio and television. ITV Wales devoted a programme to the issues arising from our Review of dignity and respect in hospitals.

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We supported over 700 enquiries from older people, helping to resolve complex disputes as well as providing information, support or advocacy.

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We met with and challenged UK Ministers regarding the concerns of older people in Wales about the reform of pensions.

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- We joined partner organisations in opposing plans to end highly valued community transport schemes which keep older people active and able to access shops and services and participate in their communities. Together, we delayed the decision by Welsh Government to cut funding and obtained a commitment to properly evaluate the benefits that the schemes bring.
- We met with and challenged UK Ministers regarding the concerns of older people in Wales about the reform of pensions, pension credit, and welfare benefits. We also raised concerns around the funding of social care and how plans to respond to the Dilnot Commission's report would impact on Wales.
- We led a discussion at the UK Government's Advisory Forum on Ageing which identified inequality in women's pensions as the number one issue that the Pensions Minister should address. This prompted the government to reduce the two year increase in their state pension age to eighteen months, which helped 250,000 older women UK-wide.

Our annual report for the year April 2011 to April 2012 will be published and presented to the First Minister on 26 September 2012 and debated at the National Assembly for Wales by the Health and Social Care Committee on 25 October 2012. It will also be available on our [website](#).

5. Our work programme for 2012-13

As set out in our current strategic plan 2010-13, the Commission's key responsibilities are to:

- Promote awareness of the interests of older people in Wales.
- Promote the provision of opportunities for, and the elimination of discrimination against, older people in Wales.
- Encourage best practice in the treatment of older people in Wales.
- Keep under review the adequacy and effectiveness of the law affecting the interests of older people in Wales.

This work programme provides a high level overview of the Commission's main areas of work for 2012-13. Key priorities this year are:

- Age discrimination
- Poverty and financial concerns
- Paying for and access to social care
- Unpaid older carers
- Dementia
- Advocacy arrangements in care homes
- Information and advice
- Adult safeguarding and protection
- Dignity and respect in hospitals
- Ageing well
- Developing better public services

The above are not ranked in priority and are set out in more detail overleaf.

As part of our four year strategy (April 2013 to March 2017), we will be engaging with a wide range of individuals and groups across Wales. This will include meeting older people, older people's organisations, and those who care for and support older people. More information on this can be found in Section 6: Your chance to have a say on our future priorities (page 19) and on our [website](#).

Age Discrimination

Age discrimination continues to be a major problem experienced by, and raised by, older people. Age discrimination can lead to a lack of self-esteem, social isolation and, in some cases, failure to receive services, treatment or care. Older people have very few specific rights in law and, as a result, it can be difficult to challenge poor quality and failures in service delivery.

We will continue to campaign for developing firm rights that can be used by older people and those that represent them.

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We work to ensure that older people have a voice that is heard, that they have choice and control, that they don't feel isolated or discriminated against, and that they receive the support and services that they need.¹¹

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We will continue to seek better rights for older people in Wales. We will help them to challenge discrimination when they experience unfairness.¹²

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We will:

Publish a report that gives voice to older people by highlighting their experiences of age discrimination in Wales.

Launch a campaign, with partners, to challenge misconceptions around older age and generate a better appreciation of the value of older people to Wales.

Raise awareness of the recently enacted ban on Age Discrimination in the provisions of Goods and Services under the Equality Act 2010 and produce a range of materials that enable older people to be more aware of their rights and how to ensure these are met.

Review Welsh Government, Local Government and Health Board equality plans from the perspective of older people to assess the extent to which older people's interests are represented and to assess compliance under the public sector equality duty.

Seek evidence from the Welsh Government that it is complying with the United Nations 'Madrid International Action Plan on Ageing', which aims to ensure that age related issues are incorporated into public policy.

Seek action from the Welsh Government that places the rights of older people at the heart of the new Social Services (Wales) Bill, ensuring that the legislation is in line with the UN Principles for Older Persons.

Encourage cross party support within the National Assembly for Wales in relation to a Welsh Declaration of Rights for Older People.

Poverty and Financial Concerns

Poverty and wider financial concerns are now major issues raised by older people. Over 110,000¹³ older people in Wales live in chronic poverty. This has a significant impact upon the health and wellbeing of older people, their families and our wider communities. Yet older people significantly under-claim financial entitlements.

The only source of income for more than half of older people in Wales is the state pension and a quarter of the enquiries received by Citizens Advice Cymru from people aged over 60 are about debt.

Increasing living costs, particularly rising energy prices, have had a major impact on older people in Wales and very low interest rates have also made financial planning more difficult for those with savings and private pensions.

We will:

Make strong representation to UK, Welsh and Local Government on behalf of older people regarding financial issues they raise with us and about changes to financial entitlements that have a negative impact on older people.

Monitor the impact of financial or service reductions on older people and take appropriate action to ensure that they are not disproportionately affected.

Seek action from the Welsh Government and Local Authorities in Wales in relation to tackling poverty amongst older people and maximising the uptake of unclaimed financial entitlements.

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We will continue to challenge poverty amongst older people. We will challenge government when changes have a negative impact on the financial situation of older people.¹⁴

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Paying For and Access to Social Care

Issues relating to social care are frequently raised by older people. Whilst there is much good practice across Wales in relation to the provision of social care, older people face significant and growing challenges in accessing it and there are unacceptable variations in the quality of care provided.

Paying for care is a major issue for older people, many of whom are struggling to afford the support they need or are facing inconsistencies in the way that eligibility criteria and charging rules are applied.

We will:

Publish a report on older people's experiences of home care services and undertake further work to explore some of the issues raised, particularly those linked to commissioning and contractual arrangements but also in relation to standards underpinning the quality of care.

Work to promote the need for better recognition of the role of, and support for, front line social care workers.

Respond to those aspects of the UK Government's social care White Paper that impact the lives of older people in Wales. This will include continuing to press for early publication of future funding proposals across the UK.

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We will stand up for older people and make sure that the views and concerns of those who receive social care, or are worried about paying for their care, are heard by the Welsh Government.¹⁵

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Influence the Welsh Government's position on paying for social care, ensuring that the views and concerns of older people who receive it are directly heard by the Welsh Government.

Work with national and local government to support the issuing of revised guidance relating to care home closures.

Influence the Social Services (Wales) Bill so that older people have effective voice, choice and control when supported by social services, and that assessment processes, eligibility criteria and outcomes frameworks best support the interests of older people.

Unpaid Carers

There are 183,000¹⁶ older informal carers in Wales. They represent a fifth of all older people and over half of all those in Wales providing unpaid care.

Carers provide invaluable support to their loved ones. Many struggle with the complex needs of those they care for, often with little support and training. Carers also contribute significantly to the economy of Wales.

A lack of support impacts on the health of a substantial number of older carers, with over two-thirds having long-term health problems or a disability and nearly 70% reporting that caring responsibilities have an adverse effect on their mental health.¹⁷

We will:

Explore the level and adequacy of support provided to carers, with a focus on training for complex care tasks in the home.

Work with others to challenge the fact that carer's allowance stops at the age of 60.

Work with others to assess the impact of the Carers Strategies (Wales) Measure 2010 (this will depend on implementation dates).

Dementia

Approximately 43,000 people in Wales have dementia and this is predicted to increase by over 30% in the next 10 years.¹⁸ Despite having the highest levels of older people in the UK, Wales has the lowest formal diagnosis of dementia. Dementia is not well understood and assumptions based on inadequate knowledge are often made both about the disease and its impact.

Many people who have dementia are at high risk of becoming socially excluded and even discriminated against. Many carers struggle simply to cope. Improving dementia care must be a priority for all of us in Wales.

We will:

Work with others to assess progress of the Welsh Government's 'National Dementia Vision for Wales'.

Lead work across Wales on the development of dementia friendly cities and communities.

Follow up the recommendations that we made relating to dementia as part of our Review of dignity and respect in hospitals to ensure that progress is being made.

Improve access to advocacy for people with dementia through the follow up to our Review of advocacy arrangements in care homes.

Advocacy Arrangements in Care Homes

The Commissioner has a particular role in protecting the interests of older people in vulnerable situations and recognises the importance of independent advocacy in providing support during challenging times.

Research has shown that accessing advocacy services in Wales is a 'postcode lottery' and that there are large areas of the country that do not have sufficiently funded advocacy services for older people, with fewer advocacy services available today than there were in 2007.¹⁹

Our main focus this year will be to increase the voice, choice and control that older people have when they consider entering a care home, when they live in a care home or when a home is being considered for closure.

We will:

Publish and consult on recommendations on the adequacy of advocacy arrangements for older people when entering, living within or moving between care homes.



We will stand up and speak out for carers of older people in Wales, and work with carer organisation to improve support and advice.²⁰



We will raise awareness of the realities of dementia so that its impact on older people and their carers is more widely understood. We will push for better dementia services.²¹





Work with colleagues across Wales to develop good practice materials relating to the provision of advocacy for older people when entering and living within care homes.

Work with others across Wales to develop agreed advocacy standards.

Seek Welsh Government agreement to put a right to independent advocacy within the new Social Services (Wales) Bill.

Work with Welsh Government to support the development of its new advocacy business case as set out in its programme of government.

Information and Advice

A significant number of older people tell us about the difficulties of accessing information and advice. Too often, older people do not have the basic information needed to make major and complex decisions. This can often be at times of particular vulnerability, such as following bereavement or a serious illness.

Older people also tell us that they often do not know who to turn to for information, advice and guidance. In an increasingly digital world in which information is often found only online, many older people are struggling to access the help that they need.

There are many examples of good practice in the provision of information and advice in Wales, but more must be done to ensure that good practice becomes standard practice.

We will:

Consult on and issue guidance on the provision of information and advice services across Wales.

Continue, through our Enquiries and Support Team, to provide a wide range of information and support where the Commission is best placed to assist as set out in Section 3 (page 7).

As part of our 'Engagement Roadshow' we will, as set out in Section 2 (pages 4 and 5), bring together a wide range of agencies to improve people's understanding of the information, guidance and support available.

Adult Safeguarding and Protection

It is estimated that at least 34,000 older people in Wales are victims of some sort of abuse or neglect each year.²² Older people must be able to live in dignity and security and be free of exploitation and abuse.

There is still a lack of understanding about the extent and impact of elder abuse in Wales and current adult protection law can be a confusing maze.

We must therefore make sure that new legislation is clear and accessible, ensuring that it makes a real difference to the lives of older people who need protection from harm.

We will:

Continue to work with various organisations such as the police and Welsh Government to ensure that abuse of older people is properly recognised, that older people have access to justice when they need it and that data about the abuse of older people is correctly collected and acted upon.

Publish research on whistleblowing and explore ways in which those who work with older people can be fully confident in raising concerns and speaking up for those who are in situations that make them vulnerable.

Continue to, distribute and promote our very popular publication 'Protection of older people in Wales: A guide to the law', which continues to be widely used by those who work in health, social care and the legal profession as well as older people, their relatives and carers.

Support the Social Services (Wales) Bill to improve the detection and prevention of abuse and protect older people at risk of harm.



We continue to improve the access that older people have to information and advice so that they can make informed decisions and have choice and control over their lives.²³



We will make sure that new legislation makes a real difference in the lives of older people who need protection from harm so that they can live free from exploitation and abuse.²⁴



Dignity and Respect in Hospitals

Our previous work reviewing whether older people in hospitals are treated with dignity and respect highlighted some examples of good practice but also widespread examples of inadequate treatment.

The recommendations made following our Review, together with a comprehensive programme of on-going follow up work, have driven improvements in the way older people are treated in hospitals, with dignity now a top priority across the NHS in Wales.

We will continue to support and press for change, not only by encouraging the sharing of best practice, but also by scrutinising and holding service providers to account where further improvements are needed.

We will:

Reinforce the need for continued and sustained improvement in hospitals by actively encouraging and supporting the sharing of good practice.

Work with Community Health Councils, Healthcare Inspectorate Wales and others to monitor progress on implementing change following the recommendations that we made in our report.

Publish a progress report on the actions taken to date by the NHS and Welsh Government.

Ageing Well

In Wales, we are faced with a challenge: we must balance meeting the needs of those who are older now with the need to plan for future generations. We must begin to think about forward planning and preventative action, enabling those of us who are younger now to stay as healthy, independent and engaged as possible as we age.

We will:

Lead a national Ageing Well programme that will bring together a range of key organisations, all focused on developing our thinking and action around ageing well in Wales.

Publish a report challenging the notion that we can only afford to address the issues of younger or older people - but not both.

Challenge the negative stereotypes often associated with old age by highlighting positive news stories of older people.

Developing Better Public Services

High quality public services that meet the needs of older people must be a priority for Wales. Issues relating to public services such as community amenities, public toilets and libraries are frequently raised by older people, and the lack of public and community transport is a particularly prominent issue for older people living in rural Wales.

Key to the delivery of high quality and effective public services is ensuring that the knowledge and experiences of older people are at the heart of their design and delivery.

We will:

Begin work to assess how effectively public bodies around Wales engage with older people in the design and delivery of their services. We will want to know how public bodies have engaged with, listened to and acted upon the views of older people.

Work with the Welsh Government to ensure that forthcoming legislation around housing, public health and social care reflects the needs of older people.

Begin to assess the extent to which key public service strategies and plans reflect issues relating to older people.

Work with Local Government to ensure that local community plans reflect the issues raised by older people, for example, public transport, public toilets and community facilities. We will look for evidence of joined up working, clear outcomes, and effective engagement and accountability.

Work with the Welsh Government and others to begin to develop a set of indicators that can be used to take a high level view of the quality of life for older people within Wales.

Work with other parties to develop an integrated research agenda for Wales and we will review the current collection and use of data relating to older people.

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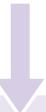
We will continue to make a difference to the way that people are treated when in hospital so that all older people are treated with dignity and respect.²⁵

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We will ensure that local community plans reflect the issues raised by older people.²⁶

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Work with policy makers and service providers to raise the profile and understanding of the wider concept of, and importance of, wellbeing. As part of this we will build a robust case for wellbeing to be central to the delivery of Welsh public service aims and objectives.

Publish a report that identifies the barriers experienced by older people in accessing public services.

Much of the above will feed through into our forthcoming four year strategic plan to support the changes that we believe need to happen to improve the lives of older people in Wales.

6. Your chance to have a say on our future priorities

Our work programme for 2012-13 is based on our current three-year [Strategic Plan \(2010 – 2013\)](#) but it also reflects the changing environment in which older people find themselves.

We are in the process of developing our new four year strategy, which will set out future priorities for the coming years from April 2013. This will be supported by annual operational work programmes.

To give older people and others the opportunity to comment on our future priorities, we will be seeking views on our future direction by way of a public consultation to be conducted during the autumn of 2012.

We want to hear about the issues that are important to you so that your views inform our strategy.

If you are an older person, the Commissioner is interested in knowing:

- What are the best things about getting older in Wales?
- What are the worst things about getting older in Wales?
- If there were three things that we could change on your behalf, what would they be?

If you work on behalf of older people in the public, private, third or voluntary sector, the Commissioner would welcome feedback on what matters to your organisation and the older people that you represent:

- What are the top three priorities for your organisation relating to older people?
- What frustrates you most and prevents you from achieving change for older people?
- How could the Older People's Commission help to add value to your organisation and its work?

Please send your responses to:

Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff CF10 5FL

Or email your responses to ask@olderpeoplewales.com with the subject header 'Work Programme 2012-13'.

7. How we go about our business and ensure we are fit for purpose

Decision making, funding and scrutiny

Each year, the Commissioner is required to formally present an annual report of the activities of the Commission to the First Minister. This report is subject to debate at the National Assembly for Wales by the Health and Social Care Committee, which will also take evidence directly from the Older People's Commissioner. Additionally our work is subject to wider scrutiny by the Wales Audit Office and the National Assembly's Public Accounts Committee.

The Commissioner as legal Accounting Officer is responsible for putting in place appropriate arrangements for the management and control of the resources in the Commission, including sound governance arrangements and the identification and management of risk. An Audit and

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We will give older people and others the opportunity to comment on our future priorities. We will be seeking views on our future direction through a public consultation.

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We are developing a new set of performance measures that demonstrate the difference that we make to the lives of older people.

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Risk Assurance Committee supports the Commissioner in achieving this. Minutes of the Audit and Risk Assurance Committee meetings are available on our [website](#).

The Commissioner has appointed internal auditors to undertake regular reviews of the internal control systems. These reviews are reported to the Audit and Risk Assurance Committee. The internal auditors' opinion states that, based on the work undertaken for the year ended 31 March 2012, the Commission has a sound system of internal control, which should provide substantial assurance regarding the achievement of the Commission's objectives.

The Commission is funded by, but is operationally independent of, the Welsh Government and is accountable to the National Assembly for Wales for the use of resources. In 2012-13 the Commission received funding of £1.732 million to fund its activities. Indicative funding for future years is £1.715 million.

The Annual Accounts of the Commission are audited by the Wales Audit Office and are available on our [website](#). The Annual Accounts also include a Remuneration Report and a Governance Statement.

Assessing our performance and reporting our impact

We are changing the way that we assess our performance this year and developing a new set of performance measures that demonstrate the difference that we make to the lives of older people.

The likely focus will be on delivery of the work set out in this plan, our engagement with older people, the extent to which we influence others to listen to the voice of older people, and how we demonstrate good stewardship as a public funded body.

We are also improving the way that we report on the impact and reach of the work that we do so that we can openly and clearly demonstrate the difference that we are making for older people.

8. References

1. Older people contribute £3million per day to the Welsh economy, contributing £1billion in 2010 alone. Source: WRVS Wales, 'Grey economy worth £1 billion to Wales', Wales Online, 4 March 2011.
2. WRVS calculated over 65s in Wales will contribute £27billion to the Welsh economy by 2030. Source: See Reference 1.
3. WRVS calculated that the value of unpaid voluntary work carried out by older people in Wales is £496 million. Source: See Reference 1. The Welsh Government estimates the value of childcare by grandparents in Wales to be £259 million. Source: Welsh Assembly Government (2008) The Strategy for Older People in Wales: Living longer, living better, Welsh Assembly Government 2008-2013.
4. The Work of the Older People's Commission for Wales 2012-13, (leaflet 2012), www.olderpeoplewales.com/publications.
5. See Reference 4.
6. Stats Wales: 2010-2011 National Strategic Indicators THS/007 www.statswales.wales.gov.uk.
7. Welsh Government: 2010-based National Population Projections.
8. 'Valuing the Socio-Economic Contribution of Older People in the UK' (WRVS 2011).
9. Measuring inequalities: trends in mortality and life expectancy in Wales: Public Health Wales NHS Trust. December 2011. Figures based on 2005-2009 data.
10. *ibid.*
11. See Reference 4.
12. See Reference 4.
13. Stats Wales: 2010-2011 table [032612] National Strategic Indicators THS/007 www.statswales.wales.gov.uk/.
14. See Reference 4.
15. See Reference 4.

**£496
million**

Value of unpaid voluntary work carried out by older people in Wales.²⁷

50%
of older people aged 85 or older are living in fuel poverty.²⁸

16. The 2001 Census asked the following question: Do you look after, or give any help or support to family members, friends, neighbours or others because of: long-term physical or mental ill-health or disability or problems related to old age? (Do not count anything you do as part of your paid employment, tick time spent in a typical week). Response categories: No; Yes, 1 - 19 hours a week; Yes, 20 - 49 hours a week; Yes, 50+ hours a week. Table S27.
17. 'Always On Call, Always Concerned: A survey of the Experiences of Older Carers', The Princess Royal Trust for Carers (2011) http://www.carers.org/sites/default/files/always_on_call_always_concerned.pdf.
18. 'Mapping the dementia gap', Tesco, Alzheimer's Society and Alzheimer's Scotland (2011).
19. 'Advocacy Counts 3: A third report on advocacy provision for older people in Wales', Age Cymru and Older People's Commissioner for Wales (2010) http://www.olderpeoplewales.com/en/Publications/pub-story/11-03-01/Advocacy_Counts_3.aspx.
20. See Reference 4.
21. See Reference 4.
22. The UK Study of Abuse and Neglect of Older People (2006), Prevalence Survey for the Department of Health and Comic Relief, found that the prevalence of mistreatment in Wales was 6% of those aged over 65. The 2011 Census reports that there are 563,000 people aged 65 and over in Wales.
23. See Reference 4.
24. See Reference 4.
25. See Reference 4.
26. See Reference 4.
27. WRVS calculated that the value of unpaid voluntary work carried out by older people in Wales is £496 million. Source: WRVS Wales, Wales Online, 4 March 2011.
28. Living in Wales 2008 - Fuel Poverty Statistics: Local Government Data Unit – Wales. 10 November 2010. Fuel poor is defined as having to spend more than 10% of income on household fuel use.

