



Age-Friendly Cardiff Annual Report

2022-2023





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Foreword - Older People's Champion, Councillor Norma Mackie

One of my first official duties as the new Cabinet Member for Social Services (Adults) and Older People's Champion for Cardiff was to launch Age-Friendly Cardiff on 7th June 2022 at Cardiff Castle. The event celebrated Cardiff's acceptance to the World Health Organization's (WHO) Global Network for Age-friendly Cities and Communities.

So much work has been put into delivering on Cardiff's age-friendly commitments by each of the stakeholders working with older people, across each of the WHO eight domains. I have also had the privilege of attending a wide variety of events, including the Llandaff 50+ event: Launch of The Pound, Goldies Cymru 10th Birthday Celebration, Christmas parties at the Care Hubs, Ty Enfys Playlist for Life Celebration event, Conway 50+ group and the Dementia Friendly Cardiff Festival at Llanover Hall, where I have had the opportunity to meet many of you. It has been great to receive your input on how Cardiff is doing at the moment and how we can become even more age-friendly moving forward. I was also very pleased to launch the Age-Friendly Cardiff website and Cardiff's Age-Friendly Forum which brings together key organisations and older people's groups.

I'm so proud of the age-friendly progress that has been made, which reflects the hard work and commitment of stakeholders across the city.

A handwritten signature in black ink that reads 'Norma Mackie'.

Councillor Norma Mackie

Context

Welsh Government launched the 'Age friendly Wales: our strategy for an ageing society' in December 2021, which outlined the ambition for all 22 local authorities to join the WHO's Global Network for Age Friendly Cities and Communities.

The WHO's Global Network for Age-friendly Cities and Communities was established in 2010 to connect cities, communities and organisations worldwide with the common vision of making their community a great place to grow older.

The WHO describes age-friendly communities as being places in which older people, communities, policies, services, settings and structures work together to support and enable everybody to age well. The WHO Age-friendly Cities framework proposes eight interconnected domains that can help to identify and address barriers to the wellbeing and participation of older people in society.



Cardiff welcomed the opportunity to apply for membership of the network, which required the development of an action plan based around the eight domains of age-friendly focus and commitments to older people in Cardiff. Following a layered consultation process with older people, Cardiff gained membership to the network in March 2022 – the first local authority in Wales to achieve this status.

Age-Friendly Cardiff is a network of key stakeholders across the city, including Cardiff and Vale University Health Board (CAVUHB), South Wales Fire and Rescue Service, South Wales Police, Cardiff Council and the third sector, working to drive forward the following vision:

'Cardiff is a great place to grow older and a place where older people are more empowered, healthy and happy'

This report will outline the progress the city has made in relation to the age-friendly domains and the Age-Friendly Cardiff 'We will' Commitments over the last year, as all partners continue to work to make Cardiff a great place to grow older.

Age-Friendly Cardiff Commitments

We will:

- 1 Ensure that our citizens can live independently, and are connected to their communities, taking into account what matters to them
- 2 Create resilient communities and develop strong community networks that can support older people to live well
- 3 Deliver services in a locality setting, close to citizens homes as a foundation for the provision of seamless, person-centred services
- 4 Work towards a dementia-friendly city which helps people living with dementia and their families to thrive
- 5 Ensure that older people are able to enjoy all aspects of city life and are provided with opportunities to participate in activities and events to improve wellbeing and enrich their lives
- 6 Deliver a city that is open and accessible to all, and work towards a transport system that everyone has the confidence to use
- 7 Deliver the best housing outcomes for all older people in Cardiff
- 8 Collaborate with older people, their carers, support workers and families to improve assessment, diagnosis and care planning practices so that their plan reflects what is important to them and achieves the outcomes they seek



Update from the Age-Friendly Cardiff Team

Some key highlights during our first year include:

The development of a new Age-Friendly Cardiff website - www.agefriendlycardiff.co.uk.

Cardiff Council has recently been successful in its application to be recognised as an Age-friendly Employer via the Centre for Ageing Better's pledging process. This is a nationwide programme for employers who want to commit to taking action to improve the recruitment and retention of older workers.

Opportunities to work collaboratively with higher education institutions have been taken and the team have taken steps to assist with/facilitate several research projects. These include:

- Building climate-resilient age-friendly cities and communities (Heriot-Watt University and the University of York)
- Development of a prototype launcher app for use on smart tech. This will involve three workshops between April and June. (Swansea University)
- Determining Best Preventative Social Care Practice - Cardiff was selected as an age-friendly case study – this has involved visits from the research team at Swansea University to key teams, including Digital Support, Care Hubs, Inclusion Team, Dementia Friendly Cardiff and Age-Friendly Cardiff

We are excited about the next 12 months as we continue to work together towards an age-friendly Cardiff.

The background features a series of overlapping, semi-transparent shapes in various shades of pink, magenta, and purple. These shapes radiate from a central point, creating a sense of depth and movement. The colors range from light, airy pinks to deep, rich purples and magentas.

Community Support and Health Services



Cardiff Council's Adult Services Ageing Well Strategy 2022 – 2027

The strategy sets out principles and key aims that will shape and inform services over the next five years. The vision:

Supporting older people to live well in their
homes and communities

Key aims:

- Supporting older people to stay active and connected in an age-friendly city
- Supporting older people to live independently at home through strength-based preventative services
- Working in partnership to deliver high quality sustainable care and support
- Supporting informal carers (those who look after others (family members, friends) to help them stay independent) and value their role
- Ensuring services meet the needs of the most vulnerable
- Proactively modernising services

Support to Remain Independent

Independent Living Services (ILS) (Cardiff Council)

ILS aim to support people to live independently at home and connected to their communities. Through tailored information, advice and support, they enable people to take control of their own lives, meet their own goals, build confidence, and provide support, at the right time, in the right place. Throughout the year, a number of developments have taken place, including:



AskSARA

AskSARA is Cardiff Council's online self-assessment tool available through the Cardiff Council website 24 hours a day, seven days a week. It is a quick and easy to use tool that provides information and advice on equipment that people can purchase to help them live independently in their own homes and signposts to relevant local services.

AskSARA was launched on 30th May 2022. Since then, the site has helped over 800 new users complete self-assessments to support them with independent living.



Technology Enabled Care (TEC)

ILS has recently recruited to the role of Technology Enabled Care (TEC) Specialist. This role will promote strength-based practice and positive change in people's lives through the utilisation of technology enabled care and assistive technologies. Providing specialist knowledge and support to colleagues, citizens, carers and families by identifying assistive technology interventions that can address a need, they support independence and promote health, wellbeing and safety.

A group of TEC champions has also been set up within various disciplines. These staff will work with and support colleagues to promote the utilisation of technology enabled care.

"The technology is working well. It's making a big difference to my son's quality of life, he's now getting quality sleep, feels much less stress, and confident about sleeping in his own bed, it's one less thing to worry about!"



First Point of Contact (FPOC) Community

The FPOC Community team provides tailored information, advice, and assistance to the vulnerable citizens of Cardiff. The team support people through collaborative conversations, by understanding 'what matters' to them. From this, they agree together a set of wellbeing goals, supported through information, advice, and assistance.

This service is delivered via a multidisciplinary team of Contact Officers, Social Workers, and Occupational Therapists to ensure the right information and support is provided in the right place, at the right time.

Customer contacts managed by the FPOC team in 2022-23

36,757

Number of 'what matters' conversations completed in 2022-23

1,946



"You've been wonderful, it's been great talking to you. It's great to know what's out there."

Integrated Discharge Hub (IDH)

The IDH is a single access point to support the transition from hospital to home, as part of the decision-making process for hospital discharge. The purpose of the IDH is ensure that care and support is provided at the right time and in the right place, in the most safe, effective and timely way, while adopting 'home first' principles at its core and empowering patients to have voice and control throughout their discharge journey.

The IDH operates across three Cardiff and Vale University Health Board (CAVUHB) sites and consists of a multidisciplinary team from clinical, social care, preventative and holistic specialties, including Community Occupational Therapists, Community Resource Team (CRT), a Health Therapist, IDH Triage Nurses, Care Coordinators, IDH Admin Support and Social Workers. The IDH has newly integrated the First Point of Contact (FPOC) Hospital Team (Pink Army) into the service, ensuring that a wide range of preventative, holistic options are available and that there is a robust and person-centred approach to prevention, prior to determining a statutory pathway.

The Pink Army are primary ward based, attending board rounds, completing "what matters" conversations and acting as a conduit to IDH and community services, to remove any potential discharge barriers, while also supporting patients to achieve their personal goals. They also provide the ward multidisciplinary team with 'time to care'.

Taking a strength-based approach and collaboratively working together, the IDH multidisciplinary team aim to improve patient flow, reduce delayed transfer of care, avoid re-admissions, provide hospital admission avoidance, while also providing support and guidance for the patient, their family and network.

Patients supported to be discharged home from hospital in 2022 - 23	2,118
Number of hospital bed days saved through FPOC Hospital support in 2022-23	1,033

Independent Living Visiting Team

The Independent Living Visiting Team of multi-skilled officers visit people in their homes to undertake holistic assessments to identify solutions to support service users in removing barriers to enable independent living.

The team are trained trusted assessors and are therefore able to prescribe low level equipment if the need is identified. They have instant access to all support services within Independent Living Services (ILS), which ensures the service user does not need to navigate complex systems to meet their needs.

The team have supported partnership working with Health and third sector partners, and they actively attend GP multi-disciplinary teams across the city, providing community solutions to support patients attending GPs for non-medical reasons and to reduce repeat attendance for non-medical matters. The initial pilot in the South West cluster has been extended to other locality clusters following its success. Feedback from the new clusters has been positive and many patients have been successfully supported through a mixture of health and community interventions.

The service actively encourages citizens to connect with their community, linking them with social events, activities, or local clubs, with an aim to reduce social isolation, and build confidence to retain their independence.

Number of assessments completed to support independent living in 2022 - 23	2,731
Value of unclaimed benefits that are now being claimed following the intervention of the Independent Living Visiting Team	£1,214,638
Percentage of citizens that feel they are able to live more independently following intervention in 2022-23	96%

Occupational Therapy (OT)

The Community OT Service support both children and adults to live independently at home through strength-based preventative services. They are a pivotal service bridging both social care and health services, and are key to relieving the pressures on both services, by enabling people to stay living at home safely, avoid hospital admissions and facilitate discharges. The team provides an acute response approach which enables them to concentrate on urgent referrals that require advanced moving and handling skills and can engage with a variety of partner services efficiently and without delay. As recognised Trusted Assessors across social care, they are involved in several projects and are now able to offer end-to-end assessments incorporating both OT and Social Worker elements of an assessment.

The team manage a busy access point to the service and for the year 2022 - 23 received over 5,000 referrals. Every referral processed receives a screening call, either the same day or the following day to discuss the identified needs and have a what matters conversation with the service user. At this stage they complete a reactive proportionate assessment, providing urgently needed equipment in order to prevent a hospital admission or a breakdown of care. The service operates a duty function which supports the non-qualified contact staff, providing advice and assistance to service users, professionals and colleagues.

The team's recent commitment as Trusted Assessors to relieve the pressure on social care is to undertake holistic low level social care reviews these cases are identified via a joint triage with a qualified Social Worker and OT. These reviews ensure that clients are assessed, their package reviewed where appropriate and where possible negate the need for care, via the introduction of assistive equipment or adaptations to maximise the service users functional ability.

Number of referrals received into the Occupational Therapy service in 2022-23	4,816
Number of citizens prescribed equipment to support independent living in 2022-23	1,320

Joint Equipment Service (JES)

The JES is an integrated provision working together across Cardiff and the Vale of Glamorgan Council and the NHS. It provides medical equipment to support independence, care at home and to enable speedy discharge. JES has an in-house Occupational Therapy Team supporting enquiries, equipment provision and the use of recycled equipment.

A successful Welsh Government Integration Funded Project has resulted in the addition of an Occupational Therapy Technician to this service, which will support people from early-years right through to later life. The service has also launched an apprentice scheme.

Number of requests for service received in 2022 - 23	22,878
Number of same / next working day deliveries made of hospital beds to support discharge in 2022 - 23	481
Money saved through recycling used equipment in 2022 - 23	£220,532



“There is absolutely no way that we would be able to support patients to die at home and achieve quality of life without the amazing support of everyone working across both Llanishen and Westpoint in equipment stores. The technicians I worked with have always been incredibly professional, compassionate and willing to help”

Marie Curie OT, April 2023

Disabled Facilities Grants

Supports the vision for independence by ensuring they have a proactive disabled facilities service that meets the needs of people in the community and those requiring discharge in a timely manner.

The service is delivered by an in-house agency, utilising approved contractors on a framework contract, optimising value for money, and removing the complexity of navigating the grant process. In 2022 and 2023, the service provided 2,158 adaptations, ranging from: modular ramping, showers, stairlifts and as appropriate extending a property. This is a key service wrapping around assessed needs, through interventions that support independence, compliment, or negate where care may be required, empowering the person to remain in their home for as long as possible.



Community Resource Team (CRT)

The CRT provide reablement support in the community, empowering individuals to remain independent in their home, following hospital discharge or to avoid a hospital admission.

This year, the CRT have implemented their new Electronic Call Monitoring System, bringing the service up-to-date digitally, enabling more effective planning of care calls. The new system provides many efficiencies included a reduction in paperwork and administration, providing real time information sharing across carers and the back-office support staff, more effective rostering of care calls and many other benefits.

The CRT also recently underwent a successful inspection by Care Inspectorate Wales, the inspection found that overall regulatory compliance was good, highlighting that support provided by CRT encourages and enables people to be independent, enjoy community life and that there is a strong commitment to support service users to achieve their outcomes.

Number of requests received for the CRT service in 2022 - 23	1,493
Number of hours of care delivered in 2022 - 23	37,981
Percentage of CRT cases resulted in no long-term care being required in 2022 - 23	51%

"The service was fantastic, all the carers that came to me were so lovely. They showed me how to do things for myself."

Community Engagement

ILS have organised and hosted regular community events throughout the year in varied locations across the city. The events have helped many older people stay active and socially connected in their communities, with opportunities to learn about local services and take part in activity taster sessions. These have included walking sports, reminiscence, Tai Chi, dance, singing and bowls.

“I had a stroke and I try to keep as fit as I can, I play walking football and go to the gym. Today was good to get out and socialise.”



Contributes to our 'We will' commitments: 1, 2, 3, 4, 5, 7, 8

Cardiff and Vale Regional Partnership Board (RPB) - Ageing Well Partnership

The RPB brings together Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board (CAVUHB) and third sector partners to work together jointly to oversee the development and delivery of integrated health and social care services in Cardiff and the Vale of Glamorgan. Their joint aim is to work together to make sure people get the right support, at the right time, in the right place.



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CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD**

Cardiff and Vale Regional Partnership Board's Ageing Well Programme supports older people, including people living with dementia, through two key programmes:

- @Home
- Dementia

@Home Programme

The RPB are working together to make sure people can access the support they need, when and where they need it and improve to people's experience of using health and social care services. Over the next five to ten years, the programme will deliver a new model of joined-up care and support to help people live independently for as long as possible, receiving care in, or as close to, their home and community as possible by delivering:

- New health and care facilities in the heart of communities across the region, reducing the need to travel to hospital
- Information, advice and guidance that is easy to access and means so people can take control of their care
- Services to help people stay well
- Support to help avoid hospital admission and get people home from hospital as soon as possible so they have more time at home doing the things that are important to them.

Key achievements over the past year include:

- Making sure it is easier to access services through developing clear access points into services through Cardiff's First Point of Contact and Vale's Wellbeing Matters services, this includes a successful implantation of an Integrated Care Hub across hospital sites.
- Rollout of a multidisciplinary approach to cluster development which means that GPs are working more closely with local authority and third sector services to ensure people are provided with the right services to support their needs.
- Delivery of integrated Wellbeing Hub at Maelfa to support people through more joined up services in a community setting.
- C3SC were funded to report on where the RPB should focus to help tackle social isolation and loneliness, particularly amongst older people. This has provided a valuable insight on how organisations and communities can work together to build on opportunities to increase people's wellbeing and social inclusion.

@Home in numbers

80,228

referrals handled by the community access



4,764

referrals dealt with by the hospital



discharge hub

6,613

people accessing Intermediate Care services



Contributes to our 'We will' commitments: 1, 2, 3

Cardiff Broker Service (Age Connects)

The service sits within Cardiff Community Resource Teams and promotes independence by providing rehabilitative support and information to older people. This involves supporting older people on their discharge from hospital and preventing avoidable hospital admissions by providing holistic assessments to meet individual identified need as well as raising awareness of opportunities and resources available in local communities to tackle loneliness and isolation.

During the last year, the service has provided direct support to 360 older people, providing 292 home visits and dealt with 220 enquiries.

Contributes to our 'We will' commitments: 1, 2, 3

Sight Life

Sight Life (formerly known as Cardiff Institute for the Blind) offers practical support and advice to anyone with limited sight in South Wales. The staff, volunteers, support services and wide-ranging activity groups enable service users to improve their physical and emotional wellbeing, enjoy independent lives, get (or stay) online and remain part of the community.



Reducing isolation is a key part of Sight Life's work, especially for those facing the trauma of sight loss in later life. Research shows that sight loss is feared more than any other disability and one in five people will experience sight loss in their lifetimes. Sight Life works to take away that fear and help people with sight loss to lead fulfilled lives.

"I had no confidence and felt I had no future until I met your staff and volunteers"
"Your social groups have been a lifeline. I no longer feel depressed"
"Knowing there is someone always there for advice and support gives me the confidence to try new things"

In Cardiff in 2022/23, Sight Life:

- Outreached and supported 1894 people with sight loss in the Cardiff area
- Undertook 344 home visits to support people with sight loss to live independently
- 598 people received direct support from our Eye Care Liaison Officer in the University Hospital of Wales

Contributes to our 'We will' commitments: 1, 2, 3, 4, 5, 6

Day Opportunities Team (Cardiff Council)

The Day Opportunities Team help older people stay connected or support them to reconnect. The service aims to empower individuals to fully participate within their community, supporting them to make links, discover interests and build their own community network. Support is given to those with dementia, Parkinson's, people with restricted mobility, older people who have high levels of social anxiety and any adult with a physical disability. The Day Opportunities Team utilise a wide range of venues, such as Third Sector groups and Cardiff Hubs to access activities such as Goldies Cymru singing group, Elderfit, falls prevention, indoor bowls, Knit & Natter Group, swimming and lunch clubs. The team often supports clients to participate in targeted dementia activities such as Alzheimer's Society's 'Singing for the Brain', and Dementia Café's in the Hubs.

In 2022/23, they supported over 200 individuals in the community, with only around 15% having to be referred for social care.



The percentage of people who feel re-connected to their community through direct and digital interventions from the Day Opportunities Team

84%

Contributes to our 'We will' commitments: 1, 5

Pedal Power

Pedal Power is a charity based in Cardiff that encourages and enables people of all ages and abilities to experience the benefits of cycling. They strive to remove the barriers to cycling that may exist, including age - they believe that you are never too old to learn or relearn. The variety of bikes and trikes they have available offer endless possibilities to make cycling an accessible activity for anyone who wants to get involved.



During the last year, they have been delighted to be involved with the Move More, Eat Well project, aimed at Cardiff residents over 50. This has enabled them to offer learn-to-ride, confidence building lessons and park rides to older people who are looking to increase their physical activity. This has been extremely successful. People who have taken part have gone on to form their own cycling groups, often with a mix of trikes, 2-wheelers and e-cycles and meet regularly, not just to cycle but to use the on-site café and to socialise generally. Cycling has proven to be not just good for their physical health but also for their overall wellbeing. Cycling is about fun and friendship, both of which Pedal Power say are essential for happiness as people grow older.

Contributes to our 'We will' commitments: 1, 2, 5, 6

Wellbeing and Mental Health Support

Cardiff Mind

Cardiff Mind promotes positive emotional wellbeing through empowering and supporting people to access opportunities to give them independence and quality of life.

Number of people over the age of 55 have been referred or have self-referred into Cardiff MIND services in 2022 - 23

681

Community Connectors is a new service designed to help improve wellbeing needs across the culturally diverse population of the South East, City and South, and East regions of Cardiff by providing signposting information to those in the community that may have historically felt disconnected or excluded from support.

The team of Connectors talk to individuals about the things that are important to them and provide them with signposting information to connect them to community support groups and services. The Community Connectors can provide signposting information and support for a range of issues including social isolation, benefits, mental health, pain management and advocacy and do their best to find community support for whatever matters to the individual.



Contributes to our 'We will' commitments: 2, 5

Cardiff Hubs and Libraries (Cardiff Council)

Older Person Activity Programme

Free events and activities continue to be made available for adults to access in Cardiff Hubs.

As part of the commitment to help older people to stay active and connected to their communities, a programme of events and activities has been delivered through the Cardiff Hubs over the last twelve months. Older people have participated in gardening clubs, Goldies Cymru (singing sessions), Dementia Cafe's, Carers Cafes, intergenerational activities, walking sports, Tai Chi, dancing sessions, Knit & Natter, Friends and Neighbours Groups, reading groups, conversational classes etc. Extensive partnership work has also taken place to utilise Cardiff Hubs as venues for the delivery of partner wellbeing activities e.g. Mens Sheds which has launched at Rhiwbina Hub – providing a place for men to make social connections and build friendships.

Cardiff Hubs and Libraries are supported by some fantastic 'friends of' groups, including AWEN, Friends of Rhiwbina Library and Friends of Rhydypennau Library. The groups help to coordinate event programmes and groups, as well as assisting the staff to extend the reach of the Hub /Library within the community.

New performance indicators have been introduced to track progress in the last 6 months of 2022/23 (below) and will be used to evaluate performance in 2023-24.

The number of events held to support people to keep active and stay mobile	602
The number of participants at the events held to support people to stay active and stay mobile	9,600
The number of events held to support people to remain active and stay social	1,607
The number of participants at the events held to support people to remain connected and stay social	17,357

CARDIFF HUBS & LIBRARIES

2022-23



**Current active reading groups
using Cardiff Libraries borrowed**

21,600 books

Physical book issues **1,709,419**

212,384 **Digital book issues**

**Digital newspaper
issues** **787,927**

1,730,732 **Physical footfall at
Hubs**

**New members
joining the Library** **15,845**

131,340 **Number of hours of
public PC usage**

Contributes to our 'We will' commitments: 1, 2, 3, 4, 5

Warm Welcome Space - Volunteers and events programme

Warm Welcome Spaces were set up in Cardiff Hubs in response to the cost-of-living crisis in the winter of 2022 - 23 for people who were unable to afford to heat their homes. The Warm Welcome Spaces provided comfortable environments where visitors were encouraged to relax with refreshments, have a chat and make new friends. Useful financial information was also available on topics such as Pension Credit.

Volunteers were successfully recruited to support the Warm Welcome Spaces, which were utilised by over 11,000 people. A tailored events programme was developed for visitors to enjoy, including 'Warm Space with crocheting' at Central Library Hub, 'Warm Space with board games' at Ely and Caerau Hub and 'Warm Space with crochet and knitting' at Whitchurch Hub.



Contributes to our 'We will' commitments: 2, 5

Cardiff Wellbeing Support Service



As Covid-19 restrictions relaxed, the Wellbeing Support Service was able to focus on addressing the increased impact of social isolation on older people. The pre-Covid-19 programme of events was reinstated and the additional digital events continued. The programme was expanded, with an additional 200 wellbeing sessions being delivered within the community. The overall total of free community sessions offered was 1433 during 22/23. There was an increase in the number of people attending the community activities delivered by the team of 2,500 when compared to the previous year. 11,661 people attended events overall throughout the year.

Over the last year, the number of activities being offered in other community settings outside of the outreach Hubs has increased, such as walks around the city, and trips outside of the authority to widen the experience being offered to older people. After listening to customer feedback, a range of trips were introduced using community transport (VEST) under the supervision of Inclusion Officers. Venues included the Botanical Gardens in Carmarthenshire, St Fagan's, Barry Island, Cardiff Museum, Newport Transporter Bridge and Cardiff Bay. The feedback received from the attendees has been overwhelmingly positive, many of whom would not be able to carry out these visits without support.



The range of activities has broadened and now includes sessions such as Tai Chi, Boccia, new gardening groups, local history interest groups and social singing. The inclusion programme has enabled the citizens of Cardiff to engage with others in accessible locations, in their local communities, free of charge. By providing digital sessions, people who are housebound have been able to participate in cooking groups, online coffee mornings, online exercise and quizzes. Some of whom have now been able to join some physical sessions with help from carers. As well as seeing high numbers of the older community attending our groups, support workers from Pinetree Hospital have been taking part in sessions with their service users, school groups have also been engaging with activities and also groups centred around refugees and asylum seekers and those with dementia and their carers.

The Inclusion Officers are now also supporting older people to engage with volunteering opportunities.



In 2022 - 23 there were 69 referrals for people over 50

Wellbeing Mentors

2022 - 2023 was the first full year for the Mentor service. Initially, work took place on reviewing procedures and introducing a triage process to improve service delivery. This has ensured that customers are receiving the most appropriate support from referral stage.

Clients mostly accessed the service for support with community engagement, stress and anxiety and mental health support. The service is person centred and each client is given a tailored action plan, meaning each person is getting the exact support they need. The Mentors have supported people in accessing community groups of interest, supported people to access specialist advice, and provided toolkits for reducing stress and anxiety and confidence building. In the first full year, 170 clients have been supported to improve their wellbeing. Initial evaluation has indicated that 93% of respondents reported that their needs were met.

In October, a pilot scheme was launched in partnership with Mind. Wellbeing clients now have a direct pathway to counselling and supported self-help through the charity. This has meant the Mentors can address practical issues with the clients, while they are receiving expert support from Mind, ensuring that the root causes of poor wellbeing are being addressed.

A wide range of community groups with varying needs have also been supported, including those seeking sanctuary, ex-offenders, adults in work, parents, carers and young people not in education, employment or training (NEET). Clients have gone on to access training courses, have returned to work or found employment, or they are volunteering and engaging with their communities.

"It's my third or fourth week, really enjoy it, lovely group of people, gets you into company"

"It's the ambience, everybody chats to everybody else"

"Variety of things here. We'd be at a loss without these groups"

"I like the variety of what you can do"

"Gets me out of the house, only place I've got. Stops me going mad, so I've got company"

"When my wife passed away I became a homebody and didn't go out at all, I was sat doing nothing not speaking to anyone. I found the hub on my street and started going down. I have been welcomed with open arms and now help with the gardening which brings me confidence as I'm knowledgeable of what I do. I also go to other hubs and do other things like Tai Chi. I am fitter and now speak to people more. My daughter was worried I would become a recluse but thanks to what you do and the advice you give she is happy and so am I"

Feedback received by Community Inclusion Officer

Contributes to our 'We will' commitments: 1, 2, 3, 4, 5

Community Grief Hub (Cruse Bereavement Support/Cardiff Council)



A collaboration has been taking place with Cruse Bereavement Support to launch a new weekly Community Grief Hub at STAR Community Hub to support people who have experienced a bereavement. Cruse's trained counsellors are available to help, comfort and advise during the sessions.

A grief focused book collection has been developed in collaboration with Cruse and made available in the Hub.

Cruse have also been providing training to the Community Hub staff through Compassionate Communities workshops to equip them with the tools to help members of the community with grief or bereavement support.

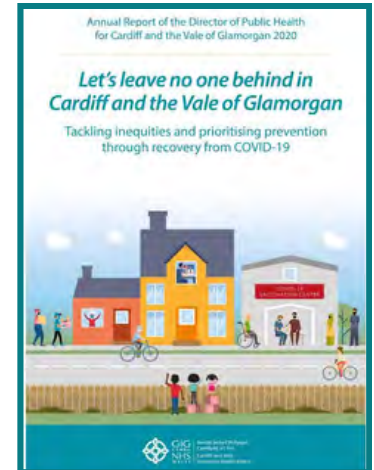
Contributes to our 'We will' commitments: 2

Prevention and Early Intervention

Amplifying Prevention (Cardiff and Vale University Health Board (CAVUHB))



The Annual Report of the Director of Public Health 'Let's leave no one behind in Cardiff and the Vale of Glamorgan' (2020) focused on how Cardiff and the Vale of Glamorgan could emerge positively from the Covid-19 pandemic. It focused on prevention and addressing the inequities exacerbated by the impact of the pandemic on our population. It identified key priority areas for attention and set out a vision for future partnership working that would enable the region to recover strongly and more fairly. Three key areas of health priority were identified, including 'Screening' and 'Move More, Eat Well'.



Progress has been made in these areas of focus by stakeholders across the city, including Cardiff Council, CAVUHB, Public Health Wales, and the third sector. The following is a case study of work that has taken place during the last year to improve the uptake of the bowel cancer screening programme in Cardiff.

Bowel Cancer Screening Videos

Bowel screening aims to find cancer at an early stage when treatment is likely to be more effective. At least 9 out of 10 people will survive bowel cancer if it is found and treated early. Uptake of all screening programmes in Cardiff and the Vale are amongst the lowest in Wales with the Southern area of Cardiff particularly affected. Cardiff Council has been working in partnership with Public Health Wales to deliver a targeted health education programme within the south that aims to develop greater awareness within communities of the importance of participating in bowel cancer screening. This included the delivery of group sessions within Cardiff Hubs as well as visits to community locations e.g. local temples.



Work also took place in 2022 with Cancer Research UK, Public Health Wales, The Welsh Interpretation and Translation Service (WITS) and the Council's Film Unit on a translation project to continue to amplify the preventative message. The teams worked on the translation, interpretation and overdubbing of a bowel cancer screening information video into Urdu, Arabic, Somali and Bengali.

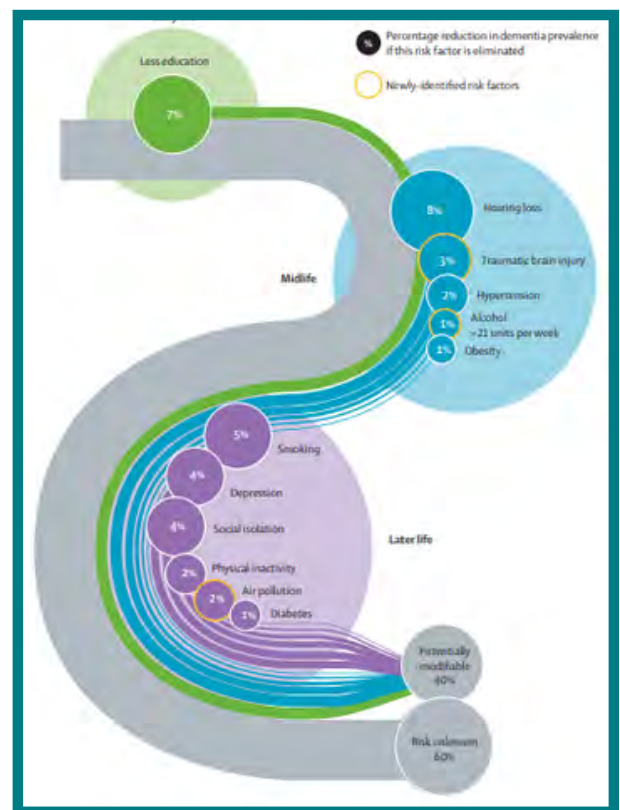
The finalised videos have been shared with GP surgeries, are available on screens within Cardiff Hubs and have also been uploaded to Public Health Wales and Cancer Research UK websites. The videos have also been uploaded onto new Community Health Connect YouTube channels and QR codes have been utilised to signpost the public to the videos via flyers. The flyers have been used extensively including by Bowel Cancer UK within their events programme.

Contributes to our 'We will' commitments: 2, 3

Dementia Prevention (Cardiff Council/Public Health Wales)

Work has focused on the development of a dementia prevention handbook, utilising the Lancet Commission article on dementia that details the modifiable risk factors. For each of the risk factors, the handbook will include a small amount of concise information in plain language about what an individual can do to lower their risk of developing dementia. The work was forwarded to the relevant consultant in Public Health Medicine in PHW and input has been given via a working group that comprises the Public Health Leads around the risk factors. A finalised draft has been submitted to the lead consultant for approval prior to design.

Once formally signed off, handbooks will be created which will be available in GP Surgeries, Hubs, hospital sites and other public buildings and through health partners. This work will be mirrored with a new 'Prevention' section on the Dementia-Friendly Cardiff website.



Contributes to our 'We will' commitments: 2, 4

Stay Steady Clinics (Cardiff and Vale University Health Board (CAVUHB))

Stay Steady Clinics offer an early intervention to people who are starting to develop a falls risk, with a physiotherapy-led service able to undertake in-depth assessments, identify falls risks, and tailor their advice to individuals with a particular focus on strength and balance exercise.



The clinic has been offered face-to-face from Roath Fire Station over the past year, as well as remotely, and has seen 249 patients during 2022 - 23. Over the last year, the service has also collaborated with Sport Cardiff and Elderfit to successfully run three Falls Management Exercise (FaME) courses.

Steady on...
Stay **SAFE**



Strength



And Balance



Falls History



Environment

Contributes to our 'We will' commitments: 1, 2, 3

Working Towards a Dementia-Friendly City

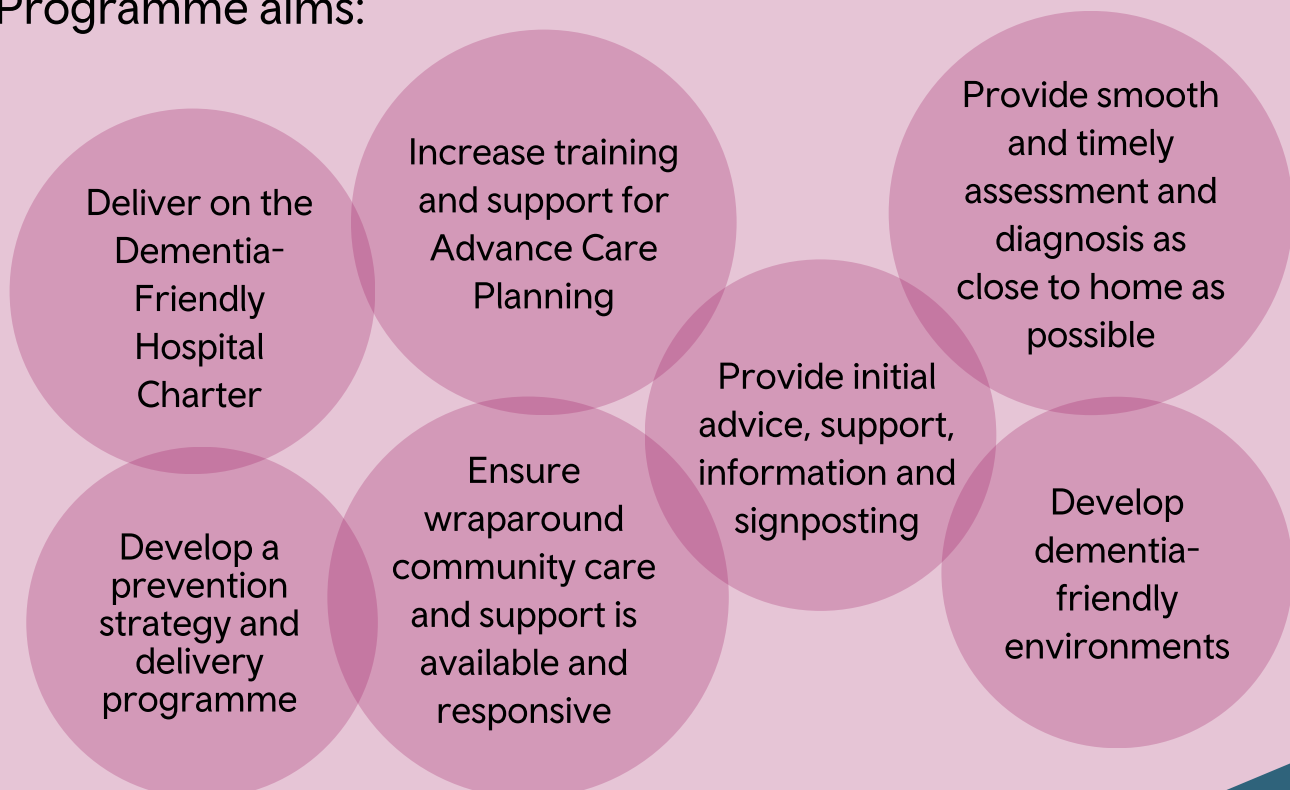
Cardiff and Vale Regional Partnership Board (RPB) - Ageing Well Partnership

Dementia Programme

The Dementia Programme aims to raise awareness of dementia whilst working to develop community-based services that enable timely access to diagnosis and person-centred care. Included in the scope of the programme are:

- Compassionate communities who are aware of their risk factors through a coordinated campaign of raising awareness and an increased number of 'dementia-friendly' communities
- Community-based care and support through increasing advocacy in the design of person-centered care plans and service developments
- Clear community-based pathways for timely assessment and diagnosis
- The Dementia Friendly Hospital Charter
- A regional approach to dementia care learning and development
- Measuring and benchmarking progress with people affected by dementia

Programme aims:



Progress in 2022 - 23:

- More informed and skilled staff via the Good Work Framework
- Additional GPs trained to hold GP-led clinics
- Significant increase in dementia-friendly businesses across the region
- Around 3,000 interactions per quarter between inpatients and third sector partners to keep people engaged and interacted
- Increase in care and support including referrals, signposting and community discharge planning via Memory Link and Clinical Community Resource Team members
- Improved data capture processes to better measure success and support future planning

What's next?

- Strengthen dementia pathway through implementation of Dementia-Friendly Hospital Charter and National Audit of Dementia recommendations
- Increase support for those with diagnosis in the community
- Continue the work of dementia-friendly businesses
- Support implementation of the Good Work Framework
- Strengthen data capture and measurement to benchmark, celebrate and reflect on success

Cardiff and Vale's Dementia Champions Network (RPB)

Cardiff and Vale RPB has recently re-established the Dementia Champions Network. This network is open to all in health, social care and the voluntary sector and will be held on 6-weekly basis. People living with dementia and unpaid carers will also be participating in the board.

Contributes to our 'We will' commitments: 3, 4, 8

Care Hubs (Cardiff Council)

Day centres in Fairwater, Minehead Road and Grand Avenue have been relaunched and rebranded in 2022-23. The day centres have become Care Hubs, which is in line with the vision of future service delivery. This includes greater integration with Cardiff Hubs to support our service users to stay active and engaged with their communities. Care Hub staff have been working hard and taking the service users to visit Cardiff Hubs so that they can enjoy the many and varied age-friendly events that are on offer.



The Care Hub Team have also been working with lots of partners to offer activities such as music therapy, reminiscence and intergenerational opportunities. Service users are really enjoying these sessions.

Service improvement is a key ambition for Cardiff's Care Hubs. Service users are all affected by dementia and there is a firm commitment to supporting them to engage, connect and enjoy their time within the Care Hubs. The activity programmes aim to deliver:

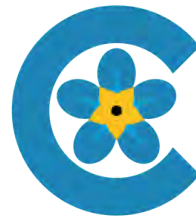
- Positive emotions
- Cognitive stimulation
- Person-centred activities that are meaningful to the individual
- Physical benefits and keep the service users mobile
- Social interaction and social contact

Developments in 2022-23 have included the installation of an exciting piece of equipment in Grand Avenue and Minehead Road Care Hubs. The Tovertafel creates interactive light animations which are projected onto a table to encourage instinctive participation, inviting engagement and boosting physical and social activity. The games that can be played provide cognitive stimulation and reduce apathy, restlessness, and help service users feel more positive.

The number of service user sessions delivered within Care Hubs in 2022 - 23	5,812
The number of care hours delivered by Care Hubs in 2022 - 23	34,872



Contributes to our 'We will' commitments: 4, 5, 8



Dementia Friendly Cardiff

Dementia Friendly Cardiff is a partnership between Cardiff Council, Cardiff and Vale University Health Board (CAVUHB) and Alzheimer's Society. A Dementia Friendly Volunteer Programme was launched on World Alzheimer's Day, 21st September 2022. The volunteer program was set up to encourage people to give up their time to support and help local shops, businesses, and organisations to take dementia-friendly action. This will ensure people with dementia can remain active and lead more fulfilled lives and remain part of their community.

To help with the success of dementia-friendly organisations, a Dementia Friendly Community Officer was recruited for Cardiff on a temporary basis via regional funding and has been in post since 13th February 2023. The Dementia Friendly Ambassador Volunteers and Dementia Friendly Community Officer have been physically calling into shops, businesses and organisations on a locality approach to target specific areas across Cardiff. This approach has been very successful and has resulted in 92 businesses and organisations pledging to become dementia-friendly to date.

The Dementia Friendly Cardiff website has continued to provide a 'one-stop shop' of valuable information about services and support to assist people living with dementia and their families. The website features services that Cardiff Council and external organisations provide. There are also pages dedicated to information, advice and assistance, events happening in Cardiff for those living with dementia and carers and dementia-friendly volunteering opportunities. In the last 12 months, the Dementia Friendly Cardiff website has been viewed 13,563 times and has 4,278 total users with 4,235 new users.

The team have been busy promoting the website. Throughout May, as part of Dementia Action Week, Dementia Friendly Cardiff website posters were placed in over 300 bus stops within Cardiff and also features on the lamppost flags in the city centre. This marketing strategy was aiming to increase the number of visits to the Dementia Friendly Cardiff website and extend the reach of the help available.

Contributes to our 'We will' commitments: 4

The Team Around the Individual (TATI) (Regional Partnership Board (RPB)/Cardiff Council)

TATI, funded by the RPB, was an opportunity for Adult Services to work collaboratively with care homes across Cardiff to establish what good care looks like. As a dementia-friendly city, the ambition is to use learning to influence the way in which commissioning services are approached in social care and other areas of the Council. There is an aim to retain and support best practice and improve areas where it is possible to achieve more.

To begin the collaborative reviews, a team of one Social Work Manager and one Social Work Assistant shared the proposal with Care Home Managers and invited them to work together. A whole home monitoring report was used to capture observations, review personalised care plans and the team would also meet with staff, residents and their families. Feedback was shared at the end of the visit, highlighting examples of great practice and suggestions to consider improving. This has not only provided a great insight as to what good care looks like for those living with dementia in care homes, but has been acknowledged as a key part of how services are delivered with the creation of the Dementia and Care Quality Team.

The team will continue to work collaboratively with care homes, reviewing what good care looks like but also forming closer links with commissioning and contract monitoring.



Examples of great practice

A care home provided an array of themed events over the past 12 months which have included a garden party for the Queens' Platinum Jubilee, 4th July – America Independence Day with American inspired food and activities, visits and activities with the children from a local primary school, active fun with Rise, entertainment from Rubicon Dance and an afternoon of music provided by Ukulele Nights.

Residents at one care home took part in arts and crafts activities and an exhibition of their work took place on 29th September.

A care home were beneficiaries of the Dementia Grant from Welsh Government and have used the monies to ensure residents doors have been updated to reflect individuals' choice of colour (making rooms easily recognisable for the residents), along with turning part of the reception area into a cinema. Sensory equipment was purchased and is being enjoyed by the residents.

When one resident saw her door, she said with a big smile on her face, "my husband did this for me". Then she said to the carers, "Look at my front door, I am posh now".



The activities coordinator for one of the care homes who is an artist has adapted assorted items to enable the residents to complete their own artwork. This artwork has been completed by a resident living with dementia.

Contributes to our 'We will' commitments: 4



Welsh Ambulance Service Trust (WAST)

WAST supports many people living with dementia who access and use emergency services. They are introducing reminiscence therapy activities for patients, who often find the ambulance environment stressful and difficult to be in. A project is underway to use tablets which hold reminiscence activities and resources, such as music, pictures, sensory activities, movie clips and much more.

Dementia vision:

- To be an organisation that responds to both the clinical and emotional needs of people living with dementia, their carers and families.
- Commitment to being more dementia aware with a skilled and knowledgeable workforce.
- Deliver a better quality service with improved service user experiences and outcomes.

Reminiscence Interactive Therapy Activities (RITA)

The service is using RITA which is an all-in-one touch screen solution that offers digital reminiscence therapy and meaningful activities, and is a relatively new tool in the fields of nursing and healthcare. RITA is aimed at offering support for older people, people with mental health issues, learning difficulties and acute brain injuries as a means of engaging with them and reducing distress/agitation, isolation, depression, delirium and behaviours that challenge. The key benefits include:

- appropriate distraction/de-escalation
- cognitive stimulation
- prompts conversation via reminiscence content
- relieves boredom
- supports communication



This is perfect for the ambulance environment and has already been used by the Welsh Ambulance Service Trust to support patients when transporting them to and from the hospitals.

"Used RITA with a lady with mixed dementia and a hip fracture. I gave her the tablet with a 360° coral reef, which distracted her wonderfully all the way to hospital - she was holding the gas nozzle but never used it"

"91 year old with Alzheimer's, who was waiting outside hospital. She loved the tablet, listening to the music and humming along, she also enjoyed the movie clips. She was becoming restless whilst waiting but once we started using the tablet her mood settled"

"Patient who hadn't been diagnosed with dementia but was experiencing memory problems. Sat with patient for over five hours on the ambulance and he thoroughly enjoyed playing the games and listening to the music which brought back good memories and allowed him to sing along as he remembered most of the words. During these long handover delays we are encountering at A&E at the moment it really helped the patient and made the time pass quicker"

Contributes to our 'We will' commitments: 4

Museums Inspiring Memories (Amgueddfa Cymru)

Launched in April 2022 and funded by the National Lottery Community Fund, Museums Inspiring Memories is a three-year partnership project between Amgueddfa Cymru and Alzheimer's Society Cymru, exploring how they can use the museums and collections to improve the health and wellbeing of people affected by dementia.



What has happened already?

Between December 2022 and March 2023, people living with dementia, unpaid carers and care staff, colleagues from the heritage sector and representative organisations were invited to museums and community venues across Wales, including Cardiff to give their experiences of engaging with museums and ideas on addressing barriers. As well as welcoming people to the museums, groups and care settings were visited to gather the thoughts and lived experiences of the community.

The Dementia Voice in Heritage Group

A steering group is being put together, who will help to steer and shape the work of the project over the next two years. Called the Dementia Voice in Heritage Group, it will be a mixture of people living with dementia, unpaid carers, care sector staff, colleagues from the heritage sector and representative organisations.



Dementia Action Week

During Alzheimer's Society's Dementia Action Week (from 15 – 21 May), individuals were invited to find out more about the museum spaces and collections and to discover the role that heritage can play in a person's care and wellbeing. Over the course of the week, the team hosted and joined activities at four of our museums. In Cardiff, these activities included:

- a handling collections activity at Grand Avenue Day Centre, Ely
- a film-showing at St Fagans: National Museum of History of 'The World Turned Upside Down', that looks at the importance of communication around dementia
- an 'Information Day' at St Fagans, with stall holders from across the region showing what they are doing in communities to support those affected by dementia

Contributes to our 'We will' commitments: 4

Unpaid Carers

Launch of Unpaid Carers Charter (Regional Partnership Board (RPB))

The RPB has worked with unpaid carers including to find out what matters to them. This, together with a review of strategic documents, has helped form the basis for the Charter outlining a set of commitments to unpaid carers which were launched in March 2023.

The Unpaid Carers Charter sets out a clear direction for the planning and development of support to all unpaid carers across the region over the next five years. These are supported by a companion document that sets out in more detail the aims of the Charter.



Our commitments to you:

- We will ensure unpaid carers are identified and recognised in our communities to be able to provide the information, advice and support needed as soon as possible
- We will ensure the right information and advice around services, financial and wellbeing support is given to unpaid carers at the right time to empower choice and understanding
- We will work to improve the quality of support provided to unpaid carers
- We will develop and improve the skills of our workforce to help unpaid carers achieve what matters to them
- We will make best use of the resources available to contribute to caring for people in our communities and make sure unpaid carers have time to do the things that they enjoy
- We will work together to ensure unpaid carers are supported in education and in work

We want unpaid carers to help us improve services, therefore:

- We will ask you to tell us what you think
- We will listen to the voice of unpaid carers to inform the development of services and support

We as partners across the NHS, local authorities, voluntary and 3rd sector organisations recognise our responsibility in supporting unpaid carers in our community.

Therefore, we want to identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable carers to have a life alongside caring.

Cardiff and Vale Carers Gateway
E: gateway@thecarecollective.wales
T: 02921 921024
W: www.thecarecollective.wales

Scan the QR code to find out more



Unpaid Carer Vision

“To identify and recognise unpaid carers for the vital contribution they make to the community and the people they care for, and in doing so enable unpaid carers to have a life alongside caring.”

Contributes to our 'We will' commitments: 4, 8

Care'Diff (Cardiff Council)

A new 'Care'Diff' platform has been launched by Cardiff Council. This aims to provide help for those who do such a valuable job of looking after family and friends to support them to live independently in their own homes within the community.



Care'Diff support groups were launched in several Cardiff Hubs during April 2023. They provide carers with an opportunity to take a break from caring, meet other carers, take part in fun activities and get support.

Quarterly Care'Diff newsletters were launched in March 2023 containing news, events and useful information to support unpaid carers. Printed copies of the newsletter have been distributed to GP surgeries, Hubs and libraries, Care Hubs and other community locations across Cardiff. Positive feedback has been received from unpaid carers and external partners including Carer Champions working within primary care.

New Care'Diff social media accounts were launched in March 2023 (@CareDiffTweets / Dinas Gofal / Care'Diff) and these are being used to highlight useful information and to promote events.



A 'Caring for Carers' consultation was launched in December 2022 and concluded in January 2023. The consultation exercise was targeted at unpaid carers and organisations that provide or signpost to respite services. The consultation aimed to learn more about the lives of unpaid carers and what options are available in Cardiff for them to take a break from their caring responsibilities. Additionally, it aimed to gain a deeper insight into the barriers and challenges that carers may face in taking a break. The valuable feedback received from the consultation is already being used to shape services.

CARING FOR CARERS SURVEY

Do you look after a relative or friend by helping them with their daily activities and needs?
IF YOU DO WE NEED YOUR HELP!

We know what a vital job carers do and we want to understand the current support available for carers and how this can be improved. If you look after a relative, friend or neighbour we would be grateful if you could complete the below survey.

By completing this form you are agreeing that your details are shared with the Age Friendly Cardiff Team. Any personal data provided as part of this form will be processed in line with current data protection legislation.

The information that you provide on completing this form will be processed in accordance with the General Data Protection Regulation (GDPR) and the Cardiff Council Data Protection Policy. Any information provided will be processed in accordance with the Cardiff Council Data Protection Policy for the purpose of research and support. All personal information provided will be treated in an ethical and confidential manner and will only be shared with the Council to develop and improve services. You can contact the Cardiff Council Data Protection Officer if you have any queries or concerns. Cardiff Council, 100 Victoria Road, Cardiff, CF10 1AA. Email: dataprotection@cardiff.gov.uk

Q1. Are you completing this survey as someone who cares for a friend or relative or on behalf of an organisation that provides support?

As a carer for a friend or relative (Go to Q12)

Behalf of an organisation (Go to Q2)

Q2. What is the name of your organisation?

.....

Q3. What does your organisation provide in regards to respite?

Referral to respite services

Provide our own services

Q4. If you provide a referral service, please provide an e-mail address below and we'll be in touch to capture the information.

.....

656 carers responded to the survey (<https://www.cardiff.gov.uk/ENG/Your-Council/Have-your-say/Research-Reports/Pages/default.aspx>)

44.8% said: "The person I look after doesn't want to be looked after by anyone else"

27.3% said: "I am not confident of leaving my friend or relative with anyone else"

What we have done already.....

Actions have been added to our new Hubs for All development (launching in Summer 2023) which will provide a drop-in service for unpaid carers to access to help build the confidence of unpaid carers and the people they look after.

24.1% said: they experience mental health difficulties

What we have done already.....

Feature on mental health support services has already been featured within the Care'Diff Newsletter (this will be ongoing)

69.2% said: they have never accessed any help that allowed them to take a break from their usual routine of looking after your relative or friend

51.2% said: they were unaware of any options that can help

What we have done already.....

Launched support groups across the city.
Feature on respite options within the Care'Diff Newsletter (ongoing feature)

Contributes to our 'We will' commitments: 8

Patient Experience Team: John's Campaign (Cardiff and Vale University Health Board (CAVUHB))

In early 2023, CAVUHB began working on the re-introduction of John's Campaign. Originally launched in 2018, John's Campaign aims to improve the support provided to unpaid carers when the person they care for is admitted into hospital, and to value their input into the patient's care and discharge plans. The main principles of the campaign are:

- to help with early identification of unpaid carers
- help us understand the unpaid carer experience
- to ensure unpaid carers have a voice and are listened to
- to help those unpaid carers, who wish to, to continue their caring role while the person being cared for is in hospital
- to improve the knowledge base of staff

During the pilot phase, three wards have been identified to work with and help them to achieve the standards. Within the pilot phase of the campaign, the development of an Unpaid Carer Engagement Group is being considered to ensure that any proposed initiatives or literature provide a meaningful improvement to the unpaid carer experience.

Contributes to our 'We will' commitments: 8

GP Unpaid Carers Accreditation (Cardiff and Vale University Health Board (CAVUHB))

National and regional carers reports continue to highlight that for many carers, the first place they contact for help and support will be their local GP. Therefore, it was a priority of the team, once Covid-19 restrictions allowed, to re-engage with the GP Carer Champions. The Carer Champions play a vital role within the community as they can provide support and advice to unpaid carers and are the primary point of contact for the Carers Lead and Information and Support Centre Manager. The accreditation had to be put on hold during the pandemic and during this time many of the established Carers Champions retired or moved to new roles. This has meant that a number of Carers Champions are now having to be trained.

Representatives from the CAVUHB are involved in the assessment and support process, however, this process has been updated and the Volunteer Unpaid Carer Navigators will be involved in the new assessment process moving forward. Since late 2022, the Carers Lead and Information and Support Centre Manager have been re-engaging with GP practices across Cardiff with 26 surgeries re-engaged and being supported through the revalidation process.

Contributes to our 'We will' commitments: 8

Volunteer Unpaid Carer Navigators (Cardiff and Vale University Health Board (CAVUHB))

In partnership with the Volunteering Team, a Volunteer Unpaid Carer Navigator role was developed and launched in Carers Week 2022.

The main aims of the new role were:

- to make unpaid carers feel welcome
- to assess their information and support needs
- to provide basic information and signpost more complex queries onto the Carers Lead or Information Centre Manager
- to offer a listening ear

Six volunteers were recruited into this role and provided with a bespoke unpaid carers awareness session, covering topics such as:

- who are unpaid carers and what do they do?
- barriers unpaid carers face
- signposting information

The Unpaid Carers Information Service is a small team, so the volunteer navigators play a crucial role in helping unpaid carers get the right support, at the right time, to help manage a wide range of needs. This is a role that will hopefully be developed in the future where the Volunteer Unpaid Carer Navigators can help to deliver awareness sessions to staff and support with such initiatives as John's Campaign and the GP Unpaid Carers Accreditation.

Contributes to our 'We will' commitments: 2, 8

Llys Enfys (Cardiff Council)

Taking a break plays a vital role towards relieving the physical and emotional impact of providing care and in preventing unpaid carers from becoming exhausted and run down and provides a positive experience for both the person being cared for and the carer, enhancing the quality of their lives and allowing the caring relationship to be maintained.

In response to the increasing demand for these services, Cardiff Council are exploring a range of options to improve and increase respite support and service provision. One of the options that is now available, following collaboration between the Council and Linc-Cymru Housing Association, is a respite stay in Linc's accommodation at Llys Enfys, Llanishen.



Llys Enfys is housing for older people who wish to live safely and independently within the community with optional, individual packages of care and support. The scheme comprises of a total of 102 self-contained apartments with a mix of 1 and predominantly 2 bedrooms. An appointed organisation is available on site and will provide personal care to those who have been assessed and meet the Council's eligibility criteria. Facilities at Llys Enfys include a shop, library, laundry room, hair and beauty salon as well as the main communal lounge and restaurant.

Two self-contained flats have been made available to use for this purpose, with the aim of providing an opportunity for respite care for individuals over 50 years of age and who have assessed eligible needs for respite provision and whose care needs can be met at this scheme.

Contributes to our 'We will' commitments: 7, 8

Developing Co-production (Carers Wales and Cardiff Council)

As work got underway to improve and reshape the services available to unpaid carers, it was clear that working in collaboration with unpaid carers would be vital in re-shaping services. Carers Wales has agreed to work with Cardiff Council to support unpaid carers to have their voices heard as part of the development of the Ageing Well Strategy.

Through the duration of the project, Carers Wales will be supporting the creation of new carers support groups. The organisation will also be assisting with the activities being run through promotion to carers in its membership, via social media channels and established partnerships with third sector organisations across Cardiff. They will also provide content for the new carers newsletter being distributed by the Council.



Contributes to our 'We will' commitments: 8

Safeguarding Older People



**Gwasanaeth Tân ac Achub
De Cymru**
South Wales
Fire and Rescue Service

South Wales Fire and Rescue Service (SWFRS)

SWFRS are committed to protecting our communities through reducing deaths and injuries from fires and other emergency situations.

SWFRS have concluded that older people living at home are more at risk from death and serious injury at accidental dwelling fires. These individuals can be difficult to reach and are often digitally excluded. SWFRS have introduced several initiatives to help identify and make contact with those at risk to provide education, risk reduction products and onward referrals to partners who could also assist.

Partnerships have been strengthened with Care & Repair, St John's Ambulance, Welsh Ambulance Service Trust (WAST), district nurses and physiotherapy teams.

SWFRS have re-introduced Stay Steady Clinics at various locations to assist colleagues in the NHS and have a two-way referral system in place to support those who have a higher need for services.

Working collaboratively with partners has helped to maximise engagements with the older population they protect, with a 60% increase on pre-Covid-19 referrals received. 12,000 Home Fire Safety Checks have been completed this year, with over 50% of these being completed for the older population.

At local fire and rescue stations, crews are active in their engagement with local groups and communities, frequently with a focus on older citizens and groups.

'We will' commitments: 1, 3, 4



SOUTH WALES
POLICE
HEDDLU
DE CYMRU

South Wales Police

Over the last 12 months, Cardiff and Vale Officers have conducted at least 49 planned engagements with the older community. All engagements were conducted face-to-face and range from gardening clubs and coffee mornings to crime prevention inputs and community events.

The Neighbourhood Policing Victim Reassurance Plan for Cardiff and the Vale ensures that any victims over the age of 65 are visited in person to allow for support and reassurance to be provided.

In addition to the work that the local neighbourhood policing teams are doing within the Community Safety Department, the following has taken place:

- Distribution of the 'Little book of big scams' to targeted vulnerable victims.
- Contacting fraud victims and completing joint visits with Trading Standards to provide advice on rogue traders and scams.
- Meeting with family of vulnerable victims who may lack capacity and providing advice and support on how they can keep their family member safe if they are living on their own.
- Providing inputs to older person groups; retired professionals and women's groups on crime prevention, personal safety, rogue traders and scams.
- Attending public events to advise on crime prevention/personal safety scams.
- Giving Crime Prevention through Environmental Design advice to housing associations & Council sheltered housing schemes where residents are being targeted. This includes CCTV coverage and perimeter security and advice for residents to help keep them safe etc.
- Referring older/vulnerable individuals to Victim Focus, Age Connects, Cardiff Council, Telecare and Meals on Wheels.
- Providing training to banks/building societies to advise them on how to spot an older victim of a scam and help to prevent them from becoming victims.

In June 2022, an Older Person's Action Plan was developed for the force. The plan aims to raise awareness within the organisation of how and what can be done to safeguard older people.

Objectives:

- Reduce the number of repeat victims of assault, burglary and fraud that are aged 65+
- Understand and develop solutions for the policing related issues that most affect older people in our communities
- Provide training and awareness to officers and staff around safeguarding older people
- Contribute to relevant local, regional, national forums to share good practice

It is important to South Wales Police that they promote a greater use of age-related data in their crime performance management meetings and understand good practice in relation to responding to age-related groups. This will encourage them to see the benefits in greater use of age-related data in crime analysis to shape responses to specific crime types, particularly fraud targeted at groups due to vulnerability of age. Extra filters have been added to crime dashboards to make it easier to identify older people as victims and offenders.



South Wales Police is focused on understanding and developing solutions for the policing related issues that most affect older people within communities. They currently attend the All Wales Blue Light Group – which, at the last meeting, explored ideas regarding dementia and safeguarding. The Public Protection Team provide training for officers and staff to raise awareness about the safeguarding of older people.

Contributes to our 'We will' commitments: 2

Age-Positive Research

Cardiff Metropolitan University

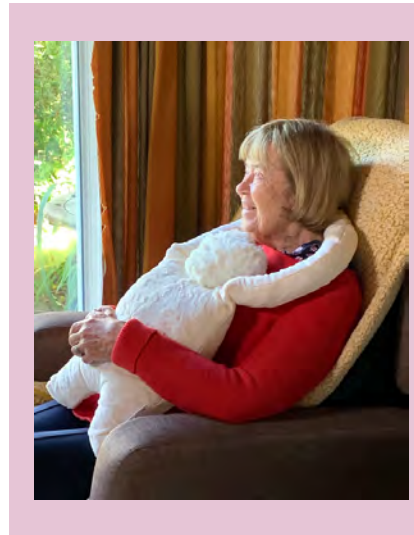
Centre for Applied Research in Inclusive Arts and Design (CARIAD) - HUG by LAUGH

The Cardiff Metropolitan University's spin out business, HUG by LAUGH Ltd., has had continued success over the last year. HUG, a therapeutic soothing product designed to reduce anxiety for people living with dementia, is now widely available to buy (from Amazon and Argos platforms, Story & Sons, and Alzheimer's Society) and is being sold globally with resellers in Canada and USA. The business is partnered with Alzheimer's Society and each HUG sale raises money for their work.

HUG has been featured over the last year in BBC and ITV TV and radio reports about UK care homes who are finding the product is having a positive impact on the wellbeing of people living with dementia.

Several Health Boards are using HUG with patients. An evaluation study is in progress with Aneurin Bevan University Health Board to assess HUG's impact on a range of different patient groups including those living with dementia, learning disability and autism spectrum disorder.

The HUG by LAUGH team have continued to share the research underpinning the design of the product at international conferences and seminars and have a recent publication in the International Journal of Environmental Research and Public Health. Professor Cathy Treadaway also presented the research to the Cross-Party Group for Universities in the Senedd. The research is also featured in the recent Alzheimer's Society publication – 'Dementia and co-creation' guide. This includes a case study on LAUGH research and the Compassionate Design methodology used to develop HUG. The publication aims to guide UK industry in the development of new products and services for people living with dementia.

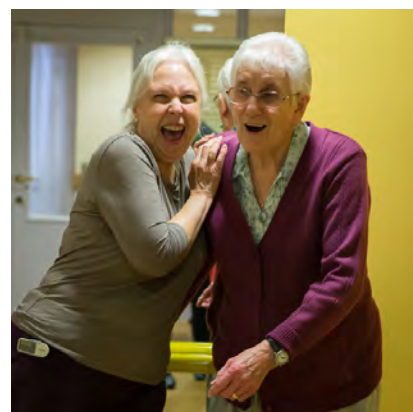


The Active, Connected and Engaged (ACTIF) Research Project

The ACTIF project involves older volunteers (55+) supporting older people (65+) to improve their mobility by becoming more active within their communities.

Funded by the National Institute for Health Research Public Health Research Programme, the programme involves volunteer-participant pairs attending at least three local activities chosen by the participant. Following this, volunteers support the participants to continue attending the activities independently via regular phone calls and further joint visits to activities if necessary.

Between February 2022 and March 2023, 260 adults aged 65+ were recruited from Cardiff, Stoke-on-Trent and Manchester. Participants and volunteers were recruited via third sector organisations and GP surgery mailouts (Llandaff Village Surgery, Llan Healthcare, Whitchurch Medical Centre, Penylan Surgery and Crwys Medical Centre). On average, 15 new participants have started the programme each month.



The team aim to recruit 515 older people over the next 6-8 months. When the study is complete, the results will be provided to local and national health organisations to make well-informed decisions about how best to support older people to stay healthy and happy.

Who is taking part in ACTIF in Cardiff?



'We will' commitments: 5

The background features a series of overlapping, semi-transparent shapes in shades of yellow, light green, and orange, radiating from a central point at the bottom right. The overall color palette is warm and bright. In the top left corner, there is a faint, stylized graphic element that appears to be a portion of a gear or a similar mechanical shape.

Housing



Older Persons' Housing Strategy (Cardiff Council)

Cardiff's Older Persons' Housing Strategy was published in 2019 and set out an ambitious vision of the Council and its partners 'to deliver the best housing outcomes for all older people in Cardiff'.

There has been clear progress on the ongoing housing schemes during the last year, including Care Ready housing which aims to future proof homes to allow for the expansion or introduction of care.

All schemes will integrate the 'Housing our Ageing Population Panel for Innovation' (HAPPI) principles. The HAPPI principles are based on 10 key design criteria and have particular relevance to the spectrum of older persons' housing which needs to both offer an attractive alternative to the family home and be able to adapt over time to meet changing needs.

They reflect:

- Space and flexibility
- Daylight in the home and in shared spaces
- Balconies and outdoor space
- Adaptability and 'care ready' design
- Positive use of circulation space
- Shared facilities and 'hubs'
- Plants, trees, and the natural environment
- Energy efficiency and sustainable design
- Storage for belongings and bicycles
- External shared surfaces and 'home zones'

Housing Schemes in Development (Cardiff Council)

Addison House



Addison House is one of Cardiff Council's new state of the art Community Living schemes. The scheme will deliver 45, one or two bedroom 'care ready' flats on 5 floors with lift access. The flats will be flexible enough to be adaptable to the changing needs of older people.

The flats will be spacious and open plan and have large private balconies to create a light and airy space. The scheme has been designed to Royal National Institute of Blind People (RNIB) Platinum Standards. The scheme will also offer communal facilities such as a lounge, roof terrace, a laundry room, a courtyard garden, parking spaces (including electrical car charging points and facilities for storing and charging mobility scooters). There will also a range of services provided to help tackle social isolation and promote wellbeing.

Work has been going well on the scheme and the contractor will be ready to hand over the flats in November 2023

St Mellons and Maelfa



The Maelfa Scheme will provide 41 flats with day rooms, communal roof garden and a new link through to the existing age designated high-rise block. This is ideally located next to the Wellbeing Hub at Maelfa, the health centre and the new shops and community space being provided by the Maelfa Regeneration Programme. The flats will be fully accessible and extra-care ready with generous space around furniture, in-built potential for wheelchair storage, accessible bathrooms, direct access and structural provision for a hoist from bedroom to bathroom and an open-plan living space.

The St Mellons scheme will provide 60 flats (one and two bedroom apartments), a vast range of communal facilities and private garden space. The flats will be care ready and delivered over three blocks connected via ground floor communal facilities.

The schemes have been delayed due to a contractor going into administration. However, new contractors have been identified via a framework and contract negotiations are now in the final stages.

It is anticipated that work on-site will re-commence in late summer 2023 and result in completion towards the end of 2025

The Butetown Scheme



The Butetown Scheme is a Community Living scheme that is being developed. The proposal will create 44 one and two bed independent living apartments with ground floor communal space and a resident's day room facility on the 5th floor.

The design has been developed as a specific response to the housing requirements of its users, with the core principles established by HAPPI being used to guide the process. This has led to the adoption of an innovative atrium block method that will allow communal spaces for social interaction and the provision of daylight to help those with visual impairments.

The roof areas will be used as amenity spaces for residents and to promote biodiversity. All apartments are located on the upper floors, with the ground floor providing residents access to a shared lounge and garden, alongside staff and back of house areas. The ground floor also provides facilities for the wider community including a flexible activity space and gym.

Work on site is due to start in summer 2023 and complete at the beginning of 2025

Leckwith Road Community Living Scheme



A new residential 41 apartment building and community facility and Community Living development is planned in the Canton area that takes an integrated approach to deliver an older person's scheme providing one and two bedroom flats.

All will meet the Cardiff design guide for older person's accommodation and improve accessibility for residents with mobility issues, reducing the need for future adaptations.

The scheme will also combine a range of communal facilities to support independent living with a community facility, comprising hall, activity rooms, kitchenette, storage and welfare facilities as well as a multi-functional landscape and community garden.

Work on site is due to start in summer 2023 and complete at the beginning of 2025

Michaelston Wellbeing Village



The proposal is for a new Wellbeing Village, with around 250 new homes built within an environment that promotes health and well-being.

There is a focus on creating new homes for older people, built within a mixed-age community, with a variety of homes for sale and homes for rent from the Council. The aim is for the Wellbeing Village to have a wide range of new public facilities. These could include a Council Hub, health facilities, café and flexible community space.

There will be high-quality outdoor spaces, which could include:

- Public Square – a vibrant public space at the heart of the community facilities, where people can sit, meet friends and have a coffee at the café.
- The Green – a green space at the centre of the scheme protecting the existing mature trees and promoting informal play.
- Wild Wood – a large, wooded area that will be retained and be accessible to walk through.
- Community Garden – a community growing space.
- Hillside Walk
- There is the potential to create new walking / cycling connections to help improve access from the surrounding area to the community facilities.

The planning application will be submitted by September 2023, with a decision expected by summer 2024 and work on site due to start in early autumn 2024.

Contributes to our 'We will' commitments: 7

Community Services

Clos Y Nant Sheltered Housing achieves Visibly Better Living Certification (Cardiff Council)

Visibly Better Living is a comprehensive certification scheme developed by the Royal National Institute of Blind People (RNIB) and is designed to provide social housing providers and care home staff with the skills and knowledge to meet the individual needs of the increasing number of residents living with sight loss.

The certification scheme provides structure and guidance to adapt existing or new housing provision to create environments which are inclusive for people with sight loss and for the embedding of systems and practices that not only support current residents but future residents who acquire sight loss. Residents benefit from these changes potentially regaining independence, enabling them to stay as independent as possible within their current housing provision for as long as possible.

Clos Y Nant in Fairwater was the most recent Community Living Scheme to attain the RNIB Cymru Platinum award, part of the Visibly Better Accreditation scheme, in October 2022. The older person's accommodation scheme has 36 properties including studios, one bedroom flats and properties which are suitable for wheelchair users. To celebrate this achievement, a celebratory event was hosted at the scheme where Councillor Thorne, Cabinet Member for Housing and Communities, and David Watkins, the Assessor from RNIB Cymru, joined residents to celebrate.

Contributes to our 'We will' commitments: 7

Care & Repair Cardiff and the Vale



Care & Repair Cardiff and the Vale are a charity whose mission is to support older people to repair, adapt and maintain their homes.

Care & Repair have reported a productive year and had a positive impact on the lives of older people in Cardiff.

Number of older people helped during 2022/23 = 2,634

Outputs/outcomes achieved during the period include:

- 1,426 works completed totalling £827,540 in value which assisted older people repair, maintain or adapt their homes
- 117 older people were assisted to obtain £396,948 in additional annual welfare benefits income

Casework Service:

- 98% of older people felt more confident and independent
- 98% of older people were satisfied with the standard of work
- 100% of older people would recommend the service to others

Care & Repair Cardiff and the Vale Case Study

Our client

Betty is 92 years old and lives on her own. She has a good relationship with her daughter but she does not live locally. Betty is registered as severely sight impaired and has macular degeneration from diabetic retinopathy.

The problem

Betty was referred to Care & Repair by a Multi Skilled Operative who had completed some work in her home. He noted she was very hard of hearing and couldn't hear him when he was at the door and was concerned for her wellbeing.

Betty fears losing her sight and is nervous of falling. She admitted to missing visitors at the door due to her hearing loss. The property was dark in some areas and although it was on one level, Betty was nervous of falling, particularly at night, and was leaving a lamp on all night in a corridor that leads to her bathroom. The living room which is quite large and with high ceilings with two bare bulbs as main lights which was not adequate lighting for the room.



What Care & Repair did

A Managing Better specialist caseworker visited Betty in her home to assess her needs.

As a result, a referral was made to Sightlife for a home visit to discuss what social events may be of interest and to chat about the ways to cope and manage the change in her sight.

A referral was made for a Safety at Home Grant from Cardiff Council to fit a flashing doorbell and telephone sensor totalling £165.27

Rails were also fitted in several areas of Betty's home via the grant, totalling £305.71

Improvements were also made to the lights in Betty's home and fittings were replaced in the living room and dining are. A number of bulbs throughout the property were replaced for daylight bulbs, allowing there to be a more comfortable natural light in Betty's home. The lights were fitted through a grant, totalling £613.80.

As a result of the specialist caseworker visit and support, Betty has been able to access £1084.78 in grant funding for physical adaptations to make her home safer for her.

Betty can now move around her home with more safety. She is less isolated as she can hear visitors when they come to her door.

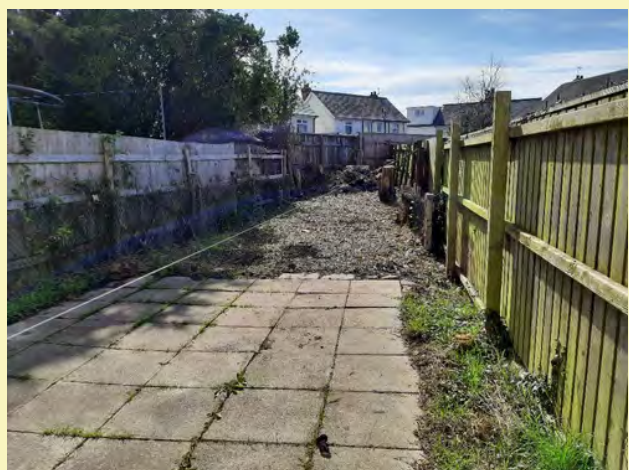
She also has support from Sightlife to cope with her sight loss and participate in local activities, improving her overall wellbeing and making her less isolated.

Contributes to our 'We will' commitments: 1, 7

The Local Team “Teaming Up to Clean Up” (Cardiff Council)

The Local Team is a Council community-based team dedicated to improving community spaces across Cardiff. They can offer a one-off visit to help residents clear their gardens of overgrown vegetation and unwanted waste, which can be a difficult task.

Over the last 12 months, the Local Team has helped 595 Cardiff residents who were unable to maintain their gardens with a one-off clearance to remove overgrowth and unwanted waste from their gardens.



Contributes to our 'We will' commitments: 1, 3, 7

The background features a series of overlapping, semi-transparent shapes in various shades of red, orange, and pink. These shapes are arranged in a radial pattern, resembling petals or segments of a wheel, all converging towards a central point on the right side of the image. The overall effect is a vibrant, layered composition.

Outdoor Spaces and Public Buildings

Cardiff Parks (Cardiff Council)



LOVE EXPLORING™

Love Exploring App

The Love Exploring app has been introduced in several parks and other sites across Cardiff. The app provides a range of informative quiz trails and guided tours that are free to use. This is a great way to get out and about in the fresh air and discover more about our green city. All walks display a map and indicate the distance and any access issues with the walk.

The system uses augmented reality and compatibility can be checked by searching for the Love Exploring app on Google's Play Store or the Apple App Store. More information is available on the Council's Outdoor Cardiff website:
<https://www.outdoorcardiff.com/parks/love-exploring/>

Volunteers

Park Services really appreciate the efforts of older volunteers over the last year in the upkeep and maintenance of our parks. The parks range from formal areas such as Roath and Bute Park, through to the more natural areas such as Forest Farm and Nant Fawr. The difference between parks will often dictate tasks that volunteers can be involved with, from weeding and pruning roses in Roath Park, through to conservation tasks such as meadow creation and the coppicing of woodlands at Forest Farm. Many parks and open spaces also have their own Friends Groups who have a say regarding future management proposals and help the Rangers deliver practical projects on the ground and host public events.

Sensory boards at Cefn Onn Park

People living with dementia have received a warm welcome at Cefn Onn Park. Staff collaborated with Alzheimer's Society to explore ways of introducing tactile experience to the park for those living with dementia. After being informed that touch can be one of the last senses to be lost, Parks staff worked on a project to engage visitors and their carers, integrating reminiscence and sensory elements. Tactile boards and carvings have been introduced in the summerhouse and along the paths.



Contributes to our 'We will' commitments: 4, 5

Improvements to Accessibility

Public Toilets



Cardiff's Local Toilets Strategy aims to ensure that everybody who lives in or visits the city has the toilet provision they require to meet their needs. A key element of the strategy is that people are made aware of the location and extent of facilities, at the point they are needed. During the consultation process to develop Cardiff's application to join the World Health Organisation's Global Network for Age-friendly Cities and Communities, older people made it clear how important access to toilets was to them. The decision was therefore made to align Cardiff's age-friendly and toilet strategies.

A review of the Local Toilets Strategy has taken place over the last twelve months, and a progress report has been submitted to Welsh Government, outlining the following:

- New dementia-friendly community toilet sticker designed and produced.
- Replacement of 160 toilet seats in the Cardiff Hubs, making them more accessible for people living with dementia.
- Linking the Community Toilet Scheme with the work of the Dementia Friendly Volunteer Programme.
- Enhanced provision in Cardiff Hubs, including the installation of wash and dry toilets
- Scoping exercise regarding the availability of changing places in Cardiff
- Relaunching of the Community Toilet Scheme
- Digital and paper-based marketing information has been developed to raise awareness of the locations of community toilet options via:

The Visit
Cardiff
website

Great British
Toilet Map

Hubs and
Libraries
printed z-card

Contributes to our 'We will' commitments: 5, 6

Launch of Rhiwbina Hub (Cardiff Council)

Rhiwbina Community Wellbeing Hub welcomed customers back to the former library building on January 16th 2023, following the remodelling of the facility to enable the delivery of additional and enhanced services for the community, with a greater focus on older people.

The building has been transformed into a fit-for-purpose community facility that will support the co-location of library services with new advice, health and wellbeing, housing and social care services which will be delivered in the new community rooms, meetings rooms and interview areas.

Visitors to the hub are benefitting from a new computer suite, a bright and inviting children's area, new library shelving and new toileting facilities including a hands free accessible 'wash and dry' toilet.

Externally, the rear garden area has been landscaped to provide an attractive space with a seating area.

The modifications have ensured a fully accessible service that can be used by everyone in the community.

Update from Rhiwbina Deputy Hub Manager:

"At Rhiwbina Hub, a big thing for us is tackling social isolation and focusing on the importance of health and wellbeing in our local community. We have a variety of groups that meet with us weekly including the Men's Sheds "The Den", Crochet and Chat, Craft and Chat and Knit and Natter. We also have several book groups, photography groups and digital support – all available free of charge to the public. We also have societies and groups in the community that work with us to promote and coordinate events and provide support as well, such as the Friends of Rhiwbina Library group and Rhiwbina Eco Team, with their regular quiz every month, the soon to be relaunched Jigsaw Club, as well as other ad-hoc events throughout the year such as Plant Sales and Big Green Week"

Contributes to our 'We will' commitments: 1, 2, 3, 4, 5



Regeneration of local shopping areas – Cowbridge Road East

The Regeneration Team have worked closely with the Age-Friendly Cardiff Team to design engagement questionnaires to find out what the local community and businesses think about the Cowbridge Road East shopping area. They were asked to respond with how much they agree /disagree with the following statements:

- It is accessible (for people with disabilities / mobility issues)
- It has sufficient places to stop and rest
- There are enough priority / disabled parking places
- There are enough publicly available toilets

Around 150 people attended a series of in person events and a similar number of questionnaires have been completed online, in person or via the post.

- 60% of respondents disagreed with the statement 'it has sufficient places to stop and rest'
- 52% of respondents strongly disagreed that 'there are enough publicly available toilets'
- 41% of respondents ranked improvements in wheelchair accessibility and level access as their priority for improvements to the shopping centre
- 47% ranked the need for access to toilets as their top priority in the centre

An access audit is being commissioned to understand how the street could be improved for older people, people with mobility issues and those with pushchairs or wheelchairs. The information will be used to develop a regeneration plan for the street.

ADFFWIO
HEOL DDWYREINIOL Y BONT-FAEN
COWBRIDGE ROAD EAST
REGENERATION

Cardiff Council is proposing to make future improvements to the shopping in Cowbridge Road East and we would like to engage with you to gather information and ideas to help shape the future of the area.

We would like your help to gain an understanding of the area in order to identify issues and highlight opportunities to enable us to deliver improvements.

1. Your use of the district Shopping Centre

1.1 How often do you go to Cowbridge Road East?

Everyday Once a week A few times a week Once a fortnight Never

1.2a How do you usually get to Cowbridge Road East?

Walk Bike Bus Motorcycle Car/Van Electric Vehicle Other

1.2b If you travel by Car /Van or Motorcycle / EV where do you usually park?

On Cowbridge Road East Side streets Car Park Other (please state)

1.2c How long does it usually take to get to Cowbridge Road East (from your home)?

Up to 5 minutes 6 - 9 minutes 10 - 14 minutes More than 15 minutes

www.dafid.gov.wales/whatcardiffid.co.uk
www.dawordregencardiff.co.uk



Contributes to our 'We will' commitments: 2, 6



Transport

Accessible Transport

Voluntary Emergency Service Transport (VEST)

Ring & Ride

The Ring & Ride service transports people between destinations in Cardiff, and is often used for attending medical appointments.

20,477 passengers used the service in last year

Dial a Bus

Dial a Bus is a weekly service which provides transport to and from Cardiff city centre. The bus drops people off in Charles Street at the rear of Marks and Spencer and collects from the same location a few hours later.

1,505 passengers used the service in last year

Group day excursions (within 2.5hrs from Cardiff): 4,725 passengers

VEST are hoping to expand the fleet with another minibus and driver, subject to funding.

Contributes to our 'We will' commitments: 1, 4, 6

Cardiff Bus

Age-Friendly Cardiff have been contacted during the last year by individuals who provided positive feedback about the support Cardiff Bus has given them. This included bus drivers who have gone the extra mile to help those living with dementia to use the bus services.

Partnership work has since commenced between Cardiff Bus and Dementia Friendly Cardiff to improve bus services further to those affected by dementia. Dementia Friends sessions have taken place with Cardiff Bus office and administrative staff, with the ambition to roll out the dementia awareness sessions further and incorporate it within the bus driver training programme.

Contributes to our 'We will' commitments: 1, 4, 6

Mobility Buggy (Cardiff Council)

Cardiff Mobility Buggy is a free service that helps those who need mobility assistance to get around and enjoy the full shopping and hospitality experience. The vehicle travels around Cardiff city centre between two prearranged locations and can hold up to three passengers, so friends and family can join. The Mobility Buggy operates Monday to Thursday 8am to 4pm and Friday 8am to 3.30pm. It can be pre-booked by completing an online request form or by phone.



The buggy was used approximately 7000 times last year, making it possible for older people with mobility issues to visit the city centre with confidence.

Contributes to our 'We will' commitments: 5, 6

Transport System Improvements

Real-time passenger information (Cardiff Bus/Cardiff Council)

Cardiff Bus passengers are set to benefit from easier journeys with up-to-the-minute information. Cardiff Council has received grant funding from Welsh Government to upgrade the bus shelter 'real-time' information displays. The initial funding has allowed the Council to purchase 170 new displays, which will replace current LED displays that show a limited amount of information in text only. The new bilingual displays will show more information including images.



Installation of the new displays will commence in autumn 2023 in the city centre and on key main bus routes. Further funding has also been secured which will enable the purchase and installation of further new displays in the next few years.

Contributes to our 'We will' commitments: 6

Tram System (Cardiff Council)

Cardiff Council has been successful in securing £100m of funding towards the city's CrossRail Tram Programme. The funding is made up of £50m UK Government Levelling Up Fund and £50m of Welsh Government funding, and will be used to complete the first phase of the CrossRail. Phase 1 will construct a new tramline from Cardiff Central Station through Callaghan Square, to Cardiff Bay and onwards to Pierhead Street (subject to feasibility and funding). The programme will also include cycle lanes, new public realm areas, bus priority and a realignment of some roads in the city centre and Cardiff Bay.

Contributes to our 'We will' commitments: 6

Cardiff Road User Payment Scheme (Cardiff Council)

Cardiff Council is proposing to look at how a fair Road User Payment (RUP) scheme could not only help address poor levels of air quality, combat climate change, improve health, and reduce congestion - but also help deliver a modern, clean, and green transport network across the city with £1 bus fares, expanded bus services, new trams, and more train services.

Cardiff Council wants to look at a range of schemes including, but not limited to, Road User Payments, Congestion Zones, Clean Air Zones and Workplace Parking Levies.

The income would be ringfenced against transport priorities. It would create the opportunity to transform not just the Cardiff transport system but also, in a substantial manner, the city environment, health and well-being, climate change targets, economic prospects and productivity.

Cardiff Council's White Paper on Transport in 2020 outlined its commitment to delivering a cleaner and greener modern transport system and discussed the role that a Road User Payment might play in helping to tackle air quality, and climate change. The introduction of any payment will have to clearly show measurable benefits for the city and its residents who will be consulted with throughout.

However, at this stage, no decisions have been made on any scheme. Before any scheme is introduced, several enhanced, public transport options would have to be up and running which could help people to reduce their reliance on the private car.

Contributes to our 'We will' commitments: 6



Social Participation



The
FAN Charity

The FAN (Friends And Neighbours) Charity

The FAN Charity has been supporting thirteen free weekly listening groups that meet in a range of Cardiff community venues including Hubs. The groups are very welcoming, and are structured so that everyone's voice can be heard. The attendees speak about themselves, their week and a different topic each time. In addition to face-to-face, sessions are also offered online in that allow people to attend even if they cannot leave home. The participants are of all ages and many are older.

Four new FAN Groups have launched in 2022 - 23:

- Penylan Library
- Grangetown Hub
- Capel i Bawb
- Roath's Mack 61



FAN celebrated their 20th anniversary in the Temple of Peace on 29th April. 160 people aged five to 98 from 36 different countries met to celebrate 20 years of FAN Groups in South Wales. Speakers noted the importance of FAN in their lives and how being part of it made them feel welcomed and useful, whether they were local or from far away. The charity is looking forward to the next 20 years.

Contributes to our 'We will' commitments: 2, 5



Cardiff Hubs and Libraries (Cardiff Council)

The range of activities and events delivered through Cardiff Hubs and Libraries have been referred to in the Community Support and Health Services domain. They include meet ups, low-impact sports activities, knit and natters, gardening clubs, digital social clubs, Welsh language conversation groups, Tai Chi, Yoga, Cardiff Choir for carers and dementia cafés. In 2022 – 23, Cardiff's Hubs and Libraries were visited 1,730,732 times.

Contributes to our 'We will' commitments: 1, 2, 3, 4, 5, 6, 7, 8

Cardiff Third Sector Council (C3SC)



C3SC support community action and volunteering, and provide a collective voice for the third sector in Cardiff.

They host training and events, offer support and guidance, and listen to members and society on what matters to them. C3SC have noted that Age-Friendly Cardiff has prompted thought about how to care for intergenerational audiences as part of C3SC's goal of embedding equity and fairness. They are proud to be an age-friendly employer, with nearly 25% of their team aged over 50. It is intrinsic to them that they maintain and encourage active participation in C3SC – both from staff and those they serve.

Sheila Hendrickson-Brown, CEO of C3SC said, "We're pleased to support Age-Friendly Cardiff at C3SC. We work hard to ensure our members and team benefit from all we do to ensure our services are accessible to all. In the past year, we have broadened options for flexible working for our team, and extended the outreaches we provide in our communities, as part of our commitment to challenge ourselves to do more to support participation by everyone, no matter their age, background, and circumstances".

Contributes to our 'We will' commitments: 2, 5

The background features a series of overlapping, semi-transparent shapes in various shades of purple and blue. These shapes are arranged in a way that creates a sense of depth and movement, resembling a stylized flower or a fan-like structure. The colors range from deep, dark purples to lighter, more vibrant blues.

Communication and Information

Digital Communication



DEWIS

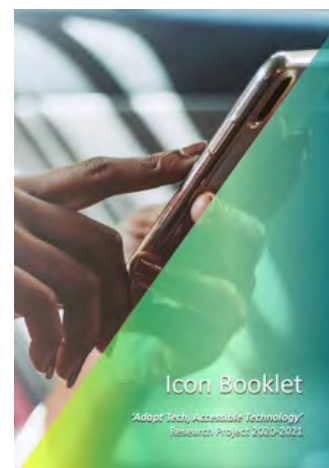
DEWIS is a website that aims to help people access local support services in Wales and find the information and advice they need to improve their wellbeing. Cardiff and the Vale Councils are working collaboratively to improve the sustainability, ongoing development, and maintenance of DEWIS as an information portal for the region.

Cardiff and the Vale Councils have collectively agreed a robust action plan to improve the quality and breadth of the local information available via DEWIS, as well as increase public awareness of this resource.

Contributes to our 'We will' commitments: 1, 2, 5

Icon Booklet

Age-Friendly Cardiff became aware via the Centre of Ageing and Dementia Research (CADR) of a research project called 'Adapt Tech, Accessible Technology' led by Dr Deborah Morgan at Swansea University, which has resulted in a useful resource aimed at older people who use (or would like to use) smart devices.



The 'Icon Booklet' illustrates various common app icons that are often found on smartphones, together with details of the purpose of the app. Older people came up with the idea and then worked with the research team to create it. Welsh and English copies of the Icon Booklet have been obtained and distributed to Cardiff Hubs and Libraries.

Contributes to our 'We will' commitments: 1

Age-Friendly Cardiff Website

The Age-Friendly Cardiff website was launched in autumn 2023, and has an accessible structure to promote easy navigation for the target audience ('Your Home', 'Your City', 'Your Health', 'Advice and Support' and 'Looking after others (unpaid carers)'). Consultation responses from older people were taken into account in relation to the content included.

www.agefriendlycardiff.co.uk



Contributes to our 'We will' commitments: 1, 2, 4, 5, 6, 8

Social media

Age-Friendly Cardiff social media platforms were created and launched on October 1st 2022 (International Day of Older Persons). The Twitter and Facebook accounts are used as an additional form of communication with older people and partner organisations.

Care'Diff social media accounts were launched in March 2023. The Twitter and Facebook accounts are being used to share information and signposting to useful support and events.



Contributes to our 'We will' commitments: 1, 2, 8

Installation of digital screens in Cardiff Hubs (Cardiff Council)

Cardiff Hubs have procured and installed 17 screens across the city. The screens will replicate the GP surgery screen model and promote health messaging in collaboration with Public Health Wales and other trusted health partners. The video 'How to do the bowel cancer screening test in Wales' has been translated into several community languages videos and is currently being streamed using the screens. The breadth of content will grow over the next year and will be another vital means for older people to access health information from trusted sources.

Contributes to our 'We will' commitments: 2, 5

Dementia Friendly Cardiff website



The Dementia Friendly Cardiff website continues to be kept up-to-date and relevant. Additional services and support for those affected by dementia and their carers have been added. The events section of the website has been expanded and reviewed to provide accurate information to advertise activities, support and talks from a range of organisations, allowing people affected by dementia to come together for support and share experiences.

The home page of the Dementia Friendly Cardiff website has been used to feature surveys and consultations for those affected by dementia to take part in, these include; the Welsh Government Dementia Survey, Cardiff and Vale Regional Partnership Board Area Plan, Museums Inspiring Memories Consultation, and the Caring for Carer's Survey. The homepage of the website has also been used to promote one-off events, such as the Dementia Friendly Cardiff Festival during Dementia Action Week.

The dementia-friendly organisation page of the website includes a list of all the organisations that have pledged to become dementia-friendly. This list is added to as organisations in Cardiff take steps to be more welcoming and accessible for people living with dementia and their carers.

Contributes to our 'We will' commitments: 4

Digital Support Team (Cardiff Council)



A survey was carried out to gather feedback from older customers regarding the type of digital support they would like to receive and the main barriers they face when using digital devices. Barriers included not having a device of their own, not knowing how to use the device, not feeling confident and being afraid of falling victim to scams.

Digital support for older people has been established and remained popular during the year at various sheltered accommodations across the city, including Heathmead, Sandown Court, Brentwood Court and The Maelfa.

Device access schemes (gifting and loaning)

The Digital Support Team supports clients to access digital equipment via schemes offered directly by them and partner organisations and charities. The team considers the requirements of the client and supports them to access the most beneficial scheme for their needs.

Since April 2022, the Digital Support Team has supported 644 people to access tablets via the Tablet Gifting Scheme. The team have focused on breaking down the barriers preventing people from accessing the equipment and skills they need to feel included whilst modern technology develops. Alongside the gifting scheme, people have been supported to make the most out of their current equipment, looking at their privacy, safety and accessibility settings, downloading apps and exploring new and useful websites.

The team has received excellent feedback from those who have received devices via the scheme:

“...it’s lovely to get together with my friends each week. I had no Wi-Fi at home and my laptop is almost as old as me, so having a tablet given to me for free has been so helpful. I’ll be sure to be here each week!”

Contributes to our 'We will' commitments: 1, 2, 5

Non-Digital Communication

Information and Support Centres (Cardiff and Vale University Health Board (CAVUHB))

In line with infection, prevention and control advice, all three of the Information and Support Centres within Cardiff's Hospitals are now open fully and provide a great resource of information for patients, carers and staff.

Many of the volunteers at the centres have had additional unpaid carer awareness training to help them identify and support unpaid carers. Over the following months, there are plans to roll this training out to all volunteers within the Information and Support Centre setting.

Since the centres have reopened, visitor numbers have continued to increase. There has also been a rise in the number of third sector organisations, such as Bowel Cancer UK, Carers Wales and People Wellbeing services engaging with the centres and using them to provide, patients, staff and unpaid carers with a variety of information and support.



Number of unpaid carers given advice by the Unpaid Carers Information Service through the Information and Support Centres in 2022 - 23

221

Contributes to our 'We will' commitments: 1, 5

Ageing Well Health and Wellbeing Officers (Cardiff Council)

The Cardiff Wellbeing Support Service has developed a new service to offer targeted information to people over the age of 50 to encourage them to live well, keep healthy, and stay independent as they age. Drop-in sessions led by Ageing Well Health and Wellbeing Officers will be available in Cardiff Hubs across the city where people can attend to ask questions and learn about services and support to help them age well. The team will also be partnering up with other health and wellbeing organisations to help bring advice and support directly to those who need it, in their own community.



Contributes to our 'We will' commitments: 1, 2, 3, 5

Newsletters (Cardiff Council)

Three new newsletters have been launched in the last twelve months, with the aim of creating greater understanding of services that are available to help older people live well.

Age-Friendly Cardiff

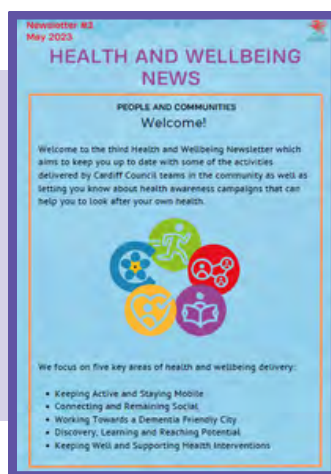
Age-Friendly Cardiff newsletters have been developed and are distributed digitally to networks, as well as printed copies being made available in all Cardiff Hubs and Libraries, Day Centres, GP Surgeries and other locations. The newsletters provide information about many different age-friendly activities taking place across each of the age-friendly domains giving older people the chance to find out about services and support that could improve their lives.

Health and Wellbeing News

This was launched in November 2022 and aims to keep people up-to-date with some of the activities delivered by Council teams as well as providing information about health awareness campaigns and initiatives to help communities look after their own health.

Care'Diff

The Care'Diff newsletter was launched in March 2023 to provide an information source for unpaid carers about news, events and helpful information to support them with their caring role.



Contributes to our 'We will' commitments: 1, 2, 4, 5, 8



Civic Participation and Employment

Participation

Ask Cardiff 2022 (Cardiff Council)

Ask Cardiff is an annual survey that Cardiff Council carries out every year to help Councillors and staff work towards better services.

In 2022, the Age-Friendly Cardiff Team submitted a question to be included in the survey:

Tell us what to prioritise to make Cardiff a more age-friendly city

Respondents were given a list of services and asked to prioritise them in order of importance. Points were awarded according to the ranking, giving overall score out of ten.

'Support for older people to live independently in their own home' was rated as the most important amongst those aged 55 or over, with a score of 8.5. This was reassuring to note, as it demonstrates that older people in Cardiff support the priority that is being given to community health and support services (as evidenced within the Community Support and Health Services domain of this report).

'Access to health care' was also awarded a score of 8.5 by older respondents, slightly higher than the score of 8.4 from all respondents, who ranked this as the most important service.

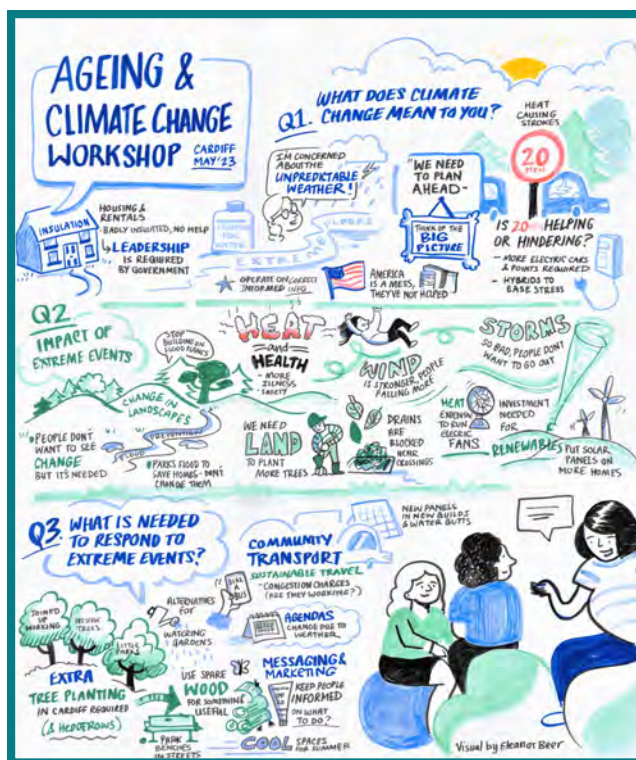


Contributes to our 'We will' commitments: 1, 2, 5

Ageing and Climate Change Workshop

Older people took part in an Ageing and Climate Change Workshop at Cardiff Central Library Hub in May 2023 to reflect on how extreme weather affects their health and wellbeing as part of a major new research project.

Researchers from the University of York and Heriot-Watt University asked older people to share their experience of how storms, flooding and heatwaves have affected their lives as part of a nationwide study on healthy ageing and climate change. Climate change and an ageing population are progressing simultaneously, yet older people are often overlooked.



The project is being funded by UK Research and Innovation, through its Healthy Ageing Challenge, the study will build on the World Health Organization’s Age-Friendly Cities and Communities work, which encourages active ageing by creating improved opportunities for health, community participation, and to enhance people’s quality of life as they age. Working with older people's groups and key climate change experts, the project is exploring how to tackle extreme weather by co-designing potential solutions at the local, community, and city level.

Contributes to our 'We will' commitments: 2, 5

Cardiff's Age Friendly Forum

Cardiff's Age Friendly Forum launched in May 2023. Consultation, networking, information gathering and sharing is the main purpose of the Forum, with an overall aim of exploring how the lives of older people in Cardiff can be improved. Chaired by the Older People's Champion for Cardiff, the Forum consists of key stakeholders across Cardiff and meets in-person every quarter.



Cardiff's 50+ Forum

Cardiff's 50+ Forum is made up of citizens of Cardiff aged 50+ who provide valuable support to Cardiff Council when new developments are being considered, by attending and sharing their views at consultation events. Over the last 12 months, work towards expanded membership of Cardiff's 50+ Forum has taken place. A new logo and promotional poster were designed and produced, and the group has been promoted via various communication channels, including the Age-Friendly Cardiff social media channels and website.

The expansion and continuation of this important group will be a key driving force of new age-friendly developments across Cardiff.



Contributes to our 'We will' commitments: 1, 2

Employment and Volunteering

Age Friendly Employer Pledge (Centre for Ageing Better)

Cardiff Council has recently been successful in its application to be recognised as an age-friendly employer via the Centre for Ageing Better's pledging process. This is a nationwide programme for employers who want to commit to taking action to improve the recruitment and retention of older workers. Work was carried out in partnership with the Centre for Ageing Better to create Welsh resources to enable promotion of the scheme within Cardiff. Age-Friendly Cardiff is working to promote the initiative and encourage businesses and organisations to pledge to age positive employment actions. By signing the Age-friendly Employer Pledge, Cardiff Council is demonstrating that it values and respects the contributions of older workers. This commitment not only benefits older workers, but also helps to create a more diverse, multi-skilled and inclusive workforce within the Council.





"I am in my early 60s and have five years until I reach the age when I can draw my state pension.

Last year I attended a Preparation for Retirement training module through the Council's Academy. My line manager was hugely supportive of me doing this. The unit was extremely useful for a number of reasons and I wanted to share this.

Firstly, it clarified the current regulations around retirement so I am now confident that I do not have to retire when I reach state pension age if I do not wish to do so. It also taught me some very useful information about deferring the start of your state pension, which leads to increased payments later on. In addition it covered the basics of planning when and how to start drawing on any private pension funds and the implications of the decisions you make. It was also useful in thinking about how our needs might change from the early years of retirement to much later old age.

As part of the training, I was then able to take up a one-to-one session with a financial advisor to look in depth at my own pension forecast. In my case I decided to take advantage of the Salary Sacrifice scheme and pay extra into my private pension. I can increase, decrease or stop what I pay into this scheme at any time.

It was very reassuring that the Council provides these preparation sessions. It was invaluable to receive so much useful information and to have the opportunity to discuss my individual needs at a later stage, once I'd digested all the information and decided what was right for me. I would encourage anyone in their late 50s or early 60s to attend one of these training modules."



Contributes to our 'We will' commitments: 2, 5

50PLUS Choices (DWP)

In 2022, a government drive was launched to help those aged 50 and above who are unemployed to re-join the jobs market. Dedicated 50PLUS Champions work directly with Jobcentres and employers to remove barriers that may be keeping older workers out of the jobs market. The Champions assist Work Coaches to change employer attitudes about hiring over 50s, as well as matching jobseekers with opportunities that suit their skills. A Jobcentre Mid-Life MOT service has been introduced which supports people to plan for the future.

Several events have taken place at Jobcentres in Cardiff, aiming to find out more about the needs of older claimants in the area. Feedback has included requests for more support with searching and applying for work, as well as help accessing training.



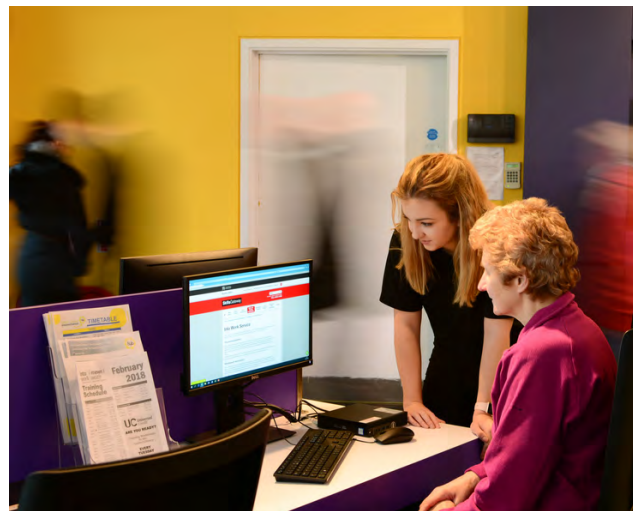
A session was delivered by the DWP South-East Wales Champion for employers to learn about the aims and objectives of the DWP 50PLUS Choices offer. This provided the employers with an opportunity to discuss the benefits of employing older workers and consider how they could support potential 50PLUS applicants during the event.

Contributes to our 'We will' commitments: 2, 5

Into Work Advice Service (Cardiff Council)

The Into Work Advice Service has worked in partnership with the Department of Work and Pensions (DWP) to support over 50s jobseekers with building their skills, creating CVs, applying for suitable vacancies and attending interviews. Individuals completed a pre-employability course delivered by Adult Learning including a Level 2 customer service qualification. Following the course, a number went on to secure employment with others receiving mentoring support from the Into Work Advice Service.

As part of the packaged support, employers were invited to interview participants who completed the pre-employment project. The team have plans to roll out the 'employable me' course across all three DWP Jobcentre sites across Cardiff. This will ensure that jobseekers over 50 are able to receive tailored support in overcoming employment barriers and enter meaningful, sustainable employment.



The Into Work Advice Service have recruited employment mentors to support individuals over 50. The mentors are based across the city, and support individuals who wish to upskill or re-enter the employment market.

Number of individuals aged 55+ who have entered through gateway in 2022 - 23	626
Number of individuals aged 55+ enrolled onto an employability project in 2022 - 23	184
Number of individuals aged 55+ who have entered employment in 2022 - 23	76
Number of individuals aged 55+ who have participated in work placement or volunteering in 2022 - 23	32
Number of individuals that have accessed job club in 2022 - 23	326

Contributes to our 'We will' commitments: 1, 2, 3, 5

Collaborative Working

In April 2023, Cardiff Council's Into Work Advice Service, in collaboration with Jobcentre Plus hosted a city wide 50PLUS Jobs Fair in partnership with DWP, Working Wales and Maximus at Capitol Shopping Centre. The event was attended by over 65 employers and partners offering local job vacancies across a wide variety of sectors. Businesses present on the day included Barclays, Legal & General and McDonalds as well as a range of small and medium-sized enterprises and local employers covering security, cleaning, transport and more.

A section of the event focused specifically on vacancies for over 50s and providers including Citizens Advice, Age Connect and Cyfl Cymru were on hand to offer work related and general advice and support to attendees. Over 1,000 people attended the Cardiff Jobs Fair and feedback from the event has been excellent, with employers registering interest to attend the next one later in the year.

Contributes to our 'We will' commitments: 2, 5

Community Volunteers (Cardiff Council)

Community Volunteering began at the end of April 2022, with the recruitment of a Volunteer Coordinator. As a new project, it was vital that relevant research was carried out regarding the needs of Community Volunteers and to find out what Cardiff communities would like to see from community sessions. Through speaking to citizens, organisations and researching extensively into the volunteer sector, a volunteer induction process was developed.



The first volunteer was recruited in October 2022, providing Tai Chi sessions for the community in STAR Hub. This session has proven to be very popular with 20-25 people regularly attending. Those who have attended the Tai Chi sessions have commented on how it has changed their lives.

Since starting to recruit volunteers in October 2022, a further 42 people have volunteered for the Community Volunteer Service providing various services, from Warm Welcome Spaces, Social Hours and keep fit sessions; with 32 volunteers consistently providing services to their community.

The Warm Welcome Space project was the first large volunteer recruitment drive that the team engaged in. The Warm Welcome Spaces were a success, with many volunteers opting to continue their voluntary placement due to their enjoyment in being part of a community group.

There has been a steady increase in volunteer hours contributed; in October 2022, ten hours were contributed, and by March 2023, the figure stood at 179 hours for the month.

Recruitment of a Community Volunteer Manager and a Community Volunteer Mentor has now taken place, with the aim of expanding the reach and impact of the programme in the coming year.

Contributes to our 'We will' commitments: 2, 5

Together for Cardiff Cares (Cardiff Council)

Together for Cardiff Cares was set up to recruit volunteers who can assist lonely and isolated people over the age of 55. The people receiving the support from the volunteer may have been released from hospital, could have care needs themselves, may have no family or friends nearby, or just have difficulty completing some tasks.

The role of the volunteer was to support the person with daily tasks, such as shopping, cleaning, gardening and collecting prescriptions; or just be a friendly face or voice and undertake befriending activities.



During the year, 299 volunteers engaged with the project to support older people in the community, providing over 2,000 hours of volunteering.

Contributes to our 'We will' commitments: 1, 2, 8

The background features a series of overlapping, semi-transparent shapes in various shades of blue and purple, creating a layered, organic effect. The shapes are centered around a point on the right side of the frame, radiating outwards. The colors range from light, airy blues to deep, rich purples.

Respect and Social Inclusion

Intergenerational project (Cardiff Council)

Young people supporting older people with tech in care homes (Into Work Advice Service)

Into Work Advice Service created a Volunteer Placement Officer to find opportunities for those in the 16-24 age group.

As part of this new service, an intergenerational project was launched, involving young people linking up with older people to explore modern technologies.

The aims of the project were:

- Young people to upskill and develop soft skills needed for future employment.
- Young people and older people to have a positive experience together.
- Older people to try new digital equipment that is purely for fun and entertainment.

Workshops were created to upskill 16-24 year olds and provide them with group-based work experience in local care homes. Young people learnt skills including:

- Becoming Dementia Friends
- How to confidently handle new situations
- Breaking down stereotypes
- Communication skills
- How to be a digital champion

As part of the project, young people brought fun, modern technologies into the care homes as an activity to build relationships and learn new skills.



Between November 2022 and March 2023, pilot sessions were run with two youth groups and two care homes. The most recent group consisted of learners aged 16-18 years old from ITEC Skills, who visited Woodcroft Care Home (Hafod Care). The young people and residents shared stories, listened to music over Spotify, played games on tablets/Nintendo Switches and tried virtual reality headsets.

Some of the young people reflected on how they really enjoyed chatting to residents, enjoyed learning about their lives, couldn't believe some of the older people were over 100 years old, and did not realise how nice care homes were. These are all worthwhile outcomes that will give the young people who access the project a new outlook and perspective on older people within their communities and wider society.

"It was an awesome visit to the care home today. The young people really engaged with care home residents. It's such a worthwhile project"

Sarah Frasier, ITEC Skills Learner Coach

Due to the project's success, this will now be a regular opportunity offered to youth groups and care homes again throughout the coming year.

Contributes to our 'We will' commitments: 2, 4, 5

Millbank Primary School visit to The Forge Care Centre

An intergenerational Pen Pal Scheme was launched in May 2021. The scheme brought together the residents of three care homes and two schools within Cardiff, and the pen pals have enjoyed writing to each other over the last year.

On 26th April 2022, during Global Intergenerational Week, the first face-to-face meeting took place between the pen pals of The Forge Care Centre and Millbank Primary School outside in the garden on a very sunny day at The Forge.

The two generations enjoyed playing games together in the sunshine, including tiddlywinks, Connect 4, Amazing Robot, armchair golf and snakes and ladders. The children and residents enjoyed spending time in each other's company, getting to know each other in person after writing to each other during the pandemic. Extremely positive feedback has been received from both the care home and the school.



"We had an amazing afternoon yesterday, such fun and so many smiles; it was heart-warming... a big, BIG thank you to all the children that visited, so beautifully behaved and respectful"

Contributes to our 'We will' commitments: 4, 5

Adult Learning (Cardiff Council)

Llanover Hall provides a space for the community to take part in hands on learning activities via courses run as part of Cardiff Council's Adult Learning programme. They also offer independent courses run by artists and professional practitioners and an ongoing program of exhibitions, events and theatre performances through the year.

Through the range of courses offered, the service aims to support mental and physical wellbeing and provide opportunities for social engagement.



Number of over 50s enrolled on course Term 1	737
Number of over 50s enrolled on course Term 2	634
Number of over 50s enrolled on course Term 3	659
Total number of over 50s enrolled on course in 2022 - 23	2,030

Contributes to our 'We will' commitments: 2, 5

Independent Professional Advocacy (IPA) (Age Connects)

Age Connects provides IPA in care homes and community settings to older people over 60 years of age. They support people to say what they want, secure their rights, pursue their interests, and obtain services they need. This can include things such as a Social Services Care and Assessment Review or financial matters that people need help with.

Qualified Advocates visit all care homes across Cardiff and the Vale on a regular basis and can take referrals directly from residents themselves or care home staff. Alternatively, referrals can be made via the Cardiff and the Vale Advocacy Gateway.

During the last year the service has provided direct IPA to 80 people. It has also made approximately 177 care home visits during that time.

Contributes to our 'We will' commitments: 1, 2

Age Positive Image Library (Centre for Ageing Better)

The Age-Friendly Cardiff Team have promoted the Centre for Ageing Better's 'age-positive image library' amongst stakeholders across the city to help tackle stigma and discrimination related to ageing.



The library of images depicts older people in authentic ways and comprises positive and realistic images of people over 50. It was developed in a bid to challenge negative and stereotypical views of older age. The library contains over 2,000 images and offers a wide selection of images to choose from and download for free. The collection incorporates various themes and settings, including older LGBTQ+ people, older and disabled people getting active, digital inclusion and housing.

Contributes to our 'We will' commitments: 2



Thank you to everyone who has contributed to this report.

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