



# Age-Friendly Cardiff Action Plan 2024-28



WHO Global Network  
for Age-friendly Cities  
and Communities



STRONGER  
FAIRER  
GREENER





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# Foreword



**Older Person's Champion**  
**Councillor Leonora Thomson**

Cabinet Member for Adult Services and  
Public Health & Equality Portfolio (Job Share – Adult Services)

I am delighted to introduce the new action plan for Age Friendly Cardiff which aims to deliver on our vision of Cardiff becoming a great place to grow older and a place where older people are more empowered, healthy and happy.

We know that people are living longer which is to be celebrated, and it is important that we work together to help older people live healthy and active lives.

Cardiff joined the World Health Organization's Global Network for Age-friendly Cities and Communities initiative in March 2022, becoming the first Welsh member of the network, confirming our commitment to our older people.

The Age-Friendly Cardiff Action Plan is the result of extensive collaboration with partners and consultation with our community.

I would invite every resident, business, and organization in Cardiff to join us on our journey to create an age-friendly city where older people can live, work, and enjoy their lives.



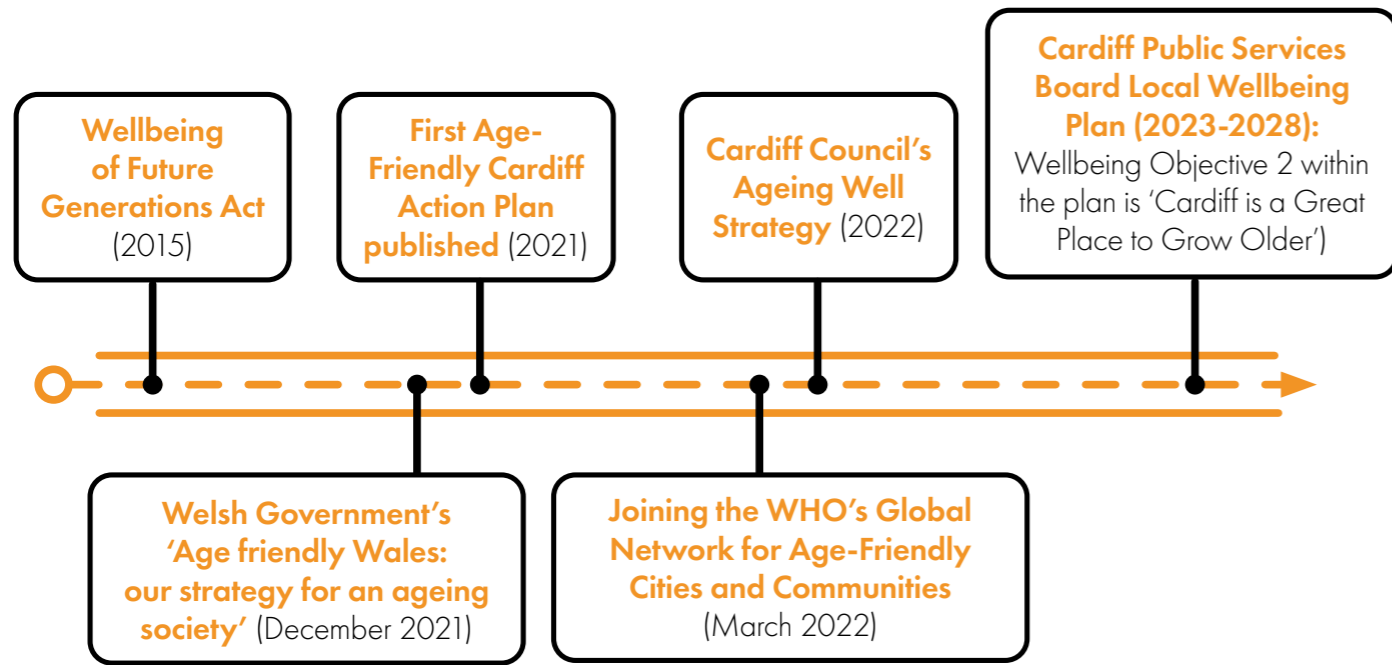
# About Age-Friendly Cardiff

Age-Friendly Cardiff is a network of public service partners, including Cardiff Council, Cardiff and Vale University Health Board (CAVUHB), South Wales Fire and Rescue Service, South Wales Police and the third sector as well as other organisations including businesses, shops, entertainment venues, community groups and older people themselves all working together to drive forward the following vision:

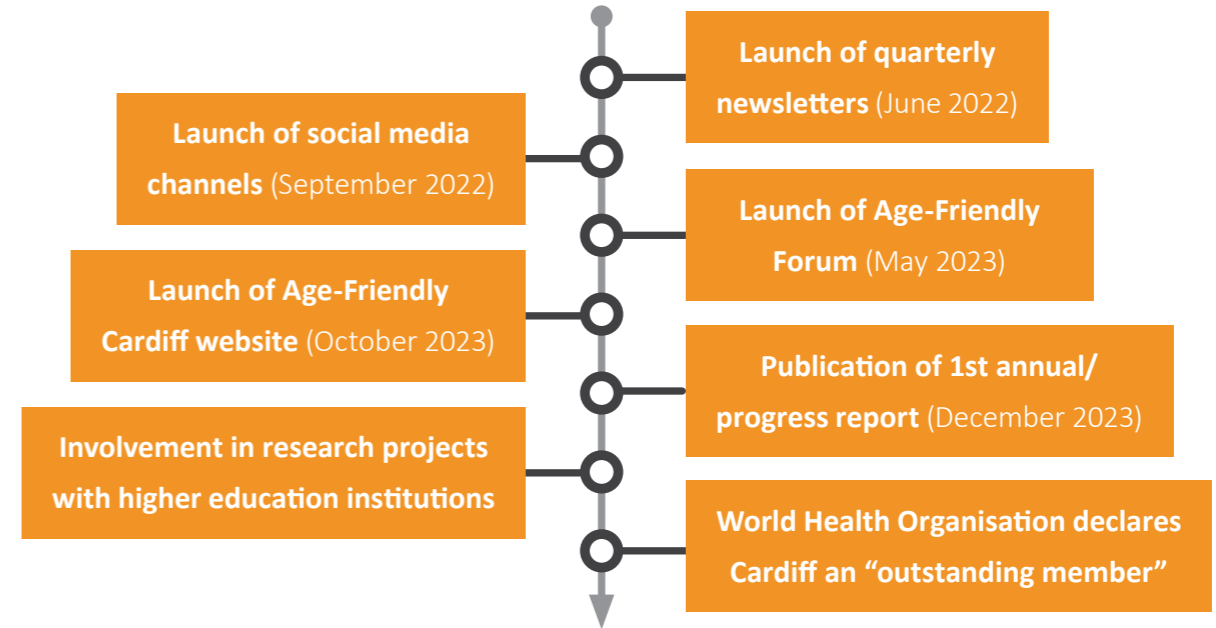
'Cardiff is a great place to grow older and a place where older people are more empowered, healthy and happy'



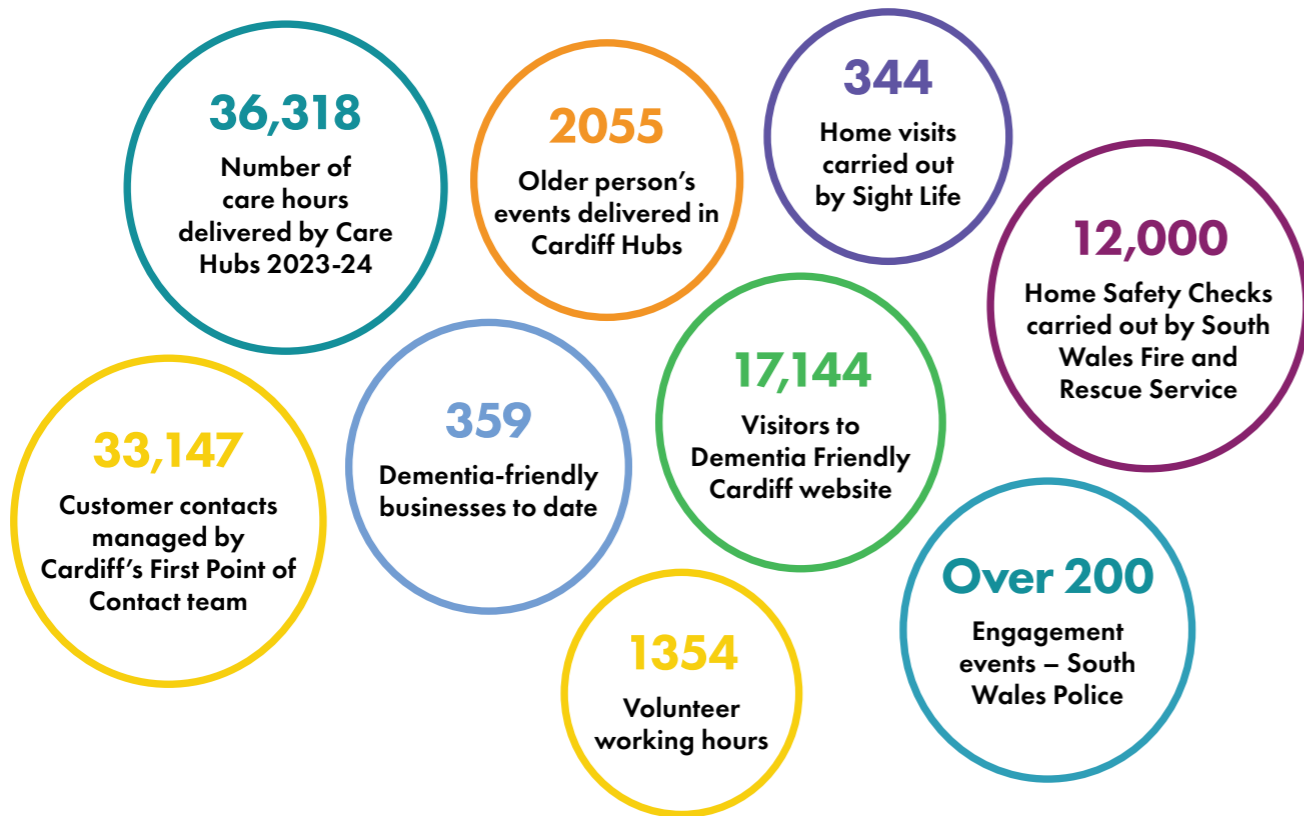
# Age-Friendly Cardiff journey



# Age-Friendly Cardiff progress



# Achievements



**Cardiff Well-being Plan 2023-28**

**Cardiff Working Towards an Age Friendly City**

**Age Friendly Wales: Our Strategy for an Ageing Society**

**WHO Global Network for Age-friendly Cities and Communities**

**Wales Vision 2030**

- A Globally Responsible Wales
- A Prosperous Wales
- A Resilient Wales
- A Healthier Wales
- A More Equal Wales
- A Wales of Cohesive Communities
- A Wales of Vibrant Culture and Thriving Welsh Language



# Experiences of our Age Friendly services

**“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.”**

*(Cardiff Community Hubs)*

**“I felt broken, but I feel put back together”**

*(comment from an Evaluation Form  
Wellbeing Support Service)*

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

*(CRT)*

**The member of staff spoke from experience and has great knowledge in this area. She understood what I was going through and used her personal experience as well as professional knowledge to point me in the right direction of ways I can deal better with obstacles I am facing.**

*(Carers Team)*

**“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.”**

*(ILS community engagement)*

**Thank you from me and the family for all your wonderful care of H when he visited, without exception, he came home happy and obviously very well stimulated. You made such a difference to his life. A huge thank you to you all for your loving care.”**

*(Care Hubs)*

## Our Age Friendly Cardiff commitments

We will:

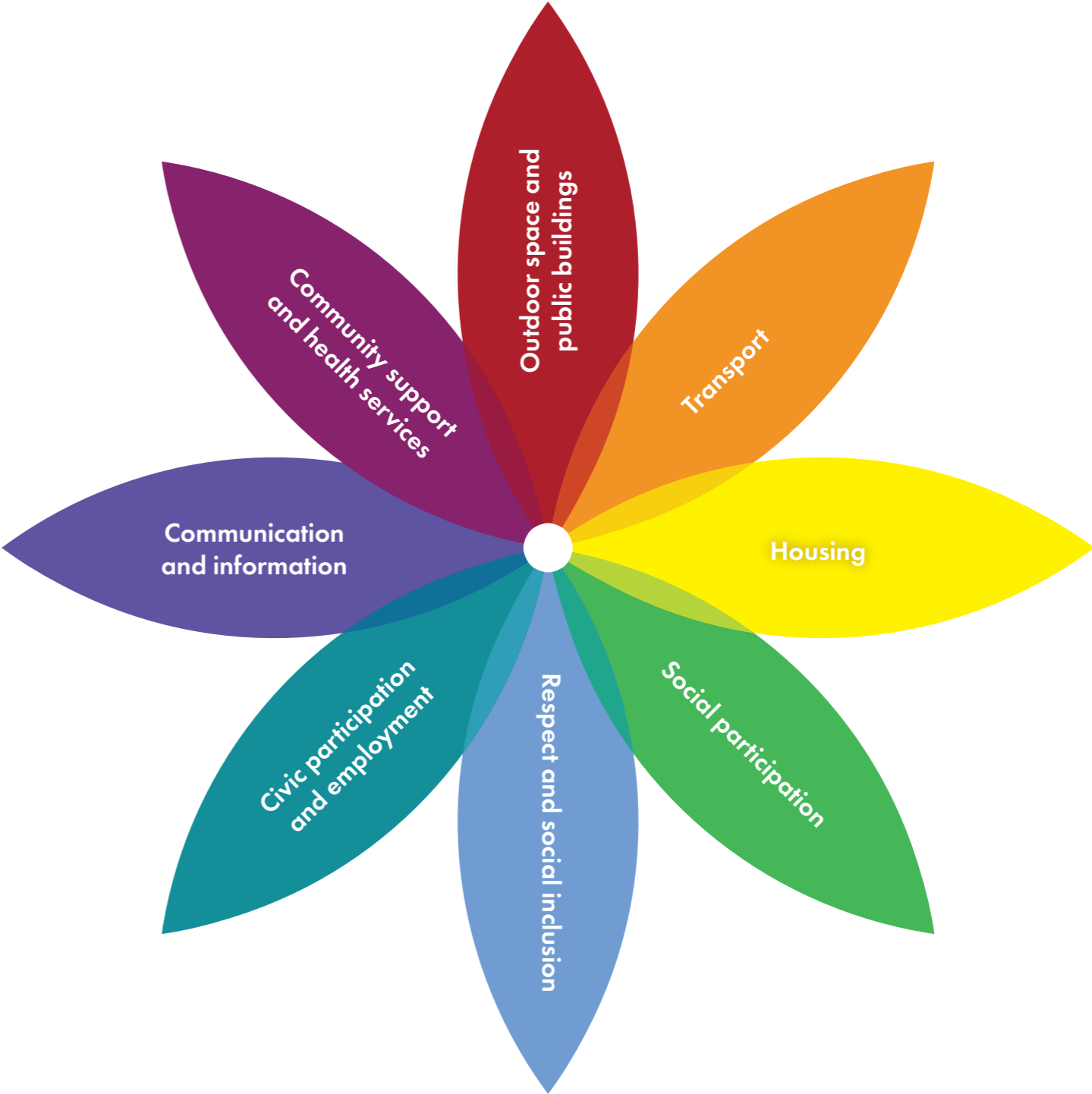
1. Ensure that our citizens can live independently, and are connected to their communities, taking into account what matters to them
2. Create resilient communities and develop strong community networks that can support older people to live well
3. Deliver services in a locality setting, close to citizens 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

# Introducing our action plan

## Consultation

Key areas of focus identified by older people and other stakeholders in Cardiff (May 2024):

loneliness  
 pavement maintenance positive role models  
 intergenerational events fear of being excluded  
 respectful language **workplace accessibility** banking options  
**connected travel** **not just digital first**  
 public bins **care ready housing** more safe spaces  
 warm spaces **community transport**  
**poverty stigma** **toilet access** green spaces  
 peer support **volunteer opportunities** challenge ageism  
 being included **sense of purpose** home maintenance  
 more public seating safeguarding high energy costs  
 easy access to GP staying in your home  
 sheltered outdoor spaces



# Executive summary of key actions

## Community Support & Health Services

### Cardiff Council Actions:

- Further developing Cardiff Council's First Point of Contact Service to include a multi-disciplinary team approach focused on supporting independence and fully embedding this in the hospital and in the community
- Listening to unpaid carers and working with them to co-produce services that meet their needs, including an improved unpaid carer assessment offer, effective advice and information as well as opportunities to take a break from their caring responsibilities
- Build on the advice, support and activity programmes available in Community Hubs/ Libraries for older people and unpaid carers
- Improve the support available to people with mental health issues (including older people) by reviewing the success of the Health and Wellbeing service within the Hubs, providing support and advice, and finding community solutions for individuals with low-level mental health issues;
- Ensuring there is a whole system approach to preventing social isolation among those with care and support needs by aligning the services offered by the Council Care Hubs, Hubs for All and Day Opportunity teams

## Community Support & Health Services

### Supporting people living with dementia

- Working as a regional partnership, support local shops, businesses, and organisations to work towards becoming Dementia Friendly by taking dementia positive action that enables people who have dementia to live well within their communities
- Promote the development of high quality nursing and dementia care through more targeted commissioning of services.
- Reviewing best practice in supporting people with dementia to live in the community and using this to inform the commissioning of new framework arrangements for care homes
- Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home
- Implementing and embedding a learning network for care home providers to share good practice and learning in relation to dementia care

### Cardiff and Vale University Health Board will:

- Empower older people to access healthcare in the best way for them
- Develop a co-produced ageing well course that will be delivered in the community to support and enable citizens to age well and reduce their risk of falling
- Deliver nutrition knowledge and practical skills through the Public Health Dietetics team

## Community Support & Health Services

### Cardiff Council, Cardiff and Vale University Health Board and the Third Sector will:

- Work in collaboration to join up services that will improve access to health care through a series of Wellbeing Hubs

### South Wales Fire and Rescue Service will:

- Work in partnership with the health sector to identify those who may require more support .

### South Wales Police will:

- Focus on interventions to safeguard older people including in relation to domestic abuse, fraud and neglect

### Welsh Ambulance Services University NHS Trust will:

- Work towards improving clinical outcomes in relation to older people including staff training programmes and improved patient experience





## Outdoor Spaces & Public Buildings

### Local Development Plan Actions:

- Promote navigable environments with safe walking and cycling routes, open space and spaces to rest and meet which encourage people to meet and interact with each other, helping to address issues surrounding loneliness
- Provision of public transport to help to reduce the inequality of access to shops and essential services for those without access to a car
- Promote safe and age friendly design of buildings and spaces
- Provide a mix of market and affordable housing types to meet the housing requirement set out in the plan and specifically consider the housing requirements of older people
- Provide sufficient sites suitable to address the identified needs of older people, and promote sustainable residential mixed tenure communities with 'barrier free' housing

### Amgueddfa Cymru will:

- Make available resources that have been developed to support people living with dementia and their carers to maximise the benefits of the Museum's collections and spaces

## Housing

### Cardiff Council will:

- Deliver a locality care and support centre at the new St Mellons Community Living Scheme
- Deliver a range of older person schemes including community living schemes at Butetown, Leckwith Road and Maelfa
- Deliver Michaelston Wellbeing Village
- Build on the support available to help older people move to more appropriate housing and develop a model of housing with care to be delivered in the new older persons housing developments
- Deliver innovative housing solutions by providing tailored support to those who wish to downsize by developing a strategy to outline approach to providing tailored support for contract holders who wish to downsize
- Review the co-ordination and use of adapted and older persons accommodation. Including recruiting a Project Manager to lead on the set up for a new Older Person's Specialist Accommodation Gateway

### Care & Repair Cardiff and the Vale will:

- Support all older people to be able to live in safe, secure, warm and comfortable homes which suits them and their lives and maximises their independence

## Transport

### Transport for Wales will:

- Ensure that Customer Ambassadors will be on hand at the Cardiff Bus exchange during opening hours to help customers, including older people to help plan journeys.
- Work towards the improvement of Cardiff Central Train station

### Transport for Wales in collaboration with Cardiff Council will:

- Work on the development and delivery of the Cardiff Crossrail programme

### Good Neighbours in North Cardiff (GNINC) will:

- Work towards increasing the recruitment of volunteers.
- Improve health and safety training and advice to volunteers who may be expected to carry walking aids, wheelchairs in their cars for the clients

### Cardiff Council's Community Hubs/ Libraries will:

- Ensure that older people are supported to apply for Blue Badges and Concessionary Travel Passes

### Cardiff Council will:

- Over the next 5 years will prevent digital exclusion by ensuring that there are always a variety of payment methods available for all Council operated car parks and on-street parking areas

## Communication & Information

### Cardiff Council will:

- Improve advice services and support for older people and unpaid carers including signposting to services, information support and targeted activities
- Increase digital sessions across the city to support older people with digital deprivation
- Increase the number of Digital Workshops/drop-in sessions in Sheltered Accommodation settings, community and partner buildings in areas where there is no current provision
- Increase digital workshops, specifically targeting over 50s thereby expanding on programmes available to meet the needs of local areas
- Support older people to connect online

## Civic Participation & Employment

### Age Friendly Cardiff will:

- Ensure the Age Friendly Cardiff Forum will act as a vehicle for collaboration and consultation on issues that matter most to older people
- Encourage employers to sign up to the Age Friendly Employer pledge scheme operated by the Centre for Ageing Better

### Cardiff Council will:

- Deliver the '50+ Employable Me' course to support older job seekers and engage with employers committed to hiring older workers
- Expand recruitment of older people as community volunteers and pilot volunteer supported new age friendly activities in Community Hubs and Libraries

### The Department for Work and Pensions (DWP) will:

- Work with our newly created Age Friendly Employer list, to create and deliver a range of bespoke 50PLUS pre-employment opportunities
- Collaborate with local partners to ensure suitable support is available for our 50PLUS claimants in relation to work; health and pensions
- Focus on developing new ways of supporting our 50PLUS claimants with issues that matter to them, including the menopause, balancing work and caring responsibilities

## Social Participation

### Cardiff Council will:

- Consult with relevant age friendly partners to review existing activity programmes, including consideration of expanding programme to pre-retirement age range
- Promote the activity opportunities available within Community Hubs and Libraries to Older People via the Cardiff Hubs and Libraries website, Age Friendly Cardiff distribution channels and via age-friendly partners
- Work with partners to expand opportunities for older people to stay social

## Respect & Social Inclusion

### Age Friendly Cardiff will:

- Encourage all partners to take part in intergenerational activities during Global Intergenerational Week and throughout the year

### VolunteerCardiff and the Council Digital Support team will:

- Encourage younger people to participate in the intergenerational project each year and work with care providers to continually review results in order to ensure that the initiative meets the needs of both younger and older people



# Community Support & Health Services

## Delivering a Stronger, Fairer, Greener Cardiff: Cardiff Council Corporate Plan 2024-27

Cardiff Council's Corporate Plan sets out how we will continue making Cardiff a stronger, fairer and greener city.

To outline its ambitions for the city, the Council's Administration has set out a five-year policy programme, entitled 'Stronger, Fairer, Greener'. The Corporate Plan, Delivering a Stronger, Fairer, Greener Cardiff, translates the Administration's priorities into the Council's Planning and Performance Framework, providing clarity on what will be delivered, and by when. In accordance with the requirements of the Wellbeing of Future Generations (Wales) Act 2015, the Corporate Plan sets out Cardiff's Wellbeing Objectives, the steps we will take to achieve them and how we will measure progress. Cardiff Council's Corporate Plan 2024-27 also acts as the Council's Wellbeing Statement.



### Wellbeing Objective 2 is 'Cardiff is a great place to grow older':

- Supporting older people to stay active and connected in an Age-Friendly City
- Supporting older people to live independently at home through strengths-based preventative services
- Working in partnership to deliver high-quality sustainable care and support
- Supporting unpaid carers and valuing their role
- Ensuring our services meet the needs of the most vulnerable





## Cardiff and Vale Regional Partnership Board (RPB) – Joint Area Plan 2023-28

The RPB was established by the Social Services and Well-being (Wales) Act 2014 to ensure local health boards, local authorities and the third sector work together to deliver services, care and support that meets the needs of people who live in Cardiff and Vale.

One of the areas of the RPB’s work is **Ageing Well** which has the vision of improving the health and well-being of older people, no matter how complex their needs, so that they are supported to maintain their independence and live a fulfilling life.

### Action

Our commitment to **ageing well @Home**:

- » Over the next 5 years we will: Establish integrated, locality-based, health & care services focused on meeting and improving the health and wellbeing of the local population.

### Action

Our commitment to **people with dementia**:

- » Over the next 5 years we will: Raise awareness of dementia and its determinants whilst working to develop community-based services that enable equitable and timely access to diagnosis and person-centred care.

Within the RPB’s core area of **Living Well** there are a number of programmes that support older people including:

### Action

Our commitment to **unpaid carers**:

- » Over the next 5 years we will: 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.

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

Cardiff Council's Ageing Well Strategy 2022 - 2027 sets out an overarching vision of supporting older people to live well in their homes and their communities. The commitments of this strategy include:-

- Supporting older people to stay active and connected in an age friendly city
- Supporting older people to live independently at home through strengths-based preventative services
- Working in partnership to deliver high quality sustainable care and support
- Supporting informal carers and valuing their role
- Ensuring our services meet the needs of the most vulnerable
- Proactively modernising our services

To achieve these aims Cardiff Council will continue to engage in a whole-systems and cross-Council approach with the aim of making Cardiff a better place for older people to live.

The work to deliver the Ageing Well Strategy has gone from strength to strength since the launch in 2022. This has included an increasing range of community wellbeing activities and further development of prevention and reablement services. A clear focus on improving the outcomes available for older people is being maintained across all levels of need.



## Cardiff's 'Age Friendly' Community Hubs

A new approach to building resilient communities within Cardiff was launched in 2011 when the Council set out its commitment to the development of Hubs. The Hub project has been very successful, joining up Council and partner services to provide sustainable and comprehensive local services based on the needs of the area. This includes library services, housing and benefits advice, money advice, Into Work services and cafés. There is a network of 21 Community Hubs across the City.

As part of the commitment to becoming an Age Friendly City, the Community Hubs support older people to stay active and connected within their community. A wide range of physical activities including Tai Chi, walking sports and gardening clubs are available as well as a range of social activities to prevent isolation and loneliness. Teams also offer age-friendly digital inclusion support and assist community groups to deliver activities for older people through the Community Inclusion Team and well-being mentors.



### Actions

- » Continue to build on the advice and support available in Community Hubs for older people and carers;
- » Work with community groups and volunteers to broaden the range of activities, events and opportunities to get involved offered in the Hubs
- » Consult with relevant age friendly partners to review existing activity programme, including consideration of expanding programme to pre-retirement age range.



## Staying Independent

Supporting people to remain independent at home is at the heart of the Ageing Well Strategy. The Independent Living Service provides a wide range of support to help keep people remain as independent as possible, working closely with Cardiff and Vale University Health Board and the care sector to support older people to stay at home.

Our teams continue to work together to support this approach. This includes the First Point of Contact (FPOC) team who provide the front door for advice and assistance, the Independent Living Community team and the occupational therapy (OT) team who are able to prescribe equipment to support independence. Due to progress over the last year, the OT team are now able to act as trusted assessors and can prescribe low level care to support people at home.

### Action

- » Provide the right help at the right time to help people stay independent at home by further developing our Cardiff Council First Point of Contact Service to include a multi-disciplinary team approach focused on supporting independence, embedding this in the hospital and fully implementing this approach in the community

## Multi-disciplinary Approach

Collaboration has taken place through a Pan Cluster Development Group (bringing together GPs, the Council and public health colleagues) working together with primary health and other services to take a multi-disciplinary approach to social prescribing (connecting people to community activities), promoting health and wellbeing, supporting independence and preventing unnecessary hospital admissions.

### Action

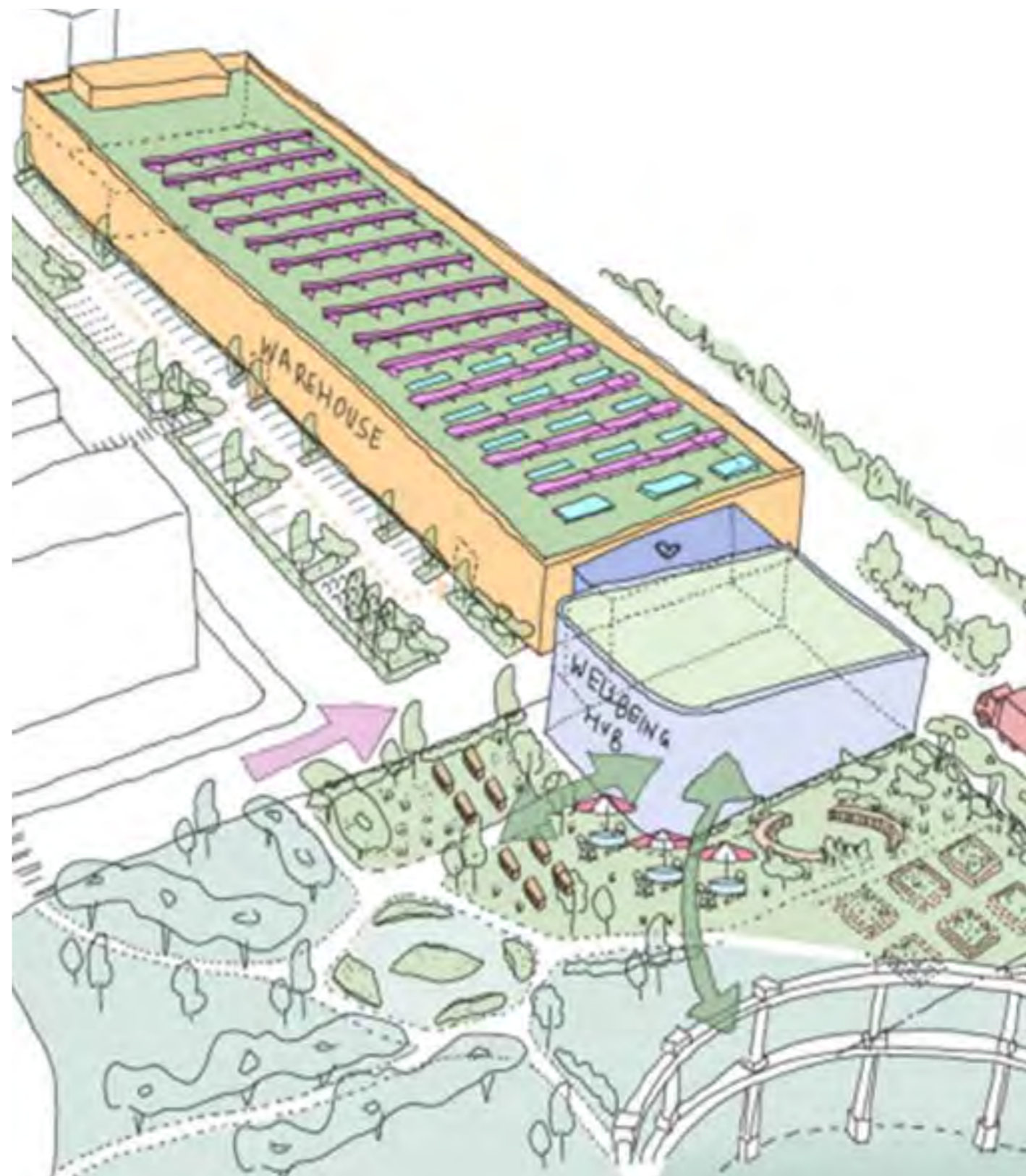
- » Work with Primary, Community and Intermediate Care (PCIC) to support and embed a preventative approach to reducing demand on GP services by promoting a preventative approach through the effective use of social prescribing (connecting people to community activities) and improving GP awareness of available services within the community



## Reablement

A new reablement service has been introduced which provides a wide range of practical services to support independence, such as technology, equipment and home adaptations. This includes Technology Enabled Care (TEC), such as automated lighting which is activated by movement in low light areas and reduces the risks of slips, trips and falls, as well as GPS watches that can alert unpaid carers to falls or purposeful wandering.

Another key part of the reablement approach is the Joint Equipment Service (JES) which works across Cardiff and the Vale of Glamorgan, providing medical equipment to support independence, care at home and enabling speedy hospital discharge. A dedicated occupational therapy team sits within the service advising on the best use of equipment to meet individual needs such as beds, hoists and continence products. Proposals for a new independent living wellbeing centre, which will include the Joint Equipment Service, will be progressed in 2024/25.



### Action

- » To progress plans for a new Independent Living Wellbeing Centre in 2024/25



## Community Resource Team (CRT) Homecare Service

Another key part of the Reablement Service is the Community Resource Team (CRT) Homecare Service who provide short term reablement care and support, usually for a period of up to 6 weeks. Additionally, the CRT Homecare Service offers a bridging support to individuals who have been identified as having ongoing care and support needs where there is a short period of time before the commissioned provider can start delivering. The service has been undergoing a comprehensive programme of modernisation over the last year to improve communication and care call planning, resulting in greater care capacity and better continuity of care for service users. This programme is ongoing with an expected completion of December 2024. Further changes in 2024/25 will include greater focus on reablement through the introduction of an occupational therapist led assessment process.

### Summary of Actions

Provide the right help at the right time to help people stay independent at home by:

- » Working with partners and across services to develop and extend a trusted assessor approach within Council services;
- » Completing the modernisation of the homecare service to provide both a full reablement service and short-term emergency care by December 2024;
- » Embedding the use of new technology and equipment to support independence.
- » Exploring all opportunities for additional funding to support the delivery of disabled adaptations and re-focus use of funding to best meet need;



## Supporting and Valuing Unpaid Carers

The Ageing Well Strategy recognises the valuable work that informal or unpaid carers do to support the people they care for to remain at home.

Work has taken place to engage with unpaid carers. A 'Caring for Carers' consultation took place in December 2022. 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. 656 unpaid carers responded to the survey and provided valuable insight that has informed the development of services.

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

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





## Accessing Unpaid Carers Support Information

The reach of the Care'Diff newsletter, which provides information about a range of services for unpaid carers, has grown over the last year. Distribution points currently include 136 GP surgeries, pharmacies, Hubs/Libraries, hospitals, leisure centres and 3rd sector run community centres. Drop-in carers support sessions take place in Community Hubs and Libraries across the City. These groups will be expanded over the following year.

To further support unpaid carers, 'Carers Corners' have been installed into all Hubs and Libraries to provide up to date information and guidance in printed formats.

The Age Friendly Cardiff website was launched in October 2023 and includes a 'Looking after others' page which focuses on unpaid carer information.

## Unpaid Carers Assessments

The Carers Gateway service has been integrated into the Independent Living Service First Point of Contact (FPOC) team. The carers team has also been increased to better meet the demands of Cardiff's unpaid carers. This has coincided with project work to improve service delivery of carers assessments which is due to complete in August 2024. This includes being able to offer home visits for assessments.

## Improving Accessibility

A new unpaid carers option will be added to the Independent Living Services First Point of Contact phonenumber so they can get straight through to our carers team.

## Co-production and engagement

Unpaid carers who receive assessments will be asked for feedback which will be reviewed regularly to inform future service delivery.

An unpaid carers impact group meets regularly to provide input on areas of service development. 196 respondents to the Caring for Carers survey indicated that they would be happy to continue to engage and consult. This group is regularly consulted with to ensure that focus is maintained on what matters to them. This has included the unpaid carers support groups, innovation in commissioning of care and support services and the unpaid carers assessment process.

### Actions

- » Improve the offer and take up of carer assessments by embedding service at the First Point of Contact
- » Listen to unpaid carers and families to ensure we provide the help they need by co-producing services with carers, improving arrangements for respite and advice.
- » Improve advice services and support for carers – building on the success of Care'diff by launching a distribution channel for information and signposting to services, support and targeted activities;
- » Develop new ways to capture unpaid carers' satisfaction with the support available



## Supporting Hospital Discharge

The Integrated Discharge Hub (IDH) is a single point of access to support the transition from hospital to home. The IDH takes a multi-disciplinary team approach to ensure that care and support is provided at the right time and in the right place, adopting home-first principles. The First Point of Contact (FPOC) Hospital team, also known as the Pink Army, is integrated into the IDH service, ensuring that the same preventative and person-centred approach taken by Independent Living Services is applied in the hospital.

Hospital discharge pathways have continued to develop and are working well, co-ordinated by the Integrated Discharge Hub. These pathways allow patients to leave hospital and to have their needs assessed in a more appropriate setting.

### Action

- » Work to support timely and safe hospital discharge by monitoring arrangements to ensure opportunities for hospital discharge are maximised



## Wellbeing support

The Wellbeing Mentor Service is operated by the Community Hub service and provides clients with support to reduce social isolation and learn new skills. A partnership with MIND allows clients of the service to access specialist mental health support. Referrals are made by various sources including internal teams and external organisations to ensure people are supported to re-connect with others and create new friendships and networks.

### Action

- » Improve the support available to people with mental health issues (including older people) by reviewing the success of the Health and Wellbeing service within the Hubs, providing support and advice, and finding community solutions for individuals with low-level mental health issues;



## Hubs for All

The Hubs for All project was launched at the end of August 2023 to provide care and wellbeing support from dedicated staff in a mainstream community setting to both older people and their carers. Hubs for All offers person-centred support and social engagement for older people, as well as much needed respite and signposting for their unpaid carers. Initially launched at 3 locations across the city with a referral only model, it has rapidly expanded and developed to work towards meeting the needs of Cardiff's communities.

Currently, Hubs for All is available 5 days a week in four locations across the city (Rhiwbina Hub, St Mellons Hub, Grangetown Hub and Llandaff North Hub). In addition to this, a self-referral model is being trialed in advance of a long-term plan to make the service as accessible as possible.



**HUBS FOR ALL**  
Community Care and Wellbeing Service  
for over 60's

Hubs for All is a new Care and Wellbeing Service in your community to support vulnerable adults over 60 who need a bit of extra help due to:

- Age-related illness
- Social Isolation
- Early stages of dementia

ST MELLONS MONDAY 10:00-16:00	RHIWBINA HUB TUESDAY 10:00-16:00
GRANGETOWN HUB THURSDAY 10:00-16:00	LLANDAFF NORTH & GABALFA HUB FRIDAY 10:00-16:00 SATURDAY 09:30-14:30

At Hubs for All we provide:

- Person centred support, light refreshments (small fee) and low impact, mental and physical stimulation activities
- You can attend with or without your carer

You can self-refer by calling or emailing:  
02920 234 272 | [hubs4all@cardiff.gov.uk](mailto:hubs4all@cardiff.gov.uk)

You can also talk to the team during one of the sessions for more information.

“ He has been enjoying the days and seeing regular faces is helping his memory. He is slowly getting used to going, the hardest part is getting him up and out but once he's there he is keen to chat to people and gets a lot out of the physical games we've been playing. ”



## Day Opportunities Team

The Day Opportunities Team works in local communities to provide support to anyone over 60 who is socially isolated, or anyone with an age related illness including dementia. The team aims to support people to regain their independence and reconnect with their communities. They usually provide support for people to access community sessions, activities or interests.

The team is currently being remodeled to fit into the developing whole system community support offer for Cardiff's older residents alongside the new Hubs for All services and remodeled Care Hubs. The team is in the process of modernising practices and developing new data reporting so it can better respond to changing demands.



### Actions

- » Develop a whole system approach within the Care Hub, Hubs for All and Day Opportunities teams with the aim of streamlining triaging of service users, positively impacting on waiting times and ensuring there is a clear offer to prevent social isolation among those with care and support needs.
- » To further develop and embed the “Hubs for All” approach, improving access to community activities for those who need additional support;
- » Develop a survey to measure the impact of aligned services on loneliness and social isolation



## Care Hubs

Cardiff's day centres in Fairwater, Minehead Road and Grand Avenue were relaunched and rebranded as Care Hubs in 2022-23. This included greater integration with the Community Hubs and Libraries to support service users to stay active and engaged with their communities. Care Hub staff ensure that service users are regularly taken to visit Cardiff Hubs so that they can enjoy the many and varied age-friendly events that are on offer.

The Care Hub Team also work with lots of partners to offer activities such as music therapy, reminiscence and intergenerational opportunities. 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. Continuous service improvement is a key ambition for Cardiff's Care Hubs.



### Action

To continue to work with Care Hub visitors to ensure programmes deliver:

- » Person-centred activities
- » Physical benefits
- » Social interaction
- » Cognitive stimulation

# Dementia Friendly City

Cardiff Council is engaged in a whole-systems approach with the aim of making Cardiff a better place for people living with dementia within their community.

## Creating Dementia Friendly Communities

Dementia Friendly Ambassador Volunteers and Dementia Friendly Community Officers are supporting local shops, businesses, and organisations to work towards becoming dementia-friendly.

The volunteers and community officers are helping organisations recognise the impact of dementia, understand how it changes customer needs and how to respect and support them. This will ensure people affected by dementia and their families live well and do all the things that they want to do such as going shopping, having a coffee in a local café or visiting their local park.

Volunteers and Community Officers have been physically calling into shops, businesses and organisations on a locality approach to target areas across Cardiff with the ambition of reaching all areas of Cardiff. The ambition is to create communities where people living with dementia can feel valued and supported.

In Cardiff, currently 290 organisations have pledged to become dementia-friendly and take dementia positive action in their communities.

Some of the dementia friendly actions that organisations in Cardiff have taken include:

- Becoming a Dementia Friend through online training

- Promoting the Dementia Friendly Cardiff website by displaying leaflets in their premises
- Encouraging other organisations to be dementia friendly on social media and at trader’s events
- Completing a dementia friendly environment check of their premises and making changes where possible



## Action

- » Dementia Friendly Ambassador Volunteers and Dementia Friendly Community Officers will continue to support local shops, businesses, and organisations to work towards becoming Dementia Friendly.



## Spotlight on Dementia Friendly Ely and Caerau



The Hairdresser



The Chip Shop



The Florist



The Doctors



The Community Church



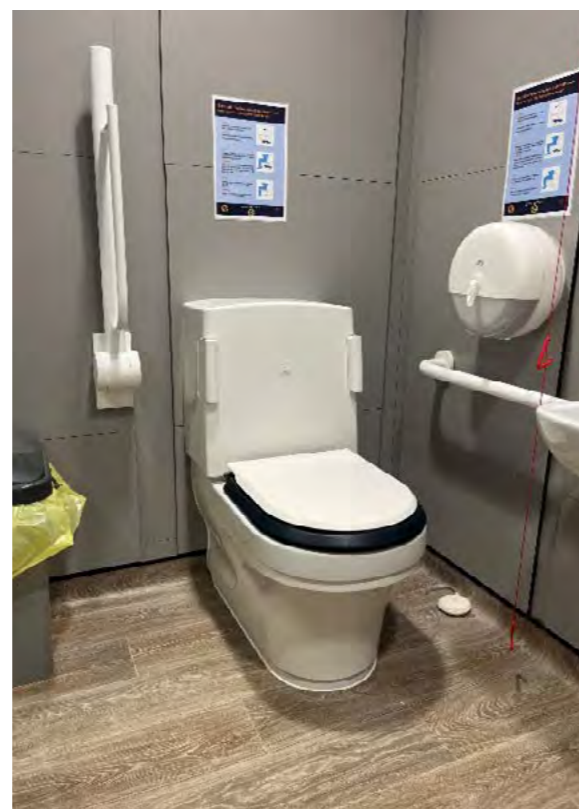
The Hub/Library



The Vets

## Improving accessibility for those with dementia

Cardiff's Community Hubs are located across the city, providing a comprehensive range of Council and partner services to the local community. The aim is for Hubs to be enjoyed by everyone who would like to visit. A dementia environmental audit of Cardiff's Hubs identified improvements that could be made to their toilets just by changing the toilet seats, and changes were immediately implemented across the city. As Hubs are being refurbished, toilet facilities are being upgraded. Specialist Closomat toilets, which offer a wash and dry shower as an alternative to using toilet paper which requires manual, mental and physical dexterity, flexibility and balance, have been rolled out into some Hubs as part of Cardiff's Local Toilet Strategy.



“ My mother has dementia and it's so hard to be confident when I take her out because I know she will need the toilet – thank you so much for putting these toilets in Whitchurch ”

## Reading Well – Dementia Books on Prescription

Reading Well for dementia provides recommended reading to improve awareness and understanding of dementia, supporting carers of people with a diagnosis of dementia and those worried about their memory. The booklist of 24 titles includes professionally-endorsed information and advice as well as support and guidance on how to live well with the condition. The booklist was refreshed in 2024 and the Reading Well collections in all Hubs/Libraries are being updated.



### Action

- » Promote the refreshed Reading Well Dementia – Books on Prescription booklist via all Age Friendly distribution networks and community locations.

## Community of Practice

In 2023/24 Cardiff Council created The Community of Practice, a forum for the exploring and disseminating of good practice in dementia care. Colleagues with experience and responsibility for dementia care meet, compare learning, offer informed reflection and share good practice. The purpose of the group is to drive forward transformation in dementia care. A wide group of both Council and external colleagues have attended the forum developing links and contacts between different teams and services. The Community of Practice will be further developed in 2024/25.

**A Dementia Learning Network for care home providers** has also been launched, to work in partnership with local dementia professionals to share good practice and tackle challenging issues related to the delivery of good quality dementia care. An example of the good practice shared at the network is the buddy system which identifies an existing permanent resident to act as a buddy, for people who are coming into the care homes for respite.

The **Dementia and Care and Quality Team** works with care home providers to ensure that any concerns about provider performance are addressed constructively and that dementia care within the care home sector is continuously reviewed and improved.



## Actions

### Work with partners as part of our commitment to be Dementia

#### Friendly City by:

- » Working as a regional partnership to direct dementia friendly community officers to encourage local businesses to become dementia friendly
- » Recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly
- » Promote the development of high quality nursing and dementia care through more targeted commissioning of services.

#### Support people with dementia to stay at home wherever possible by

- » Reviewing best practice in supporting people with dementia to live in the community and using this to inform the commissioning of new framework arrangements for care homes;
- » Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home;
- » Implementing and embedding a learning network for care home providers to share good practice and learning regarding dementia care in order to improve quality across the care home sector

## Case Study – Community Inclusion Activities

G is 72 years old, her husband passed away about a year ago and ever since she has been experiencing feelings of loneliness and social isolation. G and her husband were always very active and enjoyed exploring their local area and this was something that was missing from G's life since her husband's passing, as she didn't feel comfortable walking on her own.

Whilst visiting her local hub to borrow a book, G spotted a poster advertising the Radyr Walking Group led by a Community Inclusion Officer through the Cardiff Well-being Support Service. At first, G was apprehensive about joining the group but decided that she would give it a go.

Since then, G has participated in the walking group weekly. G has been enjoying feeling active once more and is enjoying exploring the local community and making new friends.

The group has continued to expand with over 40 members and 4 dogs too! They meet every Wednesday for a walk which always includes a stop for coffee.

G has said, "I have so enjoyed the walks. Meeting new local people, finding someone to help with the garden, discovering unknown coffee places and just generally feeling very much at home in my local area since my husband died just over a year ago."



## Case Study - CRT Homecare

K is a 79 year old lady who has lived in the family home for over 50 years. K was referred to CRT homecare following engagement with First Point of Contact team. K was recently discharged from hospital following infections in her leg. She initially thought she would be able to manage independently, however soon realised when home, that she would struggle.

K was unable, at the point of assessment to manage her own personal care, prepare meals or wash and dress independently. Her wish was to regain her independence in all these areas and also to be able to sleep in her bed upstairs.

A contact officer from First Point of Contact took a telephone call from K's son. It was clear that K wanted to remain at home, to feel safe and to be as independent as possible. First Point of Contact referred K to the Community Resource Team (CRT) Home Care, K was assessed through a 'What Matters to You' strength-based conversation, in her own home and with support from her son. Homecare was provided through a morning and evening call to support K with her personal care, dressing and undressing and meal preparation. The assessing Home Care Manager also linked in with an Occupational Therapist (OT) to assess K's ability to use the shower and stairlift. Through joint working between CRT Home Care and the OT, equipment was provided to enable K greater safety in mobilising.

When CRT homecare began, K was sleeping downstairs on her sofa, and she was grateful for the homecare support she needed to have a shower and wash her hair. After a few days of confidence building and reablement care, K's care plan was updated so that she was supported to mobilise around her whole

home, using her upstairs bedroom and utilising the equipment installed. Her developments were reviewed regularly, and her care plan updated at her request to reflect her progress; for carers to prepare her lunch in the mornings, leaving this in the fridge to encourage her to mobilise to the kitchen independently.

As a result of joined up working across First Point of Contact, Community Resource Team and Occupational Therapy, K is well on her way to achieving her outcomes of feeling safe to mobilise around her whole home independently. She feels empowered to remain living in her family home which means so much to her and her sons. K's next goal is to begin accessing the garden when she feels safe to do so.



# Cardiff and Vale University Health Board

Cardiff and Vale University Health Board has the strategic objective:

Achieve joined up care based on 'home first', avoiding harm, waste and variation, empowering people and delivering outcomes that matter to them.

## Empower the Person

- Support people in choosing healthy behaviours
- Encourage self-management of conditions

## Home First

- Enable people to maintain or recover their health in or as close to home as possible

## Outcomes that matter to People

- Create value by achieving the outcomes and experience that matter to people at an appropriate cost

## Avoid harm, waste and variation

- Adopt evidence based practice, standardising as appropriate
- Fully use the limited resources available, living within the total
- Minimise avoidable harm
- Achieve outcomes through minimum appropriate intervention



## Actions

- » More community based, co-located healthcare services operating in local hubs
- » Continuing to enable older people to access healthcare in the best way for them
- » Falls prevention and risk reduction - currently co-producing an ageing well course that will be delivered in the community to support and enable citizens to age well and reduce their risk of falling
- » Deliver nutrition knowledge and practical skills through the Public Health Dietetics Team



## Patient Experience Team (Cardiff and Vale University Health Board)

The Patient Experience Team is committed to supporting older people who use their services, working alongside partners to ensure Cardiff is able to achieve the objective of creating an Age-Friendly city.

### John's Campaign

John's Campaign advocates the rights of people with dementia in hospital to have their unpaid carers with them at any time. The Health Board has committed to adopt the principles of John's Campaign, which include; early identification of unpaid carers, giving unpaid carers a voice and ensuring they are informed and communicated with. In addition, it is a priority to make unpaid carers feel welcome on the wards and where possible supporting them to continue their caring role, if they wish.



### Actions

- » Work with ward managers and clinical boards to increase the number of areas signed up to John's Campaign.
- » Continue to work with third sector partners to ensure there is support for staff who are signposting and assisting unpaid carers.
- » Improve access to information by working with wards to develop their own bespoke information boards/areas, to include information relevant to the patients and carers in their care.
- » Provide bespoke training for ward staff as and when required.
- » Support unpaid carers to have a voice through digital stories and feedback.



## Meaningful Activity Volunteers (Cardiff and Vale University Health Board)

The Meaningful Activity Volunteers provide support on the Mental Health Services for Older People wards and Day Hospitals providing meaningful engagement with patients. Activities can include reminiscence, art and craft, and games and puzzles, helping to reduce isolation and loneliness.

### Actions

- » Increase the number of Meaningful Activity Volunteers to provide additional support to wards.
- » Engage with local schools to develop summer intergenerational befriending projects with older people on wards and in the community.
- » Increase number of volunteers who undertake 'Understanding Ageing' training with the inhouse learning team.
- » Establish links with the retired community to promote volunteer opportunities which appeal to them.



## Unpaid Carer Support (Cardiff and Vale University Health Board)

Over the next year the Patient Experience Team will be developing a new role to support unpaid carers, which will be funded by the Cardiff and Vale Regional Partnership Board. The Unpaid Carer Support Worker will focus upon improving the experience of unpaid carers within hospital settings and through the discharge process. While in the pilot stage the role will focus on wards in University Hospital Llandough targeting older unpaid carers.

### Actions

- » Work with the Hospital Discharge Liaison Team to develop referral criteria.
- » Improve unpaid carers understanding of the discharge process, ensuring they know their rights and what they are entitled to.
- » Increase awareness of unpaid carers, and what they do, with both staff and patients/visitors.
- » Improve signposting and access to services for unpaid carers.
- » Liaise with the Shaping Change Team to align outcomes and evaluation to the Health Board's strategic objectives.
- » Develop information and a communications plan in relation to the service.



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

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 advice to individuals with a particular focus on strength and balance exercise.

The clinics are being offered at community settings in Cardiff, as well as being provided either via telephone or online. Falls Management Exercise programmes (FaME) are also being delivered in the community in collaboration with Cardiff Metropolitan University and Elderfit.

### Actions

- » To work in partnership to promote services that can reduce the risk of falling, including physical activity opportunities in local communities
- » Work in partnership to reduce falls risks and hazards in the home

Steady on...  
Stay **SAFE**



Strength



And Balance



Falls History



Environment



## Dementia Learning and Development Team (Cardiff and Vale University Health Board)

The Dementia Learning and Development Team are a multidisciplinary team focused on improving the lives of people living with dementia by supporting those around them. They develop and facilitate innovative training and education opportunities for anyone working in the field of dementia care across Cardiff and the Vale. They also provide mentorship and are involved in project development at a local and national level.

The team consists of fully qualified Positive Approach to Care (PAC) trainers, coaches, a consultant and people with lived experience.

The team are funded by Cardiff and Vale Regional Partnership Board and are based within the Mental Health Services for Older People (MHSOP) department in University Hospital Llandough, Penarth.



### Actions:

- » To increase the awareness of the needs of unpaid carers of people with dementia across the region.
- » To increase the attendance numbers of health and social care staff attending meaningful dementia education and training.
- » To develop and deliver specialist education modules that achieve the outcomes of the Good Work Framework for Wales in relation to skilled people.



## The Wellbeing Hub @Maelfa

Wellbeing Hubs are Cardiff and Vale University Health Board's vision for the future of primary care in Cardiff and the Vale.

A Wellbeing Hub is an integrated, community-focused health and wellbeing facility which provides people with access to primary care (for example, doctors, physiotherapists and optometrists) and a wider range of health, care, and wellbeing services in the community.

The Wellbeing Hub in Llanedeyrn, a partnership project working with the Council, opened in February 2023 and enhances existing services already provided through the Council's community provision via the Powerhouse Community Hub. A range of specialised health clinics were integrated to provide a 'one stop approach' to the health and wellbeing of citizens.



The Wellbeing Hub and existing Powerhouse Community Hub are physically connected and share the space which joins health and community services and provides a multi-functional service for patients, staff and the local community of Llandeyrn.

Cardiff Council and Cardiff and Vale University Health Board are planning to build a new integrated Wellbeing Hub@Park View, which will be joined to the existing Ely and Caerau Community Hub. This will create an integrated building which will provide health, wellbeing and community-based services. This expansion will include a new cafe, library area and shared use wellbeing rooms.

### Action

- » Joining up Council, Cardiff and Vale University Health Board and third sector services through a series of Wellbeing Hubs.



Artists impression of the proposed Wellbeing Hub @Park View

## South Wales Fire and Rescue Service

South Wales Fire and Rescue Service is committed to protecting communities and reducing deaths and injuries from fires and other emergency situations and will continue to offer the following services that provide targeted support for citizens 65+.

### Self- Assessment Initiative

Members of the public are able to complete an assessment of fire safety arrangements within their homes, including, smoke alarms, cooking, smoking and electrics.

### Home Safety Check

The Fire Service covers all aspects of fire safety in the home and also includes a falls assessment. The results of the Home Safety Check are scrutinised and support provided where necessary. Referral also takes place to partnership organisations from the falls assessment results or if the visit highlights a safeguarding issue where further support is clearly required.



#### Action

- » South Wales Fire and Rescue Service will continue to work in partnership with the health sector to identify those who may require more support .

## South Wales Police

South Wales Police will continue to hold an Older Persons Forum meeting with participants from across the force to focus on issues that impact older people.

The Force will continue to support the Older People's Commissioner for Wales' national plan which aims to tackle the abuse of older people and create an age friendly Wales where older people are protected from becoming at risk of abuse or neglect.

### Action

The Force will focus on interventions to safeguard older people including:-

- » Domestic abuse
- » Neglect
- » Fraud and financial abuse – e.g. Operation Signature
- » Dementia – e.g. Herbert Protocol, Keep Safe Cymru card



## Welsh Ambulance Services University NHS Trust (WAST)



### Actions

- » Working to enhance Falls and Frailty services with the aim of improving clinical outcomes
- » Making changes to the physical environment inside ambulances to improve patient experience
- » Working with people living with dementia to maximise sensory improvements.
- » Developing staff training programmes and toolkits to improve awareness of the needs of people living with dementia.
- » Ensuring information is accessible to Emergency Medical Service staff via digital solutions



## Sight Life

Sight Life is a charity that provides blind and partially sighted people across the majority of South Wales with local services and lifelong support to ensure they can live active and independent lives and be part of the community. Research shows that we fear losing our sight more than any other disability and that one in five of us will experience sight loss at some point during our lives.

Sight Life provide a range of services to anyone affected by sight loss, which includes befriending services, technology support and advice, volunteering opportunities, and social groups. Reducing isolation is a key part of Sight Life's work, especially for those facing the trauma of sight loss in later life.

### Action

- » Sight Life plans to outreach to the ever-increasing number of people who are experiencing sight loss, working directly in the community at accessible locations and developing a wider pool of volunteers to support their work.



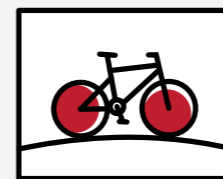
# Outdoor Spaces & Public Buildings

## Cardiff Council's Replacement Local Development Plan 2021 to 2036

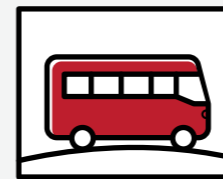
Cardiff Council is preparing the new Replacement Local Development Plan for Cardiff which will help shape Cardiff to 2036, ensuring the right development happens in the right place at the right time, benefitting communities and the economy and setting out which areas need to be protected.

The full draft deposit plan is currently being prepared and is scheduled for consultation later this year. A range of policies will be consulted on, which will help to ensure that development proposals assist in the delivery of cohesive communities and address the issues of inclusivity and accessibility, particularly making provision for the needs of older people, including:

### Actions



» **Promoting navigable environments** with safe walking and cycling routes, open space and spaces to rest and meet which encourage people to meet and interact with each other, helping to address issues surrounding loneliness.



» **Provision of public transport** to help to reduce the inequality of access to shops and essential services for those without access to a car.



» **Promoting safe and age friendly design of buildings and spaces.**



» **Provide a mix of market and affordable housing types** to meet the housing requirement set out in the plan and specifically consider the housing requirements of older people.



» **Provide sufficient sites suitable to address the identified needs of older people,** and promote sustainable residential mixed tenure communities with 'barrier free' housing.



## A new square at St David's

Landsec purchased the former Debenhams store in Cardiff City Centre in 2023 with the vision of transforming it into a vibrant, public space for the local community and visitors including older people to enjoy.

The project has carried out extensive engagement with residents and organisations in the surrounding community to explore what this new space could look and feel like, what it could provide for local families, and how it could bring more nature and spaces to play to the city centre.

The aim is to ensure the new square at St Davids meets the existing and future needs of the local community, whilst also feeling uniquely 'Cardiff'.



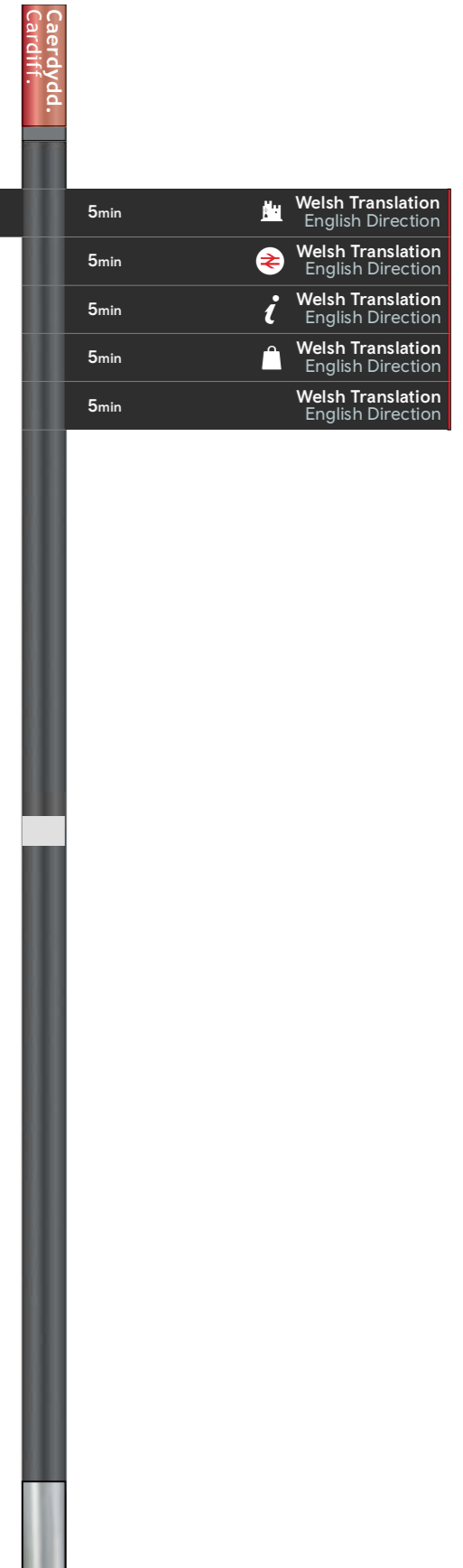
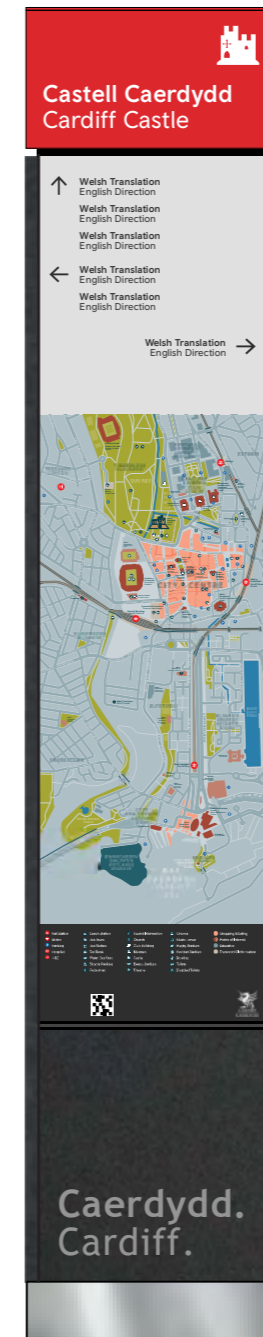
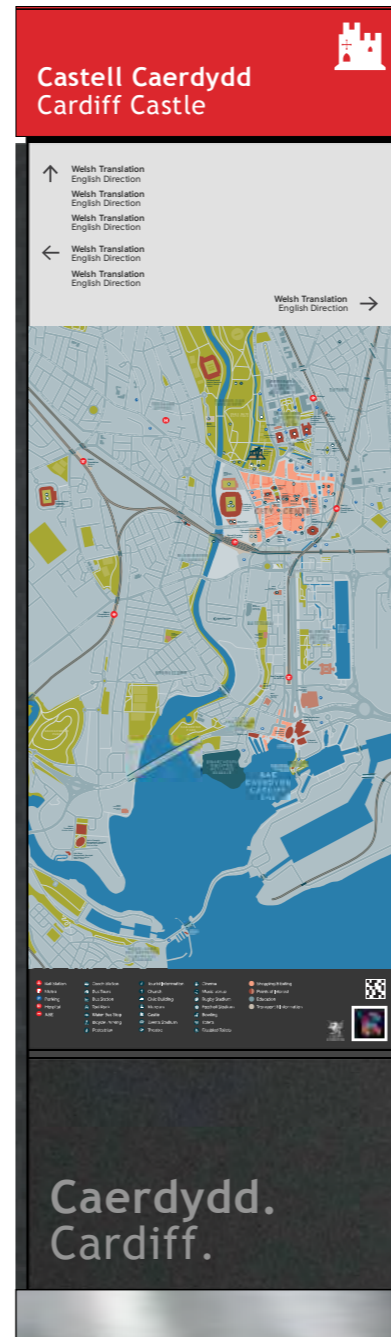
# City Centre and Cardiff Bay Wayfinding Project

Cardiff City Centre and Cardiff Bay currently contain a mix of different types of pedestrian wayfinding (fingerposts and totems) that have been installed at various stages between the late 1980's and early 2000's. This incremental growth has contributed towards a lack of cohesive guidance for pedestrians, which is made worse by some of the signs being worn-out and others containing out of date information.

This project will see the removal of existing pedestrian wayfinding infrastructure and its replacement with a streamlined system of map-based totems (at arrival points into the city centre/Bay) and supporting fingerposts to help guide people through the area. The new wayfinding items will include bilingual text, make use of icons and pictograms, provide walking distances and incorporate maps of the city centre/bay to help citizens, including older people understand the layout of the area and find their way around.

**Action**

» To install the wayfinding project in late 2024/early 2025.



## Museums Inspiring Memories

Funded by the National Lottery Community Fund, Museums Inspiring Memories is Amgueddfa Cymru and Alzheimer's Society's national partnership project, looking at how the seven national museums and collections can be used to improve the wellbeing of those affected by dementia. Beginning in April 2022, the project will run until October 2025.

### Key Actions

- » Embed the work of the project across Amgueddfa Cymru's seven national museums.
- » Roll out the Museums Inspiring Memories training package to all of the museums
- » Roll out a package to support anyone in a paid or unpaid supporting role to engage with the museums and resources
- » Launch a national programme of activities in the museums and communities



## Community Toilet Scheme

The Community Toilet Scheme was relaunched in 2022 with the aim of improving the coverage of toilet provision across the city. Marketing for the scheme has been developed with branded physical and digital posters and flyers with the aim of raising awareness of the scheme amongst the public and encouraging community businesses or organisations to join. Promotion of the scheme has also taken place as part of the Dementia Friendly Business pledge scheme.

### Action:

- » Cardiff Council will further engage with business networks with the aim of expanding the community toilet scheme



## Cardiff's Community Toilet Scheme

The Community Toilet Scheme is for businesses and organisations who are happy to allow members of the public to use their toilet facilities free of charge

Look out for the symbol below displayed in windows or visit [www.visitcardiff.com/toilets](http://www.visitcardiff.com/toilets) (or scan the QR code) for a full list of participating organisations and their facilities



If you are a business or organisation and you would like to increase your footfall, be featured on the Visit Cardiff website, get a free window sticker and show your community spirit, you can join the scheme by contacting [public\\_conveniences@cardiff.gov.uk](mailto:public_conveniences@cardiff.gov.uk)



# Housing

Addison House, Rumney, is the first of Cardiff Council's new build state-of-the-art Community Living developments for older people launched in December 2023. The exciting development comprises 44 highly energy-efficient, one and two-bed apartments for council rent, built to the highest standard. It includes spacious, accessible and adaptable flats for older people, promoting independent living, as well as a range of communal facilities including lounges, a roof terrace overlooking the Bristol Channel, a medical room and a large communal garden.

Cardiff Council has plans for nine more Community Living Schemes across the city, delivering an investment of more than £200m (600 older people's homes). The commitment to build new homes that meet older people's needs is part of the Council's wider housing development programme to create 4,000 new homes for Cardiff over the coming years.



Following recommendations set out in the Housing LIN report into best practice, a working group has now been established to ensure the new developments meet the needs of older people, including those living with dementia. The project includes the development of an Older Persons Accommodation Gateway, to ensure allocation of properties is based on need. The Working group is arranging to meet identified best practice projects within the UK. The visits will be used to inform the building and development of any new schemes in the city to ensure that they will be in line with best practice. The group will ensure that the right care is being commissioned to be delivered within the schemes, and that partnership working with the health sector takes place to deliver the best outcomes for older people.

## Locality Care Support and Housing

A pilot is being developed in St Mellons to better co-ordinate local services that support people to remain independent at home by bringing services together that can intervene and respond as the needs of individuals change. Working in a multiagency way, the intention is to bring services from health and social care onto site to provide specialist services and make these accessible to the local community.

St Mellons Community Living Project will be the first housing with care centre, expected to complete in autumn 2025. The project will deliver a £17.2 million scheme with 60 one and two-bedroom apartments and provide a wide range of on-site communal facilities. These will include electric scooter charging points and attractive garden spaces. A multi-disciplinary health and social care Hub will also be based on site, providing services to the residents and wider community.

## Older Person Community Living Schemes in development

### Maelfa

- 41 apartments (1 & 2 bedrooms)
- Roof terrace
- Extra-care ready
- Estimated start on site 2024/25

### The Butetown Scheme

- 45 x 1 & 2 bed flats
- Ground floor community space
- Roof garden
- Estimated completion: spring 2025





## Michaelston Wellbeing Village

A proposal for a new Wellbeing Village, with around 250 new homes built within an environment that promotes health and wellbeing is being developed. The scheme will include 107 community living units and 22 older person homes that will support independent living apartments.

A planning application has been submitted. Subject to planning approval work on site is due to start in late 2024/2025



## Leckwith Road Community Living Scheme

A new residential 41-apartment community living development with a community centre on site is planned in the Canton area that takes an integrated approach to deliver an older person's scheme, providing both 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, and a multi-functional landscape and community garden. On site will be a community centre for the wider community, providing opportunities for intergenerational activities.



**Estimated completion:** spring 2025

### Action

- » Building on the support available to help older people move to more appropriate housing and develop a model of housing with care to be delivered in the new older persons housing developments.

## Rehousing Solutions

The Rehousing Solutions Team, based within Cardiff Council's Allocations & Rehousing Unit has been set up to:

1. Provide specialist housing advice for all older people, to help them better understand their housing options. Including promoting the benefits of Extra Care housing as an alternative to residential care.
2. Provide support to people with disabilities to access adapted accommodation via the Common Housing Waiting List.
3. Assist older social housing contract holders to "rightsize" to more suitable accommodation where appropriate.

### Actions:

- » Deliver innovative housing solutions by providing tailored support to those who wish to downsize. Reviewing the co-ordination and use of adapted and older persons accommodation, including recruiting a Project Manager to lead on the set up for a new Older Person's Specialist Accommodation Gateway.

## Disabled Adaptions

Disabled adaptions are key to supporting people to remain independent at home. The Disabled Facilities Service which forms part of the Council's Independent Living Service provides home adaptions, ranging from modular ramping, showers, stairlifts and where appropriate property extensions to ensure that the home is suitable for the individual.

### Action

- » Exploring all opportunities for additional funding to support the delivery of disabled adaptations and re-focus use of funding to best meet need



## Care & Repair Cardiff and the Vale

Care & Repair Cardiff and the Vale's mission is to support older people aged 60+ to repair, adapt and maintain their homes.

They provide several services that support and help older people to complete repairs, improvements and adaptations to their homes, through the provision of expert advice, support and practical assistance. They are committed to providing and delivering holistic, problem-led services that are tailored according to the individual needs of older people.



### Action

- » Care & Repair Cardiff and the Vale's aim will support older people to be able to live in safe, secure, warm and comfortable homes which suits them and their lives and maximises their independence.



# Transport

## Buses

Public transport services across the city are largely provided by bus operators on a commercial basis (the fare income taken by the company covers the operational cost of the bus service). In respect of bus services that are provided on a commercial basis the Council has no control over the fares charged, the route taken, or the frequency of the bus service.

Following the withdrawal of the Welsh Government's Bus Emergency Funding Scheme, which supported commercial bus operators during the COVID-19 pandemic, a new initiative, the Bus Network Grant (BNG), has been introduced. This new funding stream enables councils to tender for supported bus services to replace those routes that bus operators are no longer able to operate on a commercial basis.

Cardiff Council have been successful in obtaining BNG funding to cover nearly all of the commercial bus services that were due to be withdrawn. Currently all funding streams are fully allocated to support existing bus services across the city and safeguarding the services that citizens rely on.

Welsh Government are currently working on introducing new legislation to replace the 1985 Transport Act called the Bus Bill, however no details are available on what the Bus Bill will contain or how the new legislation will impact on bus services or local authority powers at present.

### Action

- » Work with Welsh Government, Transport for Wales (TfW), the bus operators and local authorities in Wales to input into the legislative process with the aim of achieving the best outcomes for Cardiff



## Real Time Information (RTi) Displays

Cardiff Council has installed 170 new style displays in bus shelters across the city in 2023/24, and plan to upgrade the remaining 230 old style displays by the end of 2024/25. These displays have improved functionality and are linked with the on board bus ticket machines to provide more accurate timing information for passengers. The screens can also be updated more easily remotely and bus operators will also have limited access to update the display if services are cancelled at short notice. Welsh Government funding has been awarded to enable the Council to undertake these improvements.

Name Here				Name Here			
Service	Operator	Destination	Time	Service	Operator	Destination	Time
21	Cardiff	Name here	2 mins	23	Cardiff	Name here	5 mins
Via: information here, information here, information here				Via: information here, information here, information here			
Via: information here, information here, information here				Via: information here, information here, information here			
Message here .....				13:39:35			

### Action:

- » To complete the installations of Real Time Information (RTi) displays in all of Cardiff's bus stops

## Older Person & Disabled Bus Accessibility Improvement Scheme

The Council are working with the bus companies targeting bus stops where buses struggle to get close to the bus stops to drop off and pick up passengers to board directly onto and off the buses. Last year the Council installed a number of bus stop build outs and bus cages to help older and disabled passengers board and alight the bus services more easily. Another batch of schemes are planned to be delivered by the end of the financial year 2024/25. Welsh Government funding has been awarded to enable the Council to carry out these schemes.



### Action

- » To carry out the additional schemes to improve bus stop accessibility in Cardiff

## Cardiff Bus Interchange

Transport for Wales (TfW) is working with its partners to build a transport hub in the centre of Cardiff to improve connections between bus, rail, walking, wheeling and cycling and encourage sustainable travel.

On Sunday 30 June 2024, Transport for Wales opened the new 14 bay Cardiff Bus Interchange with Cardiff Bus and Stagecoach running its first services from the building as part of the initial phase of opening. Additional services are planned for the bus interchange later in the year, with the next phase of services expected to run from September 2024.

Customer Ambassadors will be on hand during opening hours to help plan journeys using different modes, including making journeys between the bus interchange and Cardiff Central station, as well as nearby on street bus stops.

Cardiff Bus Interchange fully complies with requirements set out in the Equalities Act. To assist blind and partially sighted customers, tactile flooring is available throughout the concourse area to guide customers to the bus bays, and an accessibility map to help customers locate the bus bays and facilities. The bus interchange also has a changing places room, fully accessible toilets, individual unisex toilets and a fully equipped family room to remove barriers and increase access and reach for all.

“ **Customer Ambassadors will be on hand during opening hours to help plan journeys using different modes** ”

## Bay Line Transformation

Progress has been made on the Bay Line transformation, including the extension of the existing platform at Cardiff Bay station and platform installation at the site of the new Butetown station. TfW is working with Cardiff Council on the development and delivery of the first phase of Cardiff Crossrail, which will deliver a tram-train link from Cardiff Central to the Bay.

### Action

- » A public consultation will be undertaken in autumn 2024, with key stakeholders engaged throughout the project.





“ The Cardiff Central Enhancements Programme will aim to increase capacity, reduce congestion and transform the passenger environment ”

## Cardiff Central Train Station Enhancements

Transport for Wales is leading development work to improve Wales' busiest rail station - Cardiff Central.

The Cardiff Central Enhancements Programme will aim to increase capacity, reduce congestion and transform the passenger environment.

The aim of the programme is to deliver improvements to Cardiff Central to make it fit for purpose now and into the 2040s, whilst enabling it to form part of an integrated transport hub (including the new bus station, active travel (walking and cycling) provision and improved taxi rank and drop off points) which enables accessible, seamless and sustainable travel as well as supports a vibrant and diverse economy, and provides an iconic gateway to Wales.

### Action

- » TfW estimate that planning consent for the construction of initial improvements at Cardiff Central will be given in autumn 2024, with works starting summer 2025, and lasting for approximately 2-3 years.

## My Community, Your Community, Our Community

Good Neighbours in North Cardiff (GNINC) have been operating a volunteer support service for over forty years. Drawing volunteers from the neighbourhood areas - Cyncoed, Heath, Roath Park, Lakeside, Llanishen, Thornhill, Lisvane and in 2024 expanding to cover Rhiwbina as well; to support vulnerable people enabling them to continue to live in their own homes for as long as possible.



One of the particular growth areas is for volunteers to provide transport with many individuals having to give up driving due to their health issues but still needing a door-to-door service with support in getting in and out of the vehicle.

Part of the enjoyment for their clients is the opportunity to interact with the volunteers during the drive to whatever location. GNINC understands the practical tasks their volunteers carry out have much more impact than just providing a service - the engagement leads to improvements in the mental well-being of their clients.



### Actions

2024 -2025 targets:

- » A 20% increase in volunteers to help continue to provide the service but also to reflect on the expansion into Rhiwbina and with an emphasis on driving skills
- » To improve our health and safety advice to volunteers who maybe expected to carry walking aids, wheelchairs in their cars for the clients
- » Via platforms including the Age Friendly Cardiff Forum consider the potential impact of transport policies on voluntary services

**“ this is probably the only time I get to speak to someone face to face ”**

**“ if your service wasn't around, I don't know how I'd get my food shopping ”**



## Parking

Cars and other private vehicles are very important to the mobility of many older people. Accessible parking can have a positive impact upon older people's lives affording greater opportunity to connect with their communities. Areas of concern for older people include payment methods for parking and poor quality parking that can block pavements and highways.



### Action

The Council will:-

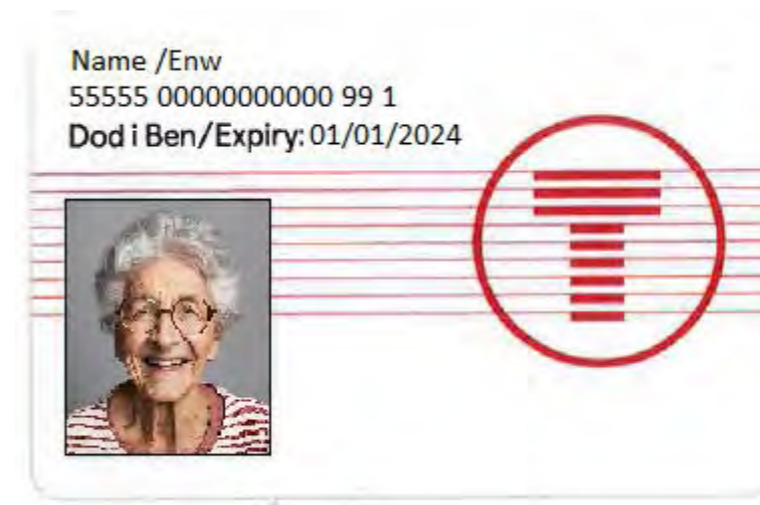
- » Consult on a new parking plan for Cardiff, taking full consideration of the views of older people into account regarding how we regulate parking going forward across the city
- » Prevent digital exclusion by ensuring there are always a variety of payment methods available for all Council operated car parks and on-street parking areas
- » Continue to provide disabled bays for residents with Blue Badges, in accordance with policy
- » Expand the number of disabled parking bays at key locations, such as shopping districts, parks and amenities to increase accessibility
- » Tackle problem parking that has a negative impact upon older people's enjoyment of the highway, through effective parking management and enforcement
- » Provide a range of support for older people to help build confidence in using the digital parking services provided, such as applying for digital permits and Blue Badges

## Support to access Blue Badges and Concessionary Travel Passes

Older people who live in Wales and are either aged over 60 or meet the Government's disability eligibility criteria, can travel for free on most bus services in Wales and the borders and get discounted or free travel on many rail services. Applications for a concessionary travel pass can be made through the Transport for Wales website. For those requiring assistance from another person when travelling for some or all journeys, a companion card can provide free travel for one person accompanying them.

Older people who have mobility difficulties or are registered blind, may be eligible for a Blue Badge. The Blue Badge scheme helps those with severe mobility problems who have difficulty using public transport to park close to where they need to go. Blue Badges are free in Wales and are valid for up to 3 years.

Staff in Cardiff's Community Hubs/Libraries provide support to older people to complete online applications to ensure there are no barriers to accessing the benefits that both these initiatives can provide.



### Action

- » Cardiff's Community Hubs will continue to ensure that older people are supported to apply for Blue Badges and Concessionary Travel Passes

# Communication & Information

## Public service partner priorities

Maximising Age-Friendly Cardiff communication channels to deliver, for example, targeted health initiatives that impact older people.

Improving the availability of Age Friendly advice; acknowledging that the 'Digital First' approach is not conducive with Age-Friendly principles, additional communication channels need to be investigated and maintained. In addition, improving the availability of resources in community languages needs to be explored.



As an Age Friendly City, Cardiff will remain focused on ensuring that multiple channels of communication and access to services are made available to citizens including:-

## Non-digital methods of communication

- Older people can contact Cardiff Council through a dedicated helpline (Connect to Cardiff (C2C) to discuss services. For the few Council services that are digital-only, customers can obtain support via their local Hub. If customers are unable to visit a Hub, C2C will support the customer in accessing these services.
- Older people are also able to visit a Cardiff Community Hub/Library. Cardiff Council has a number of Hubs throughout the city where people can access Council services and speak to staff in person.
- In-person support and services within Cardiff Hubs include:
  - Money Advice
  - Into Work Advice Service
  - Older Person Advice
  - Adult Learning Cardiff
  - Housing and benefit enquiries
  - Access to foodbank vouchers
  - Waste management, including hygiene and food bags
  - Library services
  - Scan stations are provided within Community Hubs and customers are supported to scan documents including General Council Tax, Housing and Council Enquiries.



### Action

- » Identify themes for targeted older person's advice with the aim of developing awareness campaigns throughout the year.



- Cardiff Council also provide First Point of Contact (FPOC), which is the initial stage of triage into Independent Living Services (ILS) and Adult Social Care. FPOC provide information, advice and assistance through “What Matters” conversations, working with older citizens to tailor outcomes to their personal needs and goals that enable them to live more independently in their homes and communities.
- Care’Diff - a communication platform and activity programme acknowledges and values unpaid carers and ensures that their voices are heard launched in March 23. Care’Diff will continue to provide non-digital information to unpaid carers both through the Care’Diff newsletter and via Unpaid Carers Corners in Cardiff’s Community Hubs

### Actions

- » Improving advice services and support for carers – building on the success of Care’diff by launching a distribution channel for information and signposting to services, support and targeted activities
- » Review current distribution of physical Care’Diff newsletters to establish efficacy and identify additional locations with the aim of expanding the reach.

- Age Friendly Cardiff newsletters which provide services information, initiatives, campaigns and advice are provided in printed form and will continue to be distributed across the city.
- Cardiff Community Hubs have installed 17 digital screens which replicate the GP surgery screen model and promote health messaging ensuring older people can access health information from trusted sources.



## Digital methods of communication

- The Dementia Friendly Cardiff website provides 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.

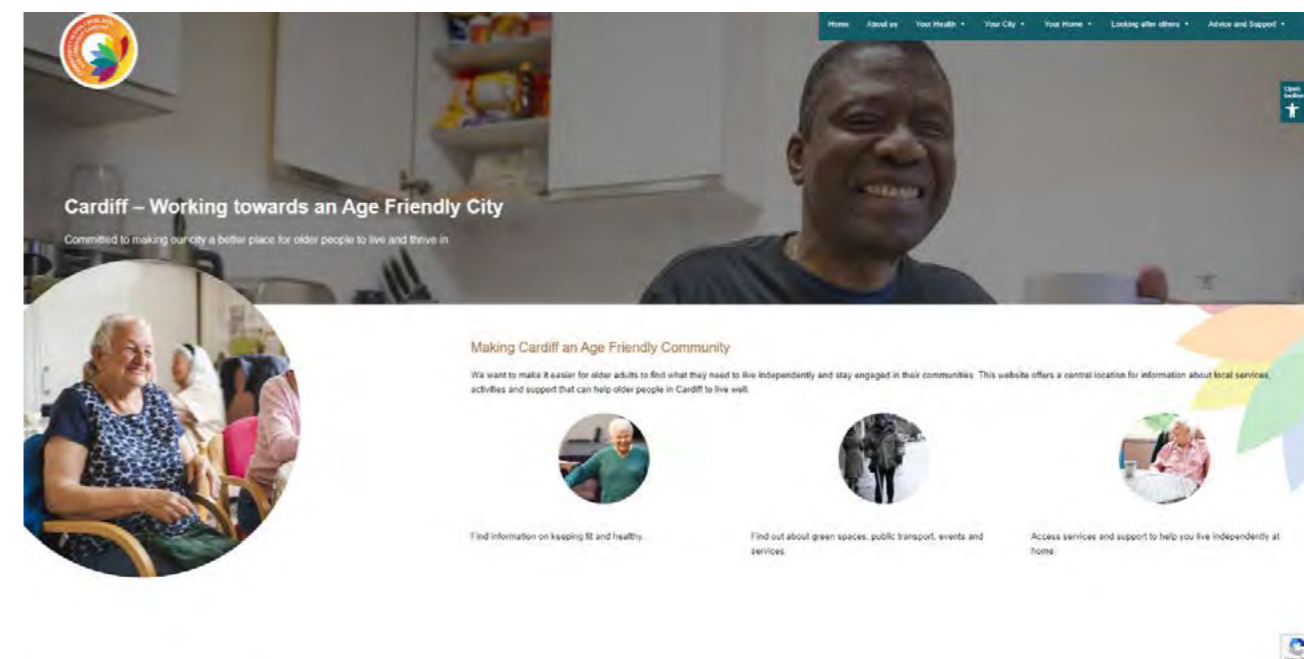
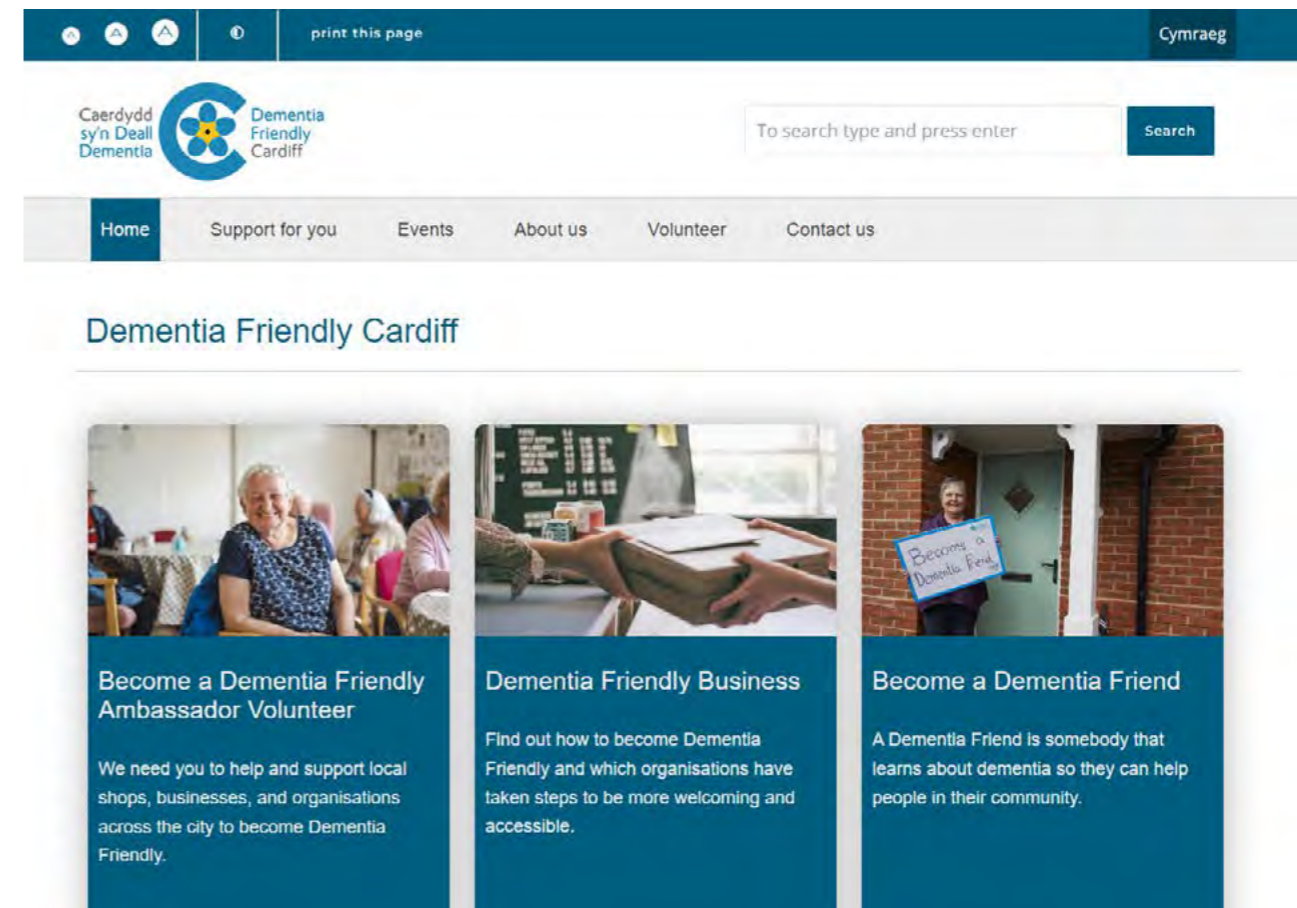
### Action

- » Work on Dementia Friendly Cardiff website to enhance content and ensure it is kept up to date

- 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 and webtesting has taken place with the Age Friendly Cardiff Forum to ensure usability and effectiveness

### Action

- » Respond to older people's feedback and incorporate search functionality and translation tools



- **Dewis Cymru**

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 Council and Vale of Glamorgan Council are working collaboratively to improve the sustainability, ongoing development, and maintenance of DEWIS as an information portal for the region. Cardiff Council and Vale of Glamorgan Council 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.

### Actions

- » Investigate opportunity to embed DEWIS search links within the Age Friendly Cardiff website.
- » Work on improving accessibility by developing videos to support older people to access information via the DEWIS website.



- **AskSARA – online self-help tool**





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.

### Actions

- » Continue to utilise social media channels to share Age Friendly information.
- » Survey older people to determine what content they would like to access via the social media platforms.

- **Age-Friendly Cardiff 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. The social media pages are promoted via the newsletters, which have a printed distribution of 5,000 copies per quarter, in addition to the digital versions that are shared through partner networks.

-  **Age Friendly Cardiff Facebook:** [www.facebook.com/AgeFriendlyCDF](http://www.facebook.com/AgeFriendlyCDF)
-  **Care’Diff Facebook:** [www.facebook.com/DinasGofalCareDiff](http://www.facebook.com/DinasGofalCareDiff)
-  **Age Friendly Cardiff Twitter (X):** @AgeFriendlyCDF
-  **Care’Diff Twitter (X):** @CareDiffTweets



## Support to Access Digital Information

### Cardiff Council Digital Support Team

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 remains popular at various sheltered accommodations across the city, including Heathmead, Sandown Court, Brentwood Court and The Maelfa.

### 50+ Digital Social Clubs

Digital social clubs are informal sessions where anyone can get help with any of their digital related issues – whether it's help setting up a new device, contacting friends and family on social media, or learning more about online safety and scams.

These sessions are suitable for older people with any level of digital skill.

The Digital support team also run a scheme to help provide access to the internet to people aged 50+. Sim cards with pre-loaded data can be provided where needed.

The locations of the clubs currently are:

- Llanishen Hub
- Radyr Hub
- Rhydypennau Hub
- Whitchurch Hub



### Action

- » Increasing digital sessions across the city supporting older people with digital deprivation, including the digital tablet gifting scheme
- » Building on the Digital Skills programme with the Council's Academy, deliver courses for Council Teams where digital upskilling is required i.e. Schools Catering, Waste, Social Care Workers etc
- » Increase the number of Digital Workshops/drop-in sessions in Sheltered Accommodation settings, community and partner buildings in areas where there is no current provision.
- » Provide digital skills support to Public Service Board partners, for new technology initiatives – assisting service users to access key services i.e. new NHS app.
- » Increasing digital workshops, specifically targeting over 50s expanding on programme available to meet the needs of local areas.



## Independent Living Service Digital Inclusion

The Independent Living Service provides digital inclusion services to support older people to get online and use digital services. Where possible this is done through a home visit. Support is also given for older people to become part of online groups that match their interests.

## Day Opportunities Team

The Day Opportunities team provide support to older people in accessing information online with the aim of reducing social isolation by supporting them to connect to others via online platforms.

### Action

- » To continue to support older people to connect online

## AbilityNet

AbilityNet and BT are working in partnership to deliver free digital skills training to anyone over 65 in the Cardiff area. They are available to support groups of older people and individuals that would benefit from free training on how to use smart phones, tablets, and laptops. Older people can access training on topics such as staying safe online, getting started with email and how to bank and shop online.

### Action

- » Age Friendly Cardiff will continue to signpost older people to the AbilityNet sessions via older person distribution networks



**AbilityNet** In partnership with **BT Group**

**Free digital skills training for over 65s**

- Need help with your emails?
- Want to book a GP appointment online, or order an online shop?
- Need to know how to stay safe from scams?

Visit [abilitynet.org.uk/BTDigitalSkills](https://abilitynet.org.uk/BTDigitalSkills) to book



# Civic Participation & Employment

Age Friendly Cardiff will remain committed to ensuring that older people's voices are heard.

## Cardiff Council plans to improve engagement with older people:

- Strengthen the involvement of older people in the Council's decision-making process by more closely aligning the Age Friendly Forum with the outcomes of Equality Impact Assessment where older people are identified as being disproportionately impacted.
- Distribute hard copies of surveys to care homes and day centres
- Promote participation in the Cardiff Citizens Panel to those aged over 75
- Use Community Hubs and community groups to promote participation amongst older people.





Cardiff's Age Friendly forum launched in May 2023 and meets on a quarterly basis. Consultation, 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. To date, the forum has actively participated in budget consultations, a climate change research project and website user testing.

## Action

- » The Age Friendly Cardiff Forum will continue to meet in-person every quarter and be chaired by the Older People's Champion for Cardiff – Cllr Thomson. The forum will act as a vehicle to collaborate, consult and scrutinise on issues that matter most to older people



## 50+ Forum

The 50+ Forum is an independent organisation made up of citizens of Cardiff aged 50 and over, who provide valuable support to the Council when new developments are being considered by attending and sharing their views at consultation events.

1. Work with the Members and Officers of Cardiff Council to put into effect the W.H.O. Vision of achieving an age-friendly community for the city of Cardiff.
2. To promote and grow Cardiff's 50+ Forum to enable all older people to have a strong voice within Cardiff on age-friendly matters and all policy areas.
3. To ensure that the Cardiff 50+ Forum's views are presented and represented at Wales wide level bodies such as Cymru Older People's Alliance (COPA), National Pensioners Convention, Older Peoples Commissioner events, Ageing Well in Wales etc
4. Ensure the Cardiff 50+ Forum is involved actively in the development of Welsh Government policies related to older people both directly and via C.O.P.A.



## Supporting older people into work

The Council's Into Work Advice Service is an important part of the Community Hub provision, offering flexible employment support tailored to individuals. The Adult Employment Mentor team supports those furthest from the labour market or facing complex barriers. Recently, funding was secured for two Employment Mentors focused on individuals over 50, helping them build confidence, retrain, and secure employment.

The Community Digital Team runs Over 50s Digital Social Clubs across the city, helping older people develop digital skills, use smartphones/tablets, stay safe online, and use price comparison websites.

### Actions

- » Delivering the '50+ Employable Me' course
- » Engaging with employers committed to hiring older workers
- » Hosting a city-wide jobs fair.
- » Increase digital sessions in community venues and sheltered accommodations,
- » Continuing the tablet gifting scheme
- » Expanding the 'Over 50s Career Preparation Course'.
- » Supporting older job seekers through the Cardiff Works For You Scheme
- » Assisting Public Service Board partners with technology initiatives.
- » Collaborating with the Money Advice Team to help older people access grants, schemes, and benefits as winter approaches.



## Age Friendly Employer Pledge (Centre for Ageing Better)

Cardiff Council has been 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. By signing the Age-friendly Employer Pledge, Cardiff Council is demonstrating that it values and respects the contributions 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. Organisations already pledged include Care and Repair Cardiff and the Vale, Age Connects Cardiff and the Vale and the Marriott Hotel, Cardiff.

### Action

- » Encourage employers to sign up to the Age Friendly Employer Pledge scheme operated by the Centre for Ageing Better and developing Cardiff-specific reporting to track progress.





**“ Volunteering gives me a purpose. I do it to give back to the community, to help others and by helping others it helps me. The appreciation I feel from the people I help makes it worthwhile ”**

## Volunteers

Cardiff Council recognises how much volunteering can offer to the local community and also the benefits to the volunteers themselves, helping them to become socially active and engaged. That is why a Community Volunteering



project in 2022/23 launched with the recruitment of a Volunteer Coordinator. The first volunteer recruited provided Tai Chi sessions in STAR Hub for the community. Since then the volunteer programme has extended with volunteers providing 2936 volunteer hours to their community in 2023. Many of the volunteers are older people who have commented on how their lives have been improved and it is clear that they are making a difference to the hundreds of people who attend the sessions.

### Actions

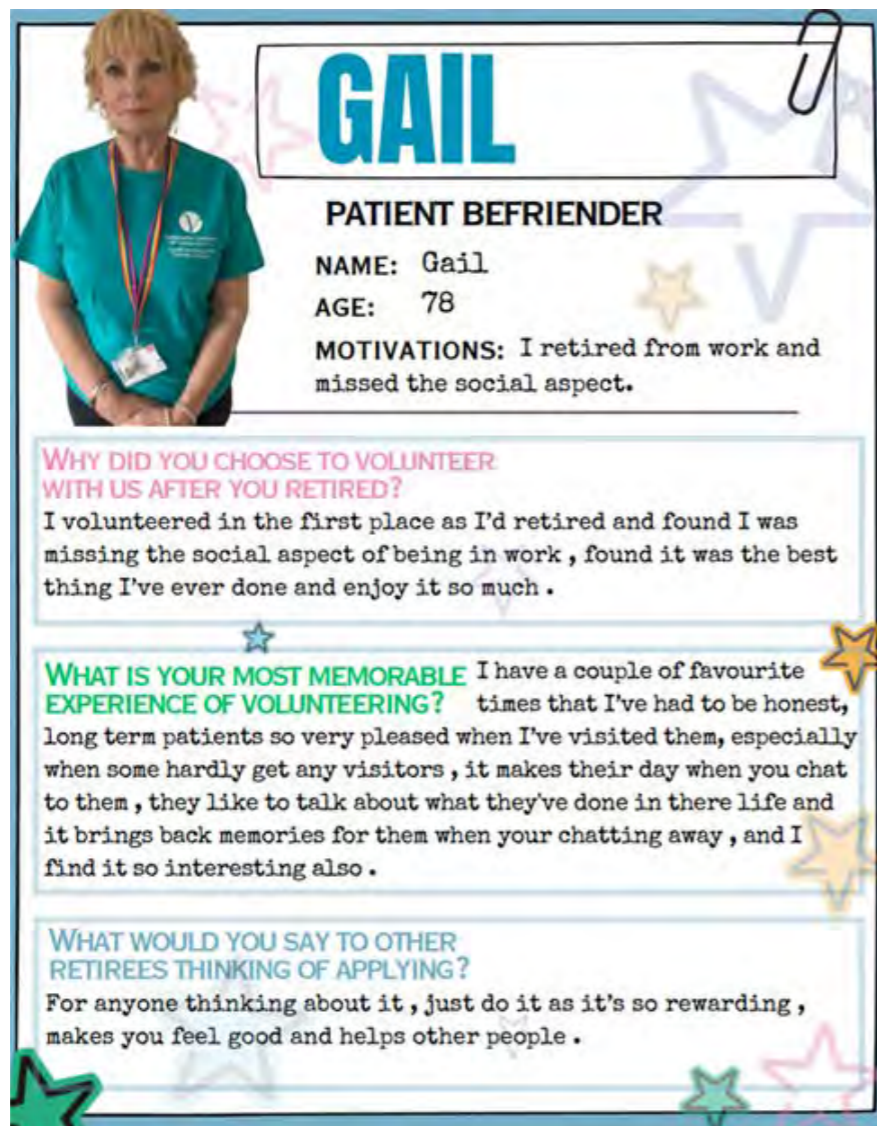
- » Create new volunteer role profiles based on results of consultation regarding new activities and create training plan to upskill staff.
- » Recruit volunteers and pilot new age friendly activities.
- » Evaluate volunteer programme with a view to further rollout



## Patient Experience Team (Cardiff and Vale University Health Board)

The Patient Experience team help clinical teams in delivering care and support to patients, relatives, carers and staff through either direct or supportive services.

They also help clinical divisions to gain feedback via a patient feedback strategy. This provides a wealth of views from patients and provides invaluable feedback to clinical teams and support services.



## DWP 50PLUS Choices

### Objective:

“To enable those aged 50 and over, through early and targeted employment, skills and employer led support to stay in, progress or return to work and to build their future financial resilience and wellbeing”

In order to achieve this objective, the 50PLUS Choices Offer includes:

1. A 50PLUS Champion in each district throughout the UK
2. Additional Work Coach Time for eligible 50PLUS Claimants
3. Introduction of the Job Centre Plus (JCP) Mid Life MOT

### Actions

- » Continue to roll out the JCP Mid Life MOT sessions
- » Monitor/review the effectiveness of 50PLUS activities
- » Continue to create/share 50PLUS case studies
- » Work with our newly created Age Friendly Employer list, to create and deliver a range of bespoke 50PLUS pre- employment opportunities
- » Collaborate with local partners to ensure suitable support is available for our 50PLUS claimants in relation to work; health and pensions.
- » Focus on developing new ways of supporting our 50PLUS claimants with issues that matter to them, including the menopause and balancing work and caring responsibilities.



# Social Participation

All Age-Friendly Cardiff partners recognise the impact of loneliness and work to provide opportunities for older people to come together and socialise. Activities include social clubs, targeted support groups, community cinema clubs, Faith groups, lunch clubs, craft groups, walking groups, low impact exercise groups, choirs and singing groups.



## 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 etc.

The Community Hubs focus on supporting older people to keep active and stay mobile, as well as to remain connected and staying social, through the wide range of activities that are provided via the core Community Hub teams as well as working with the Wellbeing Support team who include dedicated community inclusion officers

**10,079** older people were supported to keep active and stay mobile and **16,779** older people were supported to remain connected and stay social in 2023.

### Actions

- » Consult with relevant age friendly partners to review existing activity programme, including consideration of expanding programme to pre-retirement age range.
- » Promote the activity opportunities available within Community Hubs and Libraries to older people via the Cardiff Hubs and Libraries website, Age Friendly Cardiff distribution channels and via age-friendly partners.



## Working with Partners

The Community Hubs also act as a venue for partners to bring older people together including Friends and Neighbours (FAN) groups, Goldies Cymru (singing sessions), Mens Sheds, Cardiff Martial Arts, Rise's 'Move More Mobility, Sporting Memories, Dr Bike, Elderfit Strength and Balance classes and Cruse Community Grief Hub.

### Action

- » Continue to work with partners to expand opportunities for older people to stay social

## Older Person Groups

Older person forums, clubs and activities take place across the City including Fun and Friendship (Activity Groups), Happy Memories Cafes, Conway 50+, Llandaff 50+ group at The Pound, Good Neighbours in North Cardiff, Cardiff Chinese Elderly Club, Cardiff City Foundation's Armed Forces Veterans Hub, The 1927 Club, Walking Football, FIT Bluebirds, Women Connect First, Pedal Power 50+ Weekly Group Rides, Solo Seniors, Alzheimer's Society's Carers Peer Support Group (Virtual), Parkinson's UK Cardiff Branch, Salvation Army and additional Faith Lunch Clubs.

### Action

- » Age Friendly Cardiff will continue to work to promote the network of groups available with the aim of increasing the participation of older people in social and physical activity.



# Respect & Social Inclusion

Intergenerational activities can help young and older people. They can help build confidence, challenge assumptions and prejudices and help tackle social isolation and loneliness in both groups.

## Global Intergenerational Week

This special week takes place each year across the globe and aims to bring people from different generations together, to celebrate the wisdom and experiences of older people, and to learn from the fresh perspectives and innovative ideas of young people. Age-Friendly Cardiff aims to create a more inclusive and supportive society that values the contributions of every individual, regardless of their age. Age-Friendly Cardiff will continue to encourage partners to take part in intergenerational activities.



### Action

- » Age-Friendly Cardiff will continue to encourage all partners to take part in intergenerational activities during Global Intergenerational Week and throughout the year.

## Intergenerational project

VolunteerCardiff and the Digital Support Team, Cardiff Council will continue to deliver a project which aims to get young people and older people working together and promote digital inclusion within a supported living setting or care home. Young people aged 16-19 will be encouraged to participate each year.

Through a partnership with Digital Communities Wales, the Digital Support Team have developed Digital Champions Training enabling the young people to become 'Digital Champions' and learn soft skills around volunteering, safeguarding, disability awareness, and equal opportunities.

The team have also worked with older people within care homes to establish what they want from the sessions. This ensures that the young people prepare activities and sessions that meet the needs of the older people.



### Action

- » To encourage younger people to participate in the programme each year and work with care providers to continually review results in order to ensure that the initiative meets the needs of both younger and older people.



## Independent Living Services – community engagement

Independent Living Services' community co-ordinator works with communities and private organisations to identify and build on existing strengths and skills within neighbourhoods. They aim to give people greater influence and control over what happens in their communities by helping them to take action by setting up sustainable community groups to meet the needs of their locality.

The community co-ordinator encourages local businesses to take responsibility for their community and introduce groups and activities within their venues.

Ways in which they can help:

- Offering guidance and support to help people set up a group
- Give advice to organisations to help them develop and grow to make them more sustainable
- Information on accessing funds
- Help finding venues
- Sharing best practice
- Support in training and recruitment of volunteers

### Action

- » Work to increase social opportunities for older people in the community



## Conclusion

We will continue to support the age friendly ambitions of the World Health Organization's Global Network for Age Friendly Cities and Communities through delivery of this action plan and work towards achieving our collective vision:-

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

