

TORFAEN STRATEGY FOR OLDER PEOPLE: PHASE 3 DELIVERY PLAN

PROGRESS AS AT SEPTEMBER 2016

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 September 2016.

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
SOCIAL RESOURCES		
Improving pre-retirement planning; develop and deliver information to compliment existing courses focussed on financial aspects of retirement. Initially	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

<p>target public service employees to enhance current retirement information and courses and promote 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 – September 2016</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. Final background work is being carried out and the site is due to go live by the end of 2016.</p> <p>Promotion across all public services in Wales for their staff and customers, and wider promotion with the public, will be the next phase of work.</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>Local Service Board single plan “Torfaen Together” http://www.torfaen.gov.uk/en/CommunityLiving/Local-Service-Board/Local-Service-Board.aspx</p>

information & help in one place. Promotes well-being.		
<p>Progress to date - September 2016</p> <p>This has been a Torfaen partnership priority, led by the Chief Executive for Melin Homes. Bringing partners together, working with older people through the 50plus Forum and a survey of nearly 500 retired people, provided a wealth of information and expertise to improve information on independence in later life.</p> <p>The local voluntary council – Torfaen Voluntary Alliance – has gathered information on all services and advice relating to living independently. This can be 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 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>Working to sustain current befriending services and seek resources to develop and sustain others that respond to people’s need to become engaged in their communities. Ideally this is connecting people within communities rather than providing an employed befriender.</p> <p>Services such as the Care & 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)</p>	<p>RSLs; ACT; C&R ; TVA; GP; F&RS</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>Age Connects Torfaen service reports</p> <p>TVA Community Connectors and other support services http://www.tvawales.org.uk/?page_id=2805</p>

and promotes well-being.		
<p>Progress to Date – September 2016</p> <p>Melin – A number of activities have taken place with staff and tenants including, training volunteers with the RNIB to support people with poor/ no sight; tenants and staff donating gifts to the homeless; a thank you event for all community partners held at Rodney Parade. Melin also has a Residents Panel that meets on a monthly basis where a £40k budget is allocated to community projects and social events and trips are arranged to help older people be less isolated.</p> <p>Bron Afon – Supported 45 community groups during 2015/16, many on an on-going arrangement. The annual Fun Day saw more than 3500 tenants attending to meet with staff and other partner organisations. Two super surgeries were held where over 100 tenants came and spoke with staff to discuss services etc. Bron Afon Supported Living Service helped 500 older people with almost 180 achieving their goal of living independently in 2015/16.</p> <p>Age Connects – As well as 6 Befriending Hubs (more information in the Ageing Well section below on loneliness and isolation) Age Connects currently run a number of 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.</p> <p>Community Connectors – 3 Community Connectors were employed through Welsh Government Intermediate Care Funding on a 12 month term during 2015/16 and located with the local voluntary council. 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. Over 130 people accessed the service and 81% of people reported feeling more independent and 85% more confident at the end of the Connectors intervention.</p> <p>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.</p> <p>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.</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	ALL through equalities training and impact assessments	Local Service Board single plan “Torfaen Together” http://www.torfaen.gov.uk/en/CommunityLiving/Local-Service-Board/Local-Service-Board.aspx Melin Homes annual reports and newsletters

<p>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 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>ALL through induction and staff development</p>	<p>http://www.melinhomes.co.uk/publications</p> <p>Bron Afon annual report – click on the link for ‘A Year in the Life’</p> <p>http://www.bronafon.org.uk/about-us/</p>
<p>Progress to date September 2016</p> <p>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 including the Council at www.torfaen.gov.uk</p> <p>Further work with the Older People’s Commission and local Equality lead officers, is planned for the autumn of 2016.</p> <p>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.</p>		
<p>Delivering safeguarding provisions within the Social Services and Well-being (Wales) Act 2014; continue to raise awareness of abuse of vulnerable people and provide safeguarding training to staff.</p> <p>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.</p>	<p>ALL</p>	<p>Torfaen Forward Facing Annual Improvement Plans</p> <p>http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</p> <p>Torfaen CBC Social Care Safeguarding Unit</p> <p>http://www.torfaen.gov.uk/en/HealthSocialCare/Keeping-Children-and-Adults-Safe/Safeguardingvulnerableadults/Protection-of-Vulnerable-Adults.aspx</p>

Progress to date September 2016

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.

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 – September 2016

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.

Learning opportunities as detailed under financial resources.

access rehabilitation and maintenance programmes in a safe environment as an alternative to hospital admissions. Prompt access to information, advice and support continues to be provided through the Duty Pod where 91% of the activity relates to older people. Referrals into the Duty Pod are screened and risk assessed in order to prioritise activity and ensure safe responses to service user needs. All emergencies are dealt with within 24 to 48 hours and all non urgent referrals within 5 working days. Approximately 48% of all referrals are dealt with by the Duty Pod directly so minimising waiting times. During 2015 we created two additional Reablement Assistant posts within the Duty Pod; again these posts have been crucial in delivering timely assessments leading to practical advice on maintaining and promoting independence.

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.

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.

TCBC, RSLs & third sector (e.g. C&R; ACT)

Local Service Board single plan “Torfaen Together”
<http://www.torfaen.gov.uk/en/CommunityLiving/Local-Service-Board/Local-Service-Board.aspx>
 Torfaen Forward Facing Annual Improvement Plans
<http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx>
 Supporting People Plan
<http://www.torfaen.gov.uk/en/Housing/SupportingPeople/SupportingPeople/Information-for-Professionals/Supporting-People-Strategy.aspx>
 Torfaen Housing Strategy
www.torfaenhomes.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/>

Progress to date – September 2016

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. We continue 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 us an opportunity to voice concerns over funding conditions that can prevent further progress and we 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.		
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ENVIRONMENTAL RESOURCES

<p>Supporting access to community facilities such as libraries, leisure services, community halls, toilets, seating, dropped kerbs, assisted waste collections, safe road crossings, adequate and affordable lighting.</p> <p>Extend cold calling control zones. Continue to investigate and expose scams and rogue traders.</p> <p>Reasoning: Supports healthy ageing, independence, positive mental health & self esteem and social inclusion and promotes well-being.</p>	<p>TCBC & third sector with community & town councils</p> <p>GP, TS and Illegal Money Lending Unit</p>	<p>Torfaen Forward Facing Annual Improvement Plans http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</p> <p>Gwent Police reports http://corporate.gwent.police.uk/foi/publishscheme/priorities/</p>
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Progress to Date – September 2016

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 at <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.

<p>Providing viable transport or advice on travelling around Torfaen and beyond; to include local bus services, community transport, taxis and hire cars, blue badges, parking facilities, cycling routes and train services.</p> <p>Reasoning: Supports healthy ageing, independence, positive mental health & self esteem and social</p>	<p>TCBC & third sector</p>	<p>Torfaen Forward Facing Annual Improvement Plans http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</p> <p>Torfaen CBC website has up to date information http://www.torfaen.gov.uk/en/TransportStreets/PublicTransport/Pu</p>
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inclusion and promotes well-being.		blic-Transport.aspx
<p>Progress to Date – September 2016</p> <p>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.</p> <p>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.</p>		
<p>FINANCIAL RESOURCES</p>		
Developing pre-retirement planning as detailed under social resources.		
<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</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>

inclusion. Assists people back into employment where needed. Can have positive impact on household & personal finances & promotes well-being.		
<p>Progress to Date – September 2016</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 & personal finances and promotes well-being.</p>	<p>TCBC, RSLs, Probation & third sector</p>	<p>Local Service Board single plan “Torfaen Together” http://www.torfaen.gov.uk/en/CommunityLiving/Local-Service-Board/Local-Service-Board.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>Progress to Date – September 2016</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>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</p>	<p>TCBC, DWP, RSLs, Probation, community services & third sector</p>	<p>Local Service Board single plan “Torfaen Together” http://www.torfaen.gov.uk/en/CommunityLiving/Local-Service-Board/Local-Service-Board.aspx</p>

<p>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>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>Progress to Date – September 2016</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 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.</p>		
<p>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.</p> <p>Other services can either provide advice or direct support for people changing careers through redundancy and the long-term unemployed affected by welfare reforms on areas such as accessing training / career changes, negotiating recruitment practices with up to date C.V’s, applications and interview techniques, setting up social enterprises or entrepreneurial businesses.</p> <p>Apprenticeships for the overs 50s and specific work programmes are largely subject to grant funding and will vary to meet national policy directions and grant</p>	<p>ALL</p> <p>Job Centre Plus, TT, ACL, RSLs, Economic Development, Wisdom Bank, third sector services</p>	<p>Information will be made available to staff rather than to the public.</p> <p>Information on wider support can be part of council services and will be included in the link below. For other services go direct to their websites for relevant reports.</p> <p>Torfaen Forward Facing Annual Improvement Plans http://www.torfaen.gov.uk/en/AboutTheCouncil/ImprovingTorfaen/ForwardFacingImprovementPlan/Forward-Facing-Improvement-Plan.aspx</p>

<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 – September 2016</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 but has now been developed to help everyone prepare better for life after work.</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>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.</p> <p>Volunteering is also a way to stay involved either with an existing community or to engage in new communities, help to make a real difference to someone's life and open up an exciting network of</p>	<p>Third sector</p> <p>PSB organisations promoting to staff as they retire</p> <p>PSB organisations supporting current staff to participate in volunteering as a way to expand their public</p>	<p>Torfaen Voluntary Alliance is the umbrella organisation for voluntary services in Torfaen. There are many other organisations who will provide information as well.</p> <p>http://www.tvawales.org.uk/</p>

<p>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.</p>	<p>service</p>	
<p>Progress to Date – September 2016 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.</p>		
<p>ALL AREAS</p>		
<p>Monitoring the development of national policies and work to meet any requirements not currently being delivered. 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 – September 2016 Policy officers have responded to the Welsh Government consultation on housing for older people; are working with the Older People’s Commission and Welsh Government to promote equalities; researching on the Ageing Well agenda and working with Alan Hatton-Yeo to enhance local knowledge and opportunities to go forward. Keeping up to date on welfare reforms and how these will impact on older people is being digested and information shared through the local welfare reform project group to promote any messages, provide information and advice to older people in the same way we have supported those on benefits and younger working families affected to date. The Well-being of Future Generations (Wales) Act 2015 provides further opportunity to look ahead 20, 30, 40 years 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

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

		to negotiations but part of the aim is to help improve the overall viability of Pontypool town centre and will contribute to the age friendly community work in this area		
<p>Progress to Date – September 2016</p> <p>The Be Independent service has been established as a telephone help and advice line and an on-line referral. The phone line is being used by older people wanting information so they can solve their own problems and feel in control. Professionals and families are able to make on-line referrals rather than telephone, allowing the Be Independent service to contact the older person direct and provide the information and contacts they need.</p> <p>The Top Tips information has been developed and promoted.</p> <p>This project has achieved its aims and is now completed.</p> <p>Public toilet information has been developed on-line and in leaflet format and is promoted across the borough. Work continues to identify businesses to participate in the local scheme to enhance existing provision. Further information can be seen in the table above.</p> <p>The Wisdom Bank achieved the aims of the initial Big Lottery Funded project and provides a basic platform for sharing advice. Further discussion is taking place on additional work and resource needed to enhance the platform and realise its full potential. A decision is expected from the Council later this year.</p> <p>Work on regeneration projects across the borough through Viable and Vibrant Places continue within resources.</p>				
Dementia Supportive Communities	To support people with dementia and their carers to participate in their local communities	A transformation team has been appointed to prepare to deliver the Social Services and Wellbeing Bill in April 2016; dementia is part of this work and a Dementia Board has been set up across 'Gwent' with a Community Services sub group to take forward a community approach across the region.	ABUHB and TCBC	Will be set as part of the Dementia Board work programme

		Meanwhile promotion of the Alzheimer's Society 'Dementia Friends' initiative will help to increase knowledge, understanding and support in this area.	TVA & third sector	
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Progress to Date – September 2016

Dementia Friends number 1,456 across Torfaen and 39 have completed the full course to deliver awareness sessions locally, allowing further awareness sessions to take place on a rolling programme. 50 local businesses across the borough have signed up to be dementia friendly and Pontypool was launched as a Dementia Friendly town on 31st March 2016. Six businesses have received full accreditation from the Alzheimer's' Society.

Further engagement with businesses in Cwmbran and Blaenavon as well as smaller settlements continue. The Alzheimer's' Society is very pleased with the progress made across Torfaen, continuing to provide excellent support to all public services and local businesses. Those people with dementia or caring for people with dementia also report through their care workers, that they have noticed positive benefits and feel less isolated / more able to go out and about in the borough.

Falls Prevention (part of the health & social care community resource team services)	To help people remain independent in their homes / local communities as well as reducing the physical and emotional impact of falling	<ol style="list-style-type: none"> 1. Maintain independent living and well being 2. Short term intervention and crisis support to avoid deterioration / admission to hospital 3. Comprehensive reablement to support individuals in regaining independence 	ABUHB and TCBC	There are fewer people falling and those who do fall recover quicker and are able to return to their home / community with the same level of mobility & independence as they had before the fall.
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Progress to Date – September 2016

Health and social care services continue to work with agencies such as Care & Repair, Age Connects Torfaen, Fire Service and the 50plus Forum to provide advice and support to people in their own homes on trip hazards and making changes to reduce falls.

When people do experience a fall, health and social care work together to provide early treatment and rehabilitation to get people mobile again as soon as possible. Work on people's gait, balance and mobility, looking at medication, diet and lifestyle that can increase the likelihood of a fall, are tackled and people are encouraged to make small changes that keep them well and independent.

<p>Opportunities for employment and new skills</p>	<p>To support people aged 50 and over to continue working and learning for as long as they wish to</p>	<ol style="list-style-type: none"> 1. Promote services and projects that assist older people to retrain, learn new skills, access employment (CV writing, interview techniques, etc) 2. As long as they are available, deliver projects to support people who have been long term unemployed to return to work 3. Develop the Wisdom Bank as an on-line connector for employment and entrepreneurship advice, sharing experiences and knowledge. There are other strands to the Wisdom Bank to support community information / cohesion; carers & care leavers; chronic conditions and people of any age can offer their experiences and wisdom to help others through this medium <p>It is anticipated that Vibrant & Viable Places will contribute here too but it is still too early to tell as the full project is still subject to negotiation.</p>	<p>DWP & Local Service Board</p> <p>DWP, TCBC & independent sector</p> <p>Local Service Board</p> <p>Torfaen County Borough Council</p>	<p>Reducing unemployment rates Number of people accessing services</p>
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Progress to Date – September 2016
Services to assist older people to retrain, learn new skills etc have been subject to funding reductions. However, local services still work

together to support people in need through local libraries, job clubs, work projects and Job Centre Plus as well as housing providers working with their tenants and third sector agencies such as Age Connects Torfaen and Torfaen Mind working with their customer groups.

<p>Loneliness and Isolation</p>	<p>To help older people feel valued by supporting them to with others, participate in activities, have someone to talk to.</p>	<ol style="list-style-type: none"> 1. Develop the Happily Independent programme which includes the “Be Independent” service (to inform people of social groups, transport, facilities, activities and services they can access) and a top tips guide to working with reliable contractors on home repairs and maintenance 2. Develop sustainable befriending services 3. Develop the Wisdom Bank as an on-line connector for community information, sharing experiences and knowledge. There are other strands to the Wisdom Bank to support employment and entrepreneurship; carers & care leavers; chronic conditions and people of any age can offer their experiences and wisdom to help others through this medium 	<p>Local Service Board</p> <p>Third sector & RSLs</p> <p>Local Service Board</p>	<p>Through evaluation of the “Be Independent” service and demand for critical services</p> <p>Number of services available</p> <p>From usage of the site and comments posted within the site</p>
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Progress to Date – September 2016

The **Be Independent service** has been established as a telephone help and advice line and an on-line referral. The phone line is being used by older people wanting information so they can solve their own problems and feel in control. Professionals and families are able to make on-line referrals rather than telephone, allowing the Be Independent service to contact the older person direct and provide the information and contacts they need.

The Top Tips information has been developed and promoted.

This project has achieved its aims and is now completed.

Age Connects Torfaen have developed six **Befriending** Hubs across the borough which provide initial support to older people who are isolated – from their local community, friends or family. A small number of paid workers go across the 6 Hubs to bring people in, get them talking to each other and put on a range of activities encouraging people to befriend and support each other. This continues outside of the Hubs so people integrate with their community more and more over time. Many customers have then become volunteers to befriend people and share their experiences making the Hubs viable and sustainable.

The main housing providers, Bron Afon Housing and Melin Homes, both provide befriending services to their older tenants encouraging them to attend social events with younger people, take part in interest groups and get involved in a range of volunteering activities to support other tenants or local good causes.

The **Wisdom Bank** achieved the aims of the initial Big Lottery Funded project and provides a basic platform for sharing advice. Further discussion is taking place on additional work and resource needed to enhance the platform and realise its full potential. A decision is expected from the Council later this year.

Other work mentioned in the main matrix of this report also support reducing loneliness and isolation.