

TORFAEN STRATEGY FOR OLDER PEOPLE: PHASE 3 DELIVERY PLAN

PROGRESS AS AT MARCH 2017

This report covers the areas for action set out in the Delivery Plan which was approved and adopted by Torfaen Local Service Board in March 2015. Following changes to partnership working through the Well-being of Future Generations (Wales) Act 2015, the Public Services Board will now oversee this Plan and partners will continue with their commitments to improving opportunities and support for people to age well in Torfaen. Independence is at the core of the Torfaen Plan and the matrix below sets out those areas for action agreed in the Delivery Plan. The yellow box below each action provides a short progress report as at March 2017.

Any comment or queries, please contact:

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TABLE 1; AREAS FOR ACTION

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

| AREAS FOR ACTION | ORGANISATION / SERVICE AREA | LINK TO LOCAL PLANS OR SERVICE INFORMATION |
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| SOCIAL RESOURCES | | |
| Improving pre-retirement planning; develop and deliver information to complement existing courses focussed on financial aspects of retirement. Initially target public service employees to enhance current retirement information and courses and promote | All public service organisations through HR and training channels | Whilst pre-retirement is not stated in local plans, it aims to have a positive impact on future demand for all public services |

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| <p>wider across the private sector and local communities.</p> <p>Reasoning: Encourage more people to think about where and how they live and make any necessary changes / adaptations early on to support independence and healthy ageing. Increase awareness and opportunities for volunteering and other activities to keep mind and body healthy and promote well-being.</p> | | |
| <p>Progress to date – March 2017</p> <p>A pre-retirement learning module has been developed by the Torfaen coordinator in collaboration with other coordinators across Wales and Torfaen citizens, those who have already retired and those approaching retirement. Negotiations with All Wales Academy on the design and access have been lengthy, with some early input from the Office of the Older People’s Commissioner. A final version is now available on the NHS Learning Pool website giving access to all local authority staff pan Wales as well as staff from all the health boards, health trusts, Public Health Wales, police services and fire & rescue services. Some background work is being carried out to allow full access and we are awaiting the ‘go live’ date to promote the module with local public service staff.</p> <p>Work is also going on to see if the module can be included in the NHS Direct Wales website under the Living Well tab so opening up the general public.</p> | | |
| <p>Providing one point of contact for all matters relating to people aged 50plus; to include a telephone information ‘hub’ “Be Independent” which signposts on to relevant services – public, third sector and private; a trusted trade’s directory; the use of technology such as phone Apps and social media .</p> <p>Reasoning: People are able to find the information they need easily and make own arrangements / access services. Families / carers supporting older people will also find it easier to get relevant</p> | <p>LSB priority - Happily Independent Project: TVA, ACT, RSLs, C&R, F&RS, GP, TCBC, ABUHB & other third sector organisations working together</p> | <p>Single Integrated Plan “Torfaen Together” www.torfaenpublicservicesboard.co.uk</p> |

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| information & help in one place. Promotes well-being. | | |
| <p>Progress to date - March 2017</p> <p>Be Independent project brought partners together, working with older people through the 50plus Forum and surveying nearly 500 retired people, and provided a wealth of information and expertise to improve information on independence in later life.</p> <p>The local voluntary council – Torfaen Voluntary Alliance – gathered information on all services and advice relating to living independently. This included anything from home maintenance and repairs, transport and access, financial, health, social care, social activities, local facilities and amenities, to general health and well-being. A dedicated Be Independent phone line operates Monday to Friday, hosted by TVA and an on-line referral system allows for out of hours contact and referrals from families and professionals. Whilst the service was developed with and for older people, it benefits people of all ages.</p> <p>The partnership has developed a Top Tips leaflet on finding and using tradespeople to carry out jobs around the home and garden which is popular with our older residents, giving them confidence to take on contractors to keep their homes and gardens in good repair.</p> <p>Further information to support independence can be seen later in this report matrix.</p> <p>The Dewis website was officially launched in Torfaen on Friday 10 March 2017. The Dewis website is the place for all information about wellbeing in Wales.</p> <p>The website will support the well-being of adults by providing resources from a network of social care, health, third and independent sector organisations and Torfaen Voluntary Alliance has been working with local services to get their details onto the site.</p> <p>Cllr Richard Clark, Torfaen’s executive member for Social Care, Health and Wellbeing said: "Dewis is the place to go if you want information or advice about your wellbeing or want to know how you can help somebody else.</p> <p>"The website is packed with information about organisations and services that can help local people.</p> <p>"People have told us that information is not easy to find. Dewis pull the right information into one easy to find place”.</p> | | |
| Working to sustain current befriending services and seek resources to develop and sustain others that | RSLs; ACT; C&R ; TVA; GP; F&RS | Melin Homes annual reports and newsletters http://www.melinhomes.co.uk/publications |

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| <p>respond to people’s need to become engaged in their communities. Ideally this is connecting people within communities rather than providing an employed befriender.</p> <p>Services such as the Care & Repair ‘Healthy at Home’ project, TVA Community Connectors and home visits from Police and Fire & Rescue services will help to promote and support connections.</p> <p>Reasoning: Supports community connections & reduces social isolation (by enabling the community) and promotes well-being.</p> | | <p>Bron Afon annual report – click on the link for ‘A Year in the Life’ http://www.bronafon.org.uk/about-us/ https://www.bronafon.org.uk/support-for-over-50s/ Age Connects Torfaen service reports</p> <p>TVA Community Connectors and other support services http://tvawales.org.uk/directory/588/community-connectors/</p> <p>Dewis Cymru website https://www.dewis.wales/</p> |
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Progress to Date – March 2017

Age Connects run 6 **Befriending Hubs** (more information in the Ageing Well section below on loneliness and isolation) and a number of other groups that aim to reduce poverty, loneliness and isolation by providing information, activities and increasing independence of the service user. The groups include: Jigsaw Clubs, Lunch Clubs, Only Men Allowed, Friendship Group, Arts and Craft, Sewing, Connections Radio Show and Nordic walking.

Community Connectors – Community Connectors work throughout the area and aim to reconnect people back into their communities. Community Connectors also work with many groups and organisations to help people find activities and groups that can help people improve their well-being.

A Community Connector aims to support people to:

- Stay as independent as possible
- Improve their sense of well-being
- Feel less lonely and socially isolated and
- Feel part of their community

The focus of the Connectors is to support older people in their own communities to access social activities, reducing social isolation and improving well-being. Between April 16 and March 17 there were over 274 referrals a new member of staff joined the team in November 2016 which meant there was an increase in the number of groups that could be supported. Of individuals who received information 100% reported that their well-being

had improved, 65% stated that their independence had improved and 74% had reported an improvement in their confidence.

The Connectors have been able to give one to one support to people on information and advice, hand holding through experiences and initial contacts where necessary, leading people to take decisions and actions that in turn lead to independence. These posts have now been made permanent and are located within the local Carer's Centre to provide additional support towards independence for carers as well as the wider, older population.

Ffrind I Mi - is a befriending project **Funded through the Health Technology Wales Scheme and 1,000 Lives**. Ffrind i mi (or Friend of mine) is a new initiative that Aneurin Bevan University Health Board and its partners are developing to try and make sure that anyone who feels lonely or isolated are supported to reconnect with their communities. Working with people of any age they are developing new ways to make contact and support people who are lonely and isolated. There is plenty more information on the website at <https://www.ffrindimi.co.uk/> . The service has received national recognition and received accolades on its development and implementation.

Melin – Some examples of the work that Melin are doing in Torfaen to connect people and communities:

- Extend exercise classes provided via Age Connect Torfaen
- Memory box/reminiscence sessions provided by Monmouthshire Museum (they have been working with us in Torfaen)
- Day trips on the Melin bus to Weston Super Mare, Barry, Newport Wetlands, Raglan Garden Centre, Tintern, Spytty etc.
- Christmas shopping trips on the Melin bus in November
- Communities team have assisted setting up Constituted Residents Association Groups
- Communities team have provided social afternoons at our schemes including bingo, quizzes, sing-alongs, spot prizes, buffets
- Christmas events at local schemes and schools.
- Regular coffee mornings at the schemes which provide the opportunity to share information
- Talks with the local fire and Police services
- Care & Repair Healthy at Home
- Growing spaces gardening project working with our residents; providing sensory gardens, making our schemes more attractive, and encouraging social interaction - (this is partly funded by Melin)
- Melin funded annual entertainment

Care and Repair offer a number of services that help people remain independent in their own homes. Between 2016/17 C&R facilitated 124 cases of Rapid Response Adaptations that supported people in being released from hospital there were 840 reported cases of prevention works carried out. The average age of this service is 78 but there was a high number of people aged 85+ who were supported by this service and the number of clients

living alone that were supported was 556. More recently has seen the launch of a new service called Managing Better – A partnership service between Care and Repair Cymru, RNIB Cymru, and Action on Hearing Loss Cymru – this service provides free information and support for older people with sight or hearing loss whereby they are supported to manage better and stay safe within their own homes.

Bron Afon – April 2017 saw the official launch of Supporting People 50+, this is a free service for homeowners, private tenants and Bron Afon tenants. Torfaen CBC pay Bron Afon to deliver support using grant money provided by the Welsh Governments Supporting People programme. The levels of support will depend on the support required but members of Bron Afon’s team visit people within their own homes and can help with issues from Applying adaptations to their homes, emotional support, supporting by getting people involved in social, leisure and sporting activities and supporting all issues that improve health and wellbeing.

Police & Fire services – these services continue to work with housing, social care, health and the third sector to identify people at risk of injury or accident, crime or anti-social behaviour. They make home visits, give advice and provide practical solutions; they take an interest in our older residents and provide an important role of listener and friend.

Eastern Valley Food Bank is more than just a Food Bank it provides support and comfort to people through the signposting of other agencies and being there for emotional support. Within Torfaen there is a high number of older people who attend for food parcels and other support.

All public services and some private businesses are embracing the **Dementia Friends** programme with over 1300 people taking a short awareness training session to be able to identify and support people with dementia (and their carers) when they use local services and businesses. More can be found on page 44 & 45 of this report.

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| <p>Continuing to tackle negative attitudes, stereotypes and discrimination across our organisations; to include highlighting positive social, economic and cultural contributions older people make to our communities.</p> <p>Encourage all public service staff to undertake ageism training sessions (e-learning to be developed).</p> <p>Reasoning: Meets equalities legislation and local policies. Needs higher prominence to give a positive</p> | <p>ALL through equalities training and impact assessments</p> <p>ALL through induction and staff development</p> | <p>Single Integrated Plan “Torfaen Together” www.torfaenpublicservicesboard.co.uk Melin Homes annual reports and newsletters http://www.melinhomes.co.uk/publications Bron Afon annual report – click on the link for ‘A Year in the Life’ http://www.bronafon.org.uk/about-us/</p> <p>Torfaen CBC equalities and diversity section gives information and access to the strategic plan, reports and impact assessments.</p> |
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| <p>viewpoint that older people do (and continue to) make a contribution to life in Torfaen and does not indicate successful older people are unusual – it should be the norm.</p> | | <p>http://www.torfaen.gov.uk/en/AboutTheCouncil/EqualityDiversity/Equality-and-Diversity.aspx</p> <p>https://www.gwent.police.uk/en/about-us/equality-diversity/ website provides links to annual reports and information on Equality and Diversity</p> <p>http://www.southwales-fire.gov.uk/English/aboutus/Pages/default.aspx South Wales F & RS About Us section provides information and access to the Strategic Equality Plan 2015 - 2020</p> |
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Progress to date March 2017

All public services have an Equalities duty and take action to ensure that people living in Torfaen and especially where they are customers of a public service, are treated equally and fairly. Annual reports can be seen on the websites of most partners

A **Torfaen Equality Partnership** has been established and Age Connect Torfaen are a key member. An inter-generational initiative is being developed between Age Connect Torfaen and the Torfaen Youth Forum.

Younger and older people are among groups most affected by ageist attitudes and marginalisation in our society. Members of both groups said that they felt that they were widely portrayed in a negative light by the media and often by the other age group.

Intergenerational approaches can positively contribute across a whole range of areas affecting your community by

- building active communities
- promoting citizenship
- reducing levels of crime and fear of crime through greater understanding between generations
- regenerating neighbourhoods
- addressing inequality

Torfaen’s Participation and Research Officer is in the planning stages of a second member’s seminar along with an intergenerational project in the

autumn term. The officer and a youth forum member also took part in training to become ‘Diversity Champions’. This training included an awareness of ageism.

Whilst this is all good work, tackling attitudes, stereotypes and discrimination is everyone’s business and Torfaen are willing to support any action by Welsh Government and the Commission in tackling the media and entertainment industries where many attitudes and stereotypes stem from.

As part of **Gwent Police** Equality Duty, the following work is ongoing:

- Have published a 4 year Strategic Equality Plan which includes key objectives around areas like employment, hate crime, stop and search and domestic abuse
- Publish an annual report on our Strategic Equality Plan which tells you how well we are doing and the progress we have made against our Equality Objectives
- Publish annual Equality Information relating to the protected characteristics of our employees and the protected characteristics of people affected by our policies and practices
- Continue to assess the impact of our proposed policies and practices against our General Equality Duty by using our Equality Impact Assessment process. EIAs are published alongside policies on our Policies and Procedures page of the website

Delivering safeguarding provisions within the Social Services and Well-being (Wales) Act 2014; continue to raise awareness of abuse of vulnerable people and provide safeguarding training to staff.

Reasoning: Public service staff able to respond to any safeguarding issues they come across. Meet legislative and local policy requirements. Promote well-being of those at risk of or enduring unsafe situations.

ALL

Torfaen Forward Facing Annual Improvement Plans
<http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx>

Torfaen CBC Social Care Safeguarding Unit
<http://www.torfaen.gov.uk/en/HealthSocialCare/Keeping-Children-and-Adults-Safe/Safeguardingvulnerableadults/Protection-of-Vulnerable-Adults.aspx>

Progress to date March 2017

Safeguarding bring partners from the Council, Police, Housing and Health, together with third sector services such as CAB, Torfaen Mind, Women’s

Aid and Age Connects, all work together to identify and tackle safeguarding issues. These can include financial abuse, physical abuse, issues around care provision, unsafe accommodation, homelessness and domestic violence. Whilst it is sometimes difficult to get older people to admit to being victims of such issues, this sensitive work is carried out through training and awareness raising sessions with people working in public services and with older people across our communities.

This work has strong links to the work of the Regional Coordinator for Violence Against Women, Domestic Abuse & Sexual Violence (**VAWDASV**).

Promoting healthy lifestyles to include; exercise & physical activity, balanced diet, smoking cessation, alcohol awareness, drug awareness & misuse and safe sex. Promote vaccination and screening programmes. Promote the on-line health & well-being assessment tool – Add to Your Life.

Reasoning: People have a better quality of life as they age. Possible reduction in some service demand / delay of on-set of some conditions and promotes well-being.

PHW to lead on direction but **ALL** have a part to play in promotion and delivery

Public Health Wales Strategy

<http://www.wales.nhs.uk/sitesplus/888/page/44950>

Aneurin Bevan University Health Board 3 year plan

www.wales.nhs.uk/sitesplus/866/document/225166

Torfaen Forward Facing Annual Improvement Plans

<http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx>

Melin Homes annual reports and newsletters

<http://www.melinhomes.co.uk/publications>

Bron Afon annual report – click on the link for ‘A Year in the Life’

<http://www.bronafon.org.uk/about-us/>

Progress to date – March 2017

Working closely with Public Health Wales, local services support **healthy lifestyles for older people** through advice and information, especially around annual campaigns such as flu vaccinations, preventing trips and falls, preparing for winter / summer. There are many third sector and statutory services providing exercise, support on alcohol and substance misuse, weight loss, etc.

All partners are aware of the **Add to Your Life on-line tool** to promote with older people and support further actions as they are developed and launched.

The **Living Well Living Longer** Health Check is a cardiovascular risk assessment programme currently being delivered in areas of the Aneurin Bevan

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| <p>Expanding unified menu planning across care homes and other care services.</p> <p>Access to Bereavement and Advocacy services is available.</p> <p>Reasoning: Meets need of those people who cannot care for themselves. Supports people to remain in their community or receive the right care at the right time - from healthy ageing to palliative and end of life care. Promotes well-being and meets all legislative and local policy requirements.</p> | <p>ABUHB</p> <p>Third and Independent sectors</p> | <p>Someone/Caring-for-Someone.aspx</p> |
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Progress to date – March 2017

Adult Social Care has continued to work with older people to promote their independence and well-being in accordance with the preventative agenda and the Social Care and Well-being Act 2014; the **Community Connectors** service detailed in a section above, is part of this work.

The successful implementation of the **social prescribing service** in the North resulted in the continuation of the initiative and its extension to South Torfaen. In the first 18 months the service supported over 300 vulnerable individuals to access appropriate support. Feedback from primary care partners has been positive, highlighting the opportunities to provide holistic patient care by responding to their socio-economic, alongside their health, needs and diverting them away from inappropriate GP consultations.

An improvement in older people’s well-being complements the ongoing work to increase physical independence for the frail elderly. The Personal Care and Community Resource teams have continued to provide short term **reablement intervention** with positive results. There has been investment in additional resources by commissioning **additional Intermediate Care beds** across the Borough; 8 beds are now in use in residential care, 1 in extra care, 1 in close care and 1 in general housing with care package support provide an opportunity for older people to access rehabilitation and maintenance programmes in a safe environment as an alternative to hospital admissions. Prompt access to information, advice and support is provided through geographically based teams throughout Torfaen

A review of adult social care activity and practices in late 2015 / early 2016, led to the setting up of the **North Torfaen Well-being Team** piloting an alternative service response in Blaenavon and Abersychan. Using recent training on working with people differently, building on their strengths and those of the community around them, solutions have been provided that really matter to the person – rather than being shoehorned into existing

services. Bringing staff together from many different services and organisations to work as one team and connect people in the community to help each other, look outside the box and better meet people's needs, has seen higher levels of customer satisfaction as well as a reduction in commissioned services. This model was rolled out to the rest of Torfaen in January 2017 hence the geographically based community teams. Within these teams we have recruited to additional reablement assistant and Occupational Therapy roles recognising that the Social Care and Wellbeing Act calls for a more interventional role from the appropriate level of professional and not just a reliance on commissioned services .

This remodelling will complement the **Care Closer to Home** work that Aneurin Bevan University Health Board are developing across Gwent with local social care services and other partners for integrated community well-being hubs.

'**People too**' were commissioned by Aneurin Bevan University Health Board (ABUHB) and the five Gwent Local Authorities (Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen) to develop an overarching strategy for the effective and sustainable model of integration of care for Gwent, entitled Care Closer to Home (CC2H).

The development of the Gwent CC2H strategy is based upon **Community Wellbeing hubs** in each borough focussed on delivering wrap around services for people that will improve outcomes. This will require a change in approach and culture from the Health and Social Care workforce in the way they work and the measurement of outcomes. Following the agreement of this strategy, work will need to commence to specify the role of each hub and to identify the most appropriate location(s) for each one, based upon local demographics and community needs. This piece of work will consider the functions in scope, in relation to both existing and future provision.

The three main objectives for the Community Wellbeing Hubs are:

- Integrated teams/Extended Primary and Community Care and Support at a hub level providing a single main point of contact for citizens.
- Systematic understanding of the needs of the population to enable early identification and facilitate prevention and early intervention.
- Systematising support for people so they can self-manage and move away from being passive recipients to becoming informed and activated to self manage.

Under the **Gwent Regional Partnership Board** (set up to oversee the planning, development and implementation of the Social Services and Wellbeing (Wales) Act 2014 in all 5 local authority areas) the sub group for 'adults with complex needs' includes older people. This group comprises senior managers from across the region in health and social care services and includes the Torfaen coordinator for older people. This will make the link between the Torfaen Public Services Board well-being objective 'to people to age well' and prevent duplication.

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| <p>Providing affordable housing through social and private developments, delivering Welsh Housing Quality Standards and Lifetime Homes; to include energy efficiency measures such as insulation schemes, advising on tariffs and payment methods, equity release, housing repairs and maintenance, support to downsize, retirement and extra care housing. Specialist supported housing for vulnerable adults.</p> <p>Reasoning: Supports healthy ageing, independence, positive mental health & self esteem and social inclusion. Can have positive impact on health as well as household & personal finances and promotes well-being.</p> | <p>TCBC, RSLs & third sector (e.g. C&R; ACT)</p> | <p>Single Integrated Plan “Torfaen Together” www.torfaenpublicservicesboard.co.uk</p> <p>Torfaen Forward Facing Annual Improvement Plans http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</p> <p>Supporting People Plan http://www.torfaen.gov.uk/en/Housing/SupportedandShelteredHousing/Supportingpeople/Supporting-People.aspx</p> <p>www.torfaenhomes.co.uk</p> <p>Melin Homes annual reports and newsletters http://www.melinhomes.co.uk/publications</p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’ http://www.bronafon.org.uk/about-us/</p> |
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Progress to date – March 2017

Torfaen Housing service works closely with **local Registered Social Landlords, planners and private sector housing developers**, to develop and deliver a range of housing that meets the needs of a wide range of Torfaen residents, and provide them with housing that is both affordable and appropriate to their needs. Further work with private landlords and home owners in making sure that properties are kept in good repair, energy efficient and suitable for habitation takes place through close liaison with Care & Repair, the Fire Service, Environmental Health, energy providers and the Landlord Forum.

Whilst many people cite a bungalow as the preferred accommodation in later life, land for single story homes is not available to meet everyone’s needs. A range of general housing that has adaptations or lifetime enhancements, retired housing and extra care schemes provide older people with options on price and type to fit most people’s requirements. The topography of Torfaen does mean that in much of the borough steep hills and homes that are away from local amenities and transport routes can mean some people are less able to manage their independence than others but services continue to work together to address needs within available resources. Torfaen Housing Service continues to have a dialogue with tenants and home

owners to ensure their views are fed into plans and services in Torfaen. The recent Welsh Government consultation on older peoples housing has given Torfaen an opportunity to voice concerns over funding conditions that can prevent further progress and officers' hope for change in the future that allows more innovative developments and services.

A separate table can be seen below on the 5 themes of the Ageing Well in Wales programme.

ENVIRONMENTAL RESOURCES

Supporting access to community facilities such as libraries, leisure services, community halls, toilets, seating, dropped kerbs, assisted waste collections, safe road crossings, adequate and affordable lighting.

Extend cold calling control zones. Continue to investigate and expose scams and rogue traders.

Reasoning: Supports healthy ageing, independence, positive mental health & self esteem and social inclusion and promotes well-being.

TCBC & third sector with community & town councils

GP, TS and Illegal Money Lending Unit

Torfaen Forward Facing Annual Improvement Plans
<http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx>

Gwent Police reports
<http://corporate.gwent.police.uk/foi/publishscheme/priorities/>

Progress to Date – March 2017

The older persons Champion for Torfaen has been successful to date in arguing for the Council not to close **public toilets across the borough** and to use a small sum of money to enhance provision through local businesses. There is a good range of toilet facilities up and down the borough, in town centres, at public buildings and recreational grounds. To date, only a couple of businesses have agreed to join the public facilities scheme in return for a small donation to cover their overheads of additional toiletries and cleaning. However, the 50plus Forum and local residents are helping us to identify businesses to extend the offer. Information on facilities is available in hard copy from libraries, customer care centres and Age Connects Torfaen as well as on-line. Facilities have been updated and are current as at March 2017:

<http://www.torfaen.gov.uk/en/RoadsTravelParking/StreetCareandCleaning/Publicconveniences/PublicaccesstotoiletsinTorfaen.aspx>

There is a **community hall** in many of our estates and communities, most of which have been adopted by local community groups. Along with other community venues including church halls and chapels, adult education centres, libraries, museums, scout halls, etc, there is a good spread of venues for local interest groups, social activities, exercises, health related support groups. Many are for people of all ages where older people can participate and some activities are specifically targeted at the older population. Torfaen libraries continue to develop and evolve to provide much more than book lending. They are the hub of their local areas providing information and advice, IT services, community meeting venues, and a Home Library service, all highly valued by our older residents. The Torfaen Leisure Trust operates two centres in the Borough with a range of sport, exercise and social activities including some targeted at older people which are all well supported by local residents.

Assisted waste collections are another valued service by those with reduced mobility. Road safety, dropped kerbs and other services to enhance people's ability to get out and about and live independent lives in older age, are all provided within resources. Where decisions have to be made to reduce any such service, these are done in consultation with residents and we use the 50plus Forum, Age Connects and other front line services for older people to make sure this population group has their voice heard.

Cold calling zones have been extended to all 22 wards though not every street is covered in each ward. Details can be seen at <http://www.torfaen.gov.uk/en/CrimeEmergencies/CrimePrevention/Cold-Calling-Control-Zones/Cold-Calling-Control-Zones.aspx> . Trading Standards have worked with local resident groups, elected councillors at borough and community council level, 50plus Forum, Age Connects, Police, Fire Service, pensioner and retired groups and front line workers across all public services, to spread the message to older people of avoiding scams and what to do in the event of cold calling. This is ongoing action to make sure the message is consistent and continual.

Providing viable transport or advice on travelling around Torfaen and beyond; to include local bus services, community transport, taxis and hire cars, blue badges, parking facilities, cycling routes and train services.

Reasoning: Supports healthy ageing, independence, positive mental health & self-esteem and social inclusion and promotes well-being.

TCBC & third sector

Torfaen Forward Facing Annual Improvement Plans
<http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx>

Torfaen CBC website has up to date information
<http://www.torfaen.gov.uk/en/TransportStreets/PublicTransport/Public-Transport.aspx>

Progress to Date – March 2017
Public transport provides a fairly good service across the borough most of the time. There are routes with 10 minute services and others half hourly or

hourly. Some issues around evening and weekend services continue to be debated, with the 50plus Forum giving a strong voice on this issue for older people. However transport companies need regular passenger numbers to make such services viable so monitoring demand and supply continues. **Community transport**, taxis and hire cars do fill some of the gaps but cost can be a prohibiting factor for some older people. There is usually a 50plus Forum on transport with all the main players taking part, every 18 months or so which helps local services to respond and develop and to explain why some things cannot happen.

Similarly, issues around **blue badges** and parking are regularly debated between the regulators, providers and 50plus forum with changes made where possible to meet local need.

There will be transport related work as part of the Cardiff Region City Deal and improvements will benefit people our older population as well as the rest of our citizens, so supporting maintaining independence, accessing amenities & facilities, employment and leisure.

FINANCIAL RESOURCES

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| <p>Developing pre-retirement planning as detailed under social resources.</p> | | |
| <p>Supporting the development and delivery of learning opportunities through adult education services, U3A and community groups. As national funding reduces seek more opportunities for learning through informal clubs and promoting participation in the arts and creative activities via the third sector.</p> <p>Adult Community Learning courses are not age specific so open to everyone; 50plus learners are encouraged to participate, especially in courses that assist pathways into employment.</p> <p>Reasoning: Supports healthy ageing, independence, positive mental health & self-esteem and social inclusion. Assists people back into employment</p> | <p>TCBC, RSLs, Probation, & third sector within available resources</p> | <p>Torfaen Forward Facing Annual Improvement Plans http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</p> <p>Melin Homes annual reports and newsletters http://www.melinhomes.co.uk/publications</p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’ http://www.bronafon.org.uk/about-us/</p> <p>University of the Third Age https://www.u3a.org.uk/</p> |

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| <p>where needed. Can have positive impact on household & personal finances & promotes well-being.</p> | | <p>Torfaen Adult Learning Courses http://www.torfaen.gov.uk/en/EducationLearning/AdultCommunityEducation/Adulteducationcourses/Adult-Education-Courses.aspx</p> <p>Age Connects Torfaen http://www.ageconnectstorfaen.org/</p> <p>Community Connectors http://tvawales.org.uk/directory/588/community-connectors/</p> |
| <p>Progress to Date – March 2017</p> <p>With Welsh Government reducing funding to adult education, local services have reduced but some courses are still available. University of the Third Age also provide a varied curriculum. Registered Social Landlords and the third sector (especially Age Connects Torfaen) provide a range of learning opportunities and we encourage clubs to develop shared learning which can attract small funding pots such as Community Chest, Awards for All or Big Lottery monies to support local groups. There are a large number of clubs and interest groups across the borough which are promoted to older people through Be Independent, the Community Connectors and local community workers in the third sector, health and social care services, sports development and the 50plus Forum.</p> | | |
| <p>Supporting digital inclusion through access to ICT and day to day use – through core services and the Communities 2.0 programme.</p> <p>Reasoning: Supports healthy ageing, independence, positive mental health & self-esteem and social inclusion. Assists people back into employment where needed. Positive impact on household &</p> | <p>TCBC, RSLs, Probation & third sector</p> | <p>Single Integrated Plan “Torfaen Together” www.torfaenpublicservicesboard.co.uk</p> <p>Melin Homes annual reports and newsletters http://www.melinhomes.co.uk/publications</p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’ http://www.bronafon.org.uk/about-us/</p> |

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| personal finances and promotes well-being. | | |
| <p>Progress to Date – March 2017</p> <p>ICT and digital inclusion sessions are run by Registered Social Landlords, local libraries, Community First groups, Age Connects Torfaen, Torfaen Mind as well as formal adult education classes. Whilst formal classes do have older learners, many prefer the informal style offered where hand holding and social chat make it less daunting.</p> <p>Melin Homes can also offer advice on broadband packages, advice on training, home visits to help people get set up on new devices, and will loan out equipment in certain circumstances in order to help residents stay connected.</p> | | |
| <p>Maximising income; through financial literacy, digital inclusion to benefit from on-line services and offers, available advice, support and appeals workers, encourage financial checks and promotion of benefit take-up.</p> <p>Reasoning: Supports healthy ageing, independence, positive mental health & self-esteem and social inclusion and promotes well-being. Can have positive impact on household & personal finances as well as improving quality of life.</p> | <p>TCBC, DWP, RSLs, Probation, community services & third sector</p> | <p>Single Integrated Plan “Torfaen Together” www.torfaenpublicservicesboard.co.uk</p> <p>Melin Homes annual reports and newsletters http://www.melinhomes.co.uk/publications</p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’ http://www.bronafon.org.uk/about-us/</p> <p>Torfaen Financial Inclusion Strategy 2016-2021 http://www.torfaen.gov.uk/en/AboutTheCouncil/Local-Service-Board/Financial-Inclusion-Strategy.aspx</p> |
| <p>Progress to Date – March 2017</p> <p>Torfaen has a strong Benefit and Money Advice Network bringing around 100 front line workers who share information, keep themselves up to date with welfare reforms, interpretation of schemes, local services and developments. This means they can support people with financial concerns through their day to day contacts and sign post them to other services as necessary. Older people often do not claim their entitlement and this is a nation-wide issue – locally public services continue to promote entitled benefits and support claimants, using the 50plus Forum and other older</p> | | |

people groups to share information with their peers and encourage take up. To date the local authority has been able to support older people with reduced council tax.

The **Financial Inclusion Strategy for Torfaen 2016 - 2021** helps capture our commitment for working together through a focus on: People, Places, Policy & Provision. By prioritising work in these areas we hope to achieve our vision: Improve financial assistance and support for the residents of Torfaen. This will help ensure that residents in Torfaen are sufficiently equipped to deal with the economic and financial challenges that they face. Delivery of this strategy will be monitored through the Welfare Reform Project Group reporting to the Torfaen Public Services Board. Progress will be measured against the following actions: Maximise immediate help and support, Target workless households, Identify those 'at risk' of moving into poverty, Co-ordinate bespoke communication/messages.

In April 2017 **Bron Afon launched a floating support service specifically aimed at supporting over 50's**. The aim of the service to enable people over 50 be independent and remain in control of their lives. Support available includes:

- applying for adaptations to your home
- Claiming benefits
- Dealing with your letters
- Emotional support
- Getting you involved in social, leisure and sport activities
- Increasing your household skills like cooking and cleaning
- Improving your health and well-being.

Support workers for the service act as advocates on candidate's behalf and will also support with employment, training, education and talking to organisations on their behalf.

Care and Repair Monmouthshire and Torfaen provides help and advice for homeowners and private tenants aged 60+ to enable them to remain safe, secure and independent in their own homes. Help available includes:

- Grants

- Technical support
- Finding a reliable contractor
- Safety and security
- Home energy efficiency
- Welfare Benefits Benevolent funding
- Overseeing of building works
- Referral to other services such as Occupational Therapy, Social services, etc
- Home fire safety

Supporting people to continue working for as long as they wish to; public services can offer direct assistance to staff through flexible working and flexible retirement policies.

Other services can either provide advice or direct support for people changing careers through redundancy and the long-term unemployed affected by welfare reforms on areas such as accessing training / career changes, negotiating recruitment practices with up to date C.V's, applications and interview techniques, setting up social enterprises or entrepreneurial businesses.

Apprenticeships for the overs 50s and specific work programmes are largely subject to grant funding and will vary to meet national policy directions and grant

ALL

Job Centre Plus, TT, ACL, RSLs, Economic Development, Wisdom Bank, third sector services

Information will be made available to staff rather than to the public.

Information on wider support can be part of council services and will be included in the link below. For other services go direct to their websites for relevant reports.

Torfaen Forward Facing Annual Improvement Plans
<http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx>

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| <p>terms & conditions.</p> <p>Reasoning: Supports healthy ageing, independence, positive mental health & self esteem and social inclusion and promotes well-being. Can have positive impact on household & personal finances. Enables independence of earnings without reliance on state benefits.</p> | | |
| <p>Progress to Date – March 2017</p> <p>With public services having reduced budgets due to UK and Welsh Government cuts to public spending, some older workers are choosing early retirement or redundancy and others looking at flexible working or phased retirement arrangements. For some this is welcome, whilst for others it is more difficult and public services are doing what they can to support staff going through these changes, with pre-retirement courses and information to help people to adjust. The on-line pre-retirement course mentioned in the first section of this report, was initially drawn up to target this group of public sector workers to help prepare better for life after work. We still aim to make this available to the wider public and are working with NHS Direct Wales to realise this ambition.</p> <p>Working with our economic development colleagues, opportunities are identified and promoted for older people to continue working in businesses such as local retailers and services, or to start up their own business. Work clubs, housing providers and community workers, along with Job Centre Plus also help older people needing support to identify and apply for work.</p> <p>Bridges into Work and Working Skills for Adults have started a new WCVA contract for the over 54s providing supported employment placements in Torfaen. The project helps to create opportunities for experienced people on the New Challenge supported employment scheme. This is an opportunity that supports people change career path, get back into the jobs market, or to train and to gain skills to sustain employment. This is also a chance for people to use their existing skills and life experience to contribute to a local business.</p> <p>Bron Afon Community Housing run work clubs (‘That Works Training’ Academy) which have had quite high in take for people age over 50. Some of the barriers/challenges that the employment officers found were lack of digital inclusion skills, dyslexia and literacy issues and many were very low in confidence /self-esteem. The target group didn’t feel able to complete application forms and CV’s due to poor literacy skills and lack of confidence. This has resulted in them not completing job searches which then impacts on their benefits being suspended leading to other implications that can cause financial hardship. Everyone works to identify people early on and provide as much information and support to avoid this situation wherever</p> | | |

possible.

Melin Homes' employment programme "Melin Works" supports residents in finding sustainable employment it is run by an experienced employment team who have the skills, experience and knowledge to support people into employment.

Continuing to develop volunteering opportunities and encourage people to use volunteering as a way to improve their employability – learn new skills, meet new people and build confidence and self-esteem; provides personal and professional development to expand CVs.

Volunteering is also a way to stay involved either with an existing community or to engage in new communities, help to make a real difference to someone's life and open up an exciting network of people and experiences.

Reasoning: 'Giving' and 'Being Connected' are two of the 5 ways to well-being and proven to enhance individual well-being as well as making friends and feeling valued.

**Third sector
PSB organisations
promoting to staff as
they retire
PSB organisations
supporting current staff
to participate in
volunteering as a way to
expand their public
service**

Torfaen Voluntary Alliance is the umbrella organisation for voluntary services in Torfaen. There are many other organisations who will provide information as well.

<http://www.tvawales.org.uk/>

Progress to Date – March 2017

Public services across Torfaen have good relationships with the third sector to **promote volunteering opportunities** and recruit into roles to help local communities. The on-line pre-retirement module will also promote volunteering to people as a way of keeping active and engaged in later life.

Bridges into Work and Working Skills for adults have just started a new WCVA contract for the over 54s providing supported employment placements in Torfaen (A number of participants on placement and subsequently 2 have gone into full time employment as a result of this intervention.)

Bron Afon Community Housing run work clubs which have had quite high in take for people age over 50. Some of the barriers/challenges that the employment officers found were lack of digital inclusion skills, dyslexia and literacy issues and many were very low in confidence /self-esteem. This has resulted in them not completing job searches which then impacts on their benefits being suspended.

| ALL AREAS | | |
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| <p>Monitoring the development of national policies and work to meet any requirements not currently being delivered.</p> <p>Reasoning: To continue awareness and enable relevant local policy and practice developments within resources.</p> | <p>Relevant service / organisation as initial lead and to advise partners in due course</p> | |
| <p>Progress to Date – March 2017</p> <p>Policy officers across our public services continue to work on areas for support and development within their own organisations and collectively and areas of progress include:</p> <p>Responding to the Welsh Government consultation on housing for older people</p> <p>Working with the Older People’s Commission and Welsh Government to promote equalities;</p> <p>Research on the Ageing Well agenda and working with national experts to enhance local knowledge and opportunities to go forward.</p> <p>Keeping up to date on welfare reforms and how these will impact on older people, digesting and sharing information through the local welfare reform project group to promote any messages, provide information and advice to older people in the same way we support those on benefits and younger working families affected to date.</p> <p>The Well-being of Future Generations (Wales) Act 2015 provides further opportunity to look ahead 20, 30, 40 years ahead to what the needs of older people will be then and start planning now on what public services will need to do to respond. Local officers working on the older people’s agenda are also part of the team that support Torfaen Public Services Board and are able to bring this work together over the first cycle of assessment and planning.</p> | | |

TABLE 2 - AGEING WELL IN WALES

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| 1. | Age Friendly Communities |
| 1.1 | The national Ageing Well programme states that “Age Friendly Communities will meet the needs of older people, and people of all ages, in each individual community by responding directly to their needs. Such communities will encourage and enable older people to engage with their surroundings and continue to engage socially within those communities, thereby maintaining their health, independence and wellbeing”. |
| 1.2 | For Torfaen, whilst all local partners strive to make access to and navigation of places and services suited to this theme, four areas of work were highlighted in the Delivery Plan. These were: |
| 1.3 | 1. “Be Independent” is a point of contact for advice and support to older people, their family and carers; progress and further information is reported in the above section on page 23. |
| 1.4 | 2. Ensuring that public toilet facilities are available across the borough so older people feel confident to go out and about, engaging in business and social activities and maintaining their independence. As reported on page 34 above some private businesses are signed up to the local and all public facilities are listed and can be found on the Torfaen CBC website these are current as at March 2017. |
| 1.5 | 3. The Wisdom Bank project was set up to develop and test out the viability of a locally developed on-line platform, to connect and share information and advice on a range of topics to aid independence. Early development was a collaboration between public services and the private sector and later funding from the Big Lottery enabled an early website to be realised. All Big Lottery targets were met in 2015 but further public funding has not been available to date. There are no current plans in place to progress the platform as there is other technology freely available to do what the Wisdom Bank was intended to achieve. |
| 1.6 | 4. Vibrant and Viable Places is part of nationally funded regeneration scheme where local authorities shared more than £100m from 2014 to 2017. Within Torfaen a new route has been created along the Afon Llwyd corridor to connect the Pontypool Active Living Centre to Pontypool Town Centre. This route – known as the Pontypool Leisure & Culture Corridor – is at a much lower gradient than previous routes; and includes ramped access. The benefits to older people is anecdotal but comments to the local Healthy Walks coordinator indicate older people find the route gives easier access to the town. Whilst the project also engaged with a wide variety of groups, including Pontypool Park Friends, in terms of designing and delivering a sculpture trail, further regeneration of Pontypool under this programme was not developed. |
| 2. | Dementia Supportive Communities |
| 2.1 | The national Ageing Well programme states that “A dementia supportive community is any community that shows a high level of public awareness and understanding of |

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| <p>2.2</p> <p>2.3</p> | <p>dementia (for example, a local or national organisation such as a shop, bank or corporation, or a village, town or city). Such communities are more inclusive of people with dementia, and improve their ability to remain independent and have voice, choice and control over their lives. Creating dementia supportive communities requires a social movement: one that mobilises all sections of society to act, respond and give their time, inspired by the ambition to make their community more dementia friendly”.</p> <p>A lot of work has taken place in Torfaen through a dedicated project manager working with the local authority Dementia Friendly Champion, Cllr Mandy Owen and a local Dementia Friendly Community project group. This has led to local businesses and public services training their staff to be Dementia Friends; giving them an awareness to recognise those customers with dementia and their carers and then providing patience, understanding and assistance for these people to conduct their business / access and use their premises and services, in a dignified manner. Pontypool achieved recognised Dementia Friendly Community (DFC) status from the Alzheimers’ Society due to the many businesses and public services based in the town awarded DFC status. Further work has been undertaken in Blaenavon and Cwmbran and it is hoped these town centres will also be awarded DFC status in due course.</p> <p>There are 1,379 Dementia Friends across Torfaen and additional Dementia Friends Champions – these champions have completed a detailed course to deliver awareness sessions locally, allowing for more sessions to be delivered on a rolling programme. More local businesses across the borough have signed up to be dementia friendly organisations. All Gwent Police Officers across Torfaen have received dementia friend’s awareness and recent Cwmbran Shopping Centre have received accreditation, and will be promoting dementia friends across the various businesses.</p> |
| <p>3.</p> | <p>Prevention of Falls</p> |
| <p>3.1</p> <p>3.2</p> | <p>The national Ageing Well programme states that “Falls prevention is a key issue in the improvement of health and wellbeing amongst older people. Falls are a major cause of disability and death in older people in Wales, and result in significant human costs in terms of pain, loss of confidence and independence. It is estimated that between 230,000 and 460,000 people over the age of 60 fall in Wales each year. Between 11,500 and 45,900 of these suffer serious injury: fracture, head injury, or serious laceration. The work of the Falls Prevention network will help older people to maintain their health and wellbeing, live longer in their own homes and remain active in their communities”.</p> <p>Three areas of work have been highlighted in the Delivery Plan and progress on these include:</p> <ol style="list-style-type: none"> 1. Maintain independent living and well being 2. Short term intervention and crisis support to avoid deterioration / admission to |

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| | <p>hospital</p> <p>3. Comprehensive reablement to support individuals in regaining independence</p> <p>3.3 Torfaen continues to make good progress through the Falls Clinic at Five Locks in Cwmbran, where people who are recovering from a fall receive intensive rehabilitation to get back to the same (or sometimes better) level of independence as prior to their fall. The service also looks at the cause of the fall and works with the patient to prevent repeat falls.</p> <p>3.4 For further information Contact Claire Younger at ABUHB– Claire.younger@wales.nhs.uk</p> <p>3.5 Health and social care services continue to work with agencies such as Care & Repair, Age Connects Torfaen, Fire Service to provide advice and support to people in their own homes on trip hazards and making changes to reduce falls. The 50plus Forum also helps to promote well-being and fall prevention information.</p> |
| 4. | Increasing employment opportunities for people aged 50+ |
| 4.1 | The national Ageing Well programme states that “The need to prioritise opportunities for employment and new skills for older people has been added to the Ageing Well in Wales Programme in recognition of its prevalence as an issue for older people in Wales. Older people have a wealth of knowledge and experience which is currently underappreciated and undervalued in the workplace. Tackling age discrimination and recognising the value and worth of older people in Wales is a key feature in the Ageing Well in Wales programme; older people are currently worth over £1 billion to the Welsh economy every year and this theme aims to increase the recognised value of older people through further learning, employment and volunteering opportunities. |
| 4.2 | It is good for the individual, the community and the economy for older people to be engaged in some form of employment, education or training. Learning for older people has a range of benefits, such as promoting full economic and societal participation; contributing towards personal wellbeing and fulfilment; supporting creativity and innovation, and; increasing efficiency as workers or volunteers”. |
| 4.3 | Progress is being made through the work highlighted above on pages 40 & 41. |
| 5. | Reducing Isolation and Loneliness |
| 5.1 | The national programme states that “Research demonstrates that loneliness has an effect on mortality that is similar in size to smoking 15 cigarettes a day. It is associated with poor mental health and conditions such as cardiovascular disease, hypertension and dementia. Loneliness also has a much wider public health impact too, as it is associated with a number of negative health outcomes including mortality, morbidity, depression and suicide as well as health service use. |
| 5.2 | Loneliness and isolation are not fringe issues; they have been shown to damage health, are the basis for social exclusion and are a significant and pressing problem in |

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| | <p>Wales that cross all boundaries of social class, race, gender identification, sexual orientation, financial status and geography. Eradicating loneliness and isolation may be unrealistic, but working at all levels, individual, organisational and strategic, identifying and tackling the root causes is not”.</p> <p>There is a lot of good work going on locally to support befriending and connecting people to their community and to identify people who are lonely and isolated. Progress in this area is reported in the main section above on pages 24, 25 & 26.</p> <p>Many other parts of this Delivery Plan support tackling loneliness and isolation and progress is being made in all parts as set out above in this report. These include:</p> <ul style="list-style-type: none">▪ Healthy lifestyle, keeping people well and active▪ Safe, well-maintained and affordable housing▪ Falls prevention and rehabilitation▪ Public transport▪ Public facilities - from toilets to libraries to community halls▪ Learning, employment and volunteering▪ Pre-retirement planning▪ Financial stability |
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