



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Standing Up Speaking Out

Impact & Reach
Report
2012-13

An independent voice and
champion for older people

Accessible formats are available

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Foreword

It has been a privilege to represent older people across Wales since I took up post as the Older People's Commissioner for Wales. They have generously shared their lives with me and have also inspired and challenged me.

I gave a commitment on day one to be an independent voice and champion for older people, to stand up and speak out on their behalf and to be focused on making a real difference to their lives.

I also gave a commitment to be open, transparent and accountable, and published five clear priorities for my first year as Commissioner:

- To ensure that I am directly talking with and listening to older people across Wales, including those whose voices are often not heard
- To develop and publish an impactful work programme that clearly sets out what I will be doing on behalf of older people over the coming year
- To raise the profile of the issues that matter to older people
- To publish a new four-year Framework for Action, a strategic plan setting out the key issues that older people want to see addressed
- To ensure that effective partnerships with Public, Third and Voluntary sectors are developed to align and maximise the impact of our work

I also gave a clear commitment to increase and enhance the direct support provided by myself and my team to individuals who found themselves in particularly vulnerable situations.

This report details the action I have taken, during the nine months since I took up post to the end of March 2013, to drive forward the change that older people have told me that they want and need to see.



Sarah Rochira

Older People's Commissioner for Wales

Reaching out and listening to older people across Wales

I was clear when I took up post that I would engage with more older people than ever before, to ensure that they know about my work and how I can help them and that their voices are at the heart of all that I do.

To reach out to as many older people as possible, I have engaged with older people in a number of different ways – face to face in their own homes and communities, through national and local media, social media and through my Enquiries and Support Team.

Engagement Roadshow

On day one, I launched my [Engagement Roadshow](#) and have travelled extensively across Wales, [meeting and speaking with a diverse range of older people](#). My team and I have met with over 135 groups of older people in local communities across Wales, reaching out to more than 4,000 older people. In addition, I have met, spoken with and listened to an extensive number of members of formal organisations that represent older people, such as the National Pensioners Convention, National Old Age Pensioners Association of Wales, the Welsh Senate of Older People, Pensioners' Forum Wales, Older People's Advisory Group, Cymru Older People's Alliance and the National Partnership Forum.

As part of my Roadshow, I have travelled throughout Wales, meeting with older people in the places where they live their lives, including care homes, dementia cafes, tea dances, on buses, garden centres, bowling greens and art and craft classes.

I have engaged extensively with older people to ensure I understand what matters most in their lives. Older people have told me what the best things and the worst things are about growing older and the changes they want to see. I have used their voices to shape the priorities in my work programme and my four-year Framework for Action, so that older people continue to drive my work and the issues that matter most to them are addressed.

It is important to me that I am a Commissioner for ALL older people and that my work is relevant to all older people across Wales.

I have engaged with a wide range of older people across Wales, making sure that I reach out across the breadth of race, gender, language, disability, sexual orientation and religion or belief to ensure that their voices are heard to drive forward change. I have also taken action to grow our understanding in Wales of who older people are and will be publishing my refreshed Equality Strategy in Summer 2013.

Commissioner Information Days

To reach out to older people and stakeholders in their communities, so they could learn more about my work, I held Commissioner Information Days in community venues throughout Wales. The Information Days were not only important to build partnerships with local Public, Third and Voluntary sector organisations, but also to provide specific local information to older people about the services and support available to them.

Information leaflets

I have produced new information leaflets to ensure that more older people than ever before know about my work, how to contact me and how I can help them. The leaflets are available in English, Welsh, Bengali, Gujarati, Somali and Urdu, as well as large print and audio, and have been distributed to 1000s of older people through my Engagement Roadshow, Commissioner Information Days and other organisations that support and work with older people.

Enquiries and Support Team

Through my Enquiries and Support team I provided help, support and advice to over 1,000 older people. In addition, we sought the views of over 700 older people directly about the best things about growing older, the worst things about growing older, and what changes they wanted to see.

The five most common subjects my team were contacted about were:

1. Care - 28.2%
2. Housing - 10.9%
3. Financial - 10.6%
4. Health - 10.1%
5. Community - 7.4%

In many instances the team were able to direct older people to other agencies who were able to provide them with support to ensure that I did not duplicate the work of others. However, the team are increasingly being contacted by individuals with highly complex cases, who are in distress and in situations of high vulnerability, where only my intervention can assist.

Examples of the ways in which I have supported older people can be found on pages 9-11.

The quotes below from older people I have supported show the positive difference my team makes to older people's lives.

“You were a great source of help to me personally and the fact you became involved was more than I expected when I wrote to you.”

“It's been a long and sometimes upsetting road. Lucky for us we had you on board. From my Dad, Mum and my family, thanks so much.”

“Thank you for your help. The wall of negativity I had hit would put most people off, but with your support we managed to get over it.”

“Thanks for your marvellous support.”

“We definitely need your office.”

The issues raised with my Enquiries and Support Team provide me with valuable information on the issues of concern to older people and, alongside my direct engagement with older people, help to guide my work.

I will continue over the next year to build on the development of my engagement and individual support to further strengthen its impact and reach.

Driving forward change

I used the voices of older people to develop and publish an impactful [work programme](#) that clearly set out my priorities as Commissioner and the action I would take to drive forward the change that older people told me they want and need to see.

I have worked in partnership with our public services, our national and local governments, and others to grow our understanding about the issues that matter to older people and the changes that they require. I will continue to develop these partnerships to drive forward real change for older people.

Dignified Care

In 2011, I set out a series of specific recommendations as part of my '[Dignified Care? Review](#)', designed to improve the quality of care of patients in hospitals across Wales. I made it clear that I expected to see significant and sustained change at ward level across Wales and Health Boards subsequently published action plans designed to meet my recommendations.

Whilst we have much outstanding health care in Wales, delivered by dedicated staff, we are all too frequently failing to get the basics of care right. This leads to enormous distress for patients, their families and carers, as well as for staff. I undertook a formal assessment ('[Dignified Care: One Year On](#)', published in October 2012) of the action being taken by the NHS in Wales in relation to improving dignity in care, which focused on 3 areas:

- Whether improving dignity was being taken seriously
- Whether action was being taken to bring about improvements
- Whether there was a tangible change in the patient experience at ward level

My one year on assessment was clear – dignity and respect are now a major priority for the NHS in Wales, being accorded Tier 1 status. I saw significant evidence of work underway, including better training for staff, the return of matrons to the ward and effective use of volunteers, but, significantly, Health Boards were unable to provide me with the evidence I needed that there had been sufficient change at ward level and in the patient experience. Further work was also needed to improve continence care and provide better support for patients with dementia.

As part of my continuing scrutiny of Health Boards, I have therefore required a second progress report to be submitted to me in June 2013 and I will publish a further assessment in September 2013. This will include a casebook of patient experiences, both good and bad, to support continued improvements across Wales.

I made it clear that I would make a final and public judgement as to whether significant progress has been made in 2014, two and a half years after my recommendations had been agreed with Health Boards across Wales.

I will hold Chairs and Chief Executives to account and, if appropriate, will undertake further reviews at Board, hospital or ward level, in particular with regard to staffing levels, continence and support to patients who have dementia.

Review of Health Board Reconfiguration

Many older people raise with me concerns regarding the reconfiguration of health care services currently being undertaken. As older people are the single biggest users of NHS services in Wales, it is imperative that the changes improve their access to and quality of care.

In November 2012, recognising the complexity of the changes underway, I published good practice guidance for Health Boards under section 12 of the Commissioner for Older People (Wales) Act 2006. This guidance clearly sets out three areas in which I take a specific interest and also lays out my expectations of Health Boards.

My three areas of interest are:

- The effectiveness of engagement and consultation with older people and the extent to which their voices had been taken into account
- The robustness of the equality impact assessments that Health Boards are required to undertake under specific duties in Wales issued under the Equality Act 2010 and Health Boards' general assessment of the impact that the changes will have on the community
- The proportionality of the impact of planned or actual changes upon older people

I am now formally reviewing evidence submitted to me by Health Boards at my request and will publish an assessment in July 2013.

I will be taking a particular interest in the impact of reconfigurations upon physical access to health care services and the extent to which Health Boards can evidence the robustness of their plans.

I am clear that it is not my role as Commissioner to comment on whether individual hospitals should close, this is the role of the Community Health Councils across Wales. It is, however, my role to ensure that the interests of older people are safeguarded at times of significant change.

Raising concerns

In November 2012, I published [research](#) that looked into workplace culture in health and social care across Wales, in order to determine the extent to which staff felt able to, and were supported to, raise concerns about the care and treatment of older people. This very clearly demonstrated that where work place cultures are 'closed' and not open to learning, staff too often feel unable to raise concerns.

In order to achieve real change in workplace culture I have established the Raising Concerns National Partnership Board, chaired by me and hosted by my office. This includes Chief Executives from across the health and social care sectors, the private care sector and professional staff bodies, as well as Welsh Government, all working together to identify and drive action to achieve change in health and social care workplace culture in Wales.

All of those accountable for health and social care across Wales have a duty to ensure that staff are encouraged and supported to raise concerns. My work does not take away from this accountability, but it clearly signals the priority I place on both the protection of older people and giving a voice to those who care for and support them.

Advocacy

Ensuring older people have a strong voice that is listened to and responded to is essential to their health, independence and wellbeing, but also a key part of the development and delivery of high level public services. All too often, as I have repeatedly stated, older people find themselves without a voice and therefore without any control over their lives. I take a particular interest in ensuring that people in positions of vulnerability have a strong voice. In July 2012, I published my '[Voice, Choice and Control](#)' report, which clearly made the case for improved independent advocacy support to older people and a better overall awareness across health and social care of the role, value and impact of advocacy in its various forms.

The Welsh Government has subsequently asked me, as the independent voice for older people, to establish and chair a group that will develop a business case on advocacy provision across Wales. This will be used to inform the Social Services and Well-being (Wales) Bill, in particular its commitment to give voice and control back to citizens and its commitment to safeguard those who are vulnerable.

In 2013-14, I will issue Section 12 guidance under the Commissioner for Older People (Wales) Act 2006, which places a formal duty upon Local Authorities and Health Boards to provide independent advocacy to older people in specific positions of significant vulnerability, such as during care home closures.

I have also provided advocacy and support to individuals who have found themselves in positions of extreme vulnerability, where no other agency had the expertise or potential legal powers to intervene. Many of these are highly sensitive to the individuals concerned and cannot be reported on.

I have, on a number of occasions, used my legal powers over the past year, where I have considered it the only or the most appropriate course of action, to safeguard older people or to promote their interests. I do not always report these, as in many instances they are in relation to assisting an individual older person in a highly sensitive and vulnerable situation.

Mr Jones

Mr Jones contacted the Commissioner as he had great concerns about his mother, who was living in a care home. His mother had been issued with notice to leave the home within four weeks and was due to be moved to a care home that was a secure unit, specifically for people with dementia. Mr Jones was concerned that his mother had not been properly assessed to determine whether she did actually have dementia.

Although Mr Jones wanted his mother to move to a new care home, as he was concerned about the level of care and support provided at her current home, he did not believe that the new home suggested by the Local Authority would be suitable to meet his mother's needs.

The Commissioner contacted the Local Authority and Health Board concerned and made it clear that if Mr Jones' mother was moved without a proper assessment, an injunction would be sought to prevent her from being moved.

The Commissioner also provided support to assist Mr Jones to find a suitable care home for his mother in which she now happily lives.

Mr and Mrs Davies

The Commissioner was contacted by Mr and Mrs Davies who were subjected to prolonged worry and stress concerning the alleged overpayment of council tax benefit.

They had been told that they had been overpaid council tax benefit and owed a large sum of money, but the Local Authority failed to provide any reliable evidence of the alleged benefit overpayment, despite being instructed to do so on three occasions by Tribunal judges.

They rightly refused to repay the money because they were unconvinced that they owed it. They felt harassed by the Local Authority and the burden of the situation was becoming too difficult to bear since they were also dealing with serious illness.

The Commissioner supported the couple over a period of 12 months, representing their position to the Local Authority and helping them to make their appeal. This is the first time that the Commissioner has provided support in a Tribunal appeal. A member of the Commissioner's staff represented the couple at a final Tribunal hearing where the Judge allowed the couple's appeal against the alleged overpayment.

The Commissioner has also written to the Local Authority concerned and the Chief Executive has advised that there will be a full investigation into this matter.

Mrs Pearce

The Commissioner was contacted by Mrs Pearce who was worried that she had been overcharged for a community alarm service, which was vital to maintain her independence and was a real life line.

Following an investigation, the Commissioner found that the Local Authority had failed to correctly inform residents about the change in eligibility for the community alarm service and secured a refund for Mrs Pearce.

The Commissioner was concerned that other older people could also have been affected by the same error and required the Local Authority to undertake a full investigation.

As a result, reimbursements totalling £93,557 have subsequently been paid to 127 other individuals.

To minimise the risk that similar mistakes were happening elsewhere, the Commissioner raised this matter with the network for the grant administrators, so that knowledge of this issue was shared with representatives of all Local Authorities in Wales.

Mr Jenkins

The Commissioner was contacted by Mr Jenkins, through his Assembly Member, who felt that his Local Authority's policy for replacing bus shelters did not consider the needs of bus users. Due to the Local Authority's policy, bus shelters that were used most frequently were not being replaced as it was 'not their turn'. This was preventing older people from using buses and getting out and about in bad weather as they were not protected from the wind and rain.

The Commissioner contacted the Local Authority requiring a full explanation of their policy and the extent to which they engaged with the users of buses. Further to their response that they had limited money to spend, the Commissioner informed them that new duties under the Equality Act 2010 meant that they were required to consider the impact of their policies on those with protected characteristics, such as age and disability.

The Local Authority subsequently agreed to review its policy and will now engage with bus service users to ensure that their resources are allocated as effectively as possible. The Commissioner will continue to monitor progress to ensure that the Local Authority takes appropriate action.

*The names of the individuals in these case studies have been changed to protect their identity.

Social Services and Well-being (Wales) Bill

In my initial [response to the Social Services \(Wales\) Bill consultation](#), I called for a stronger focus on wellbeing. I was therefore pleased that the Bill was redrafted with wellbeing at its heart and renamed the Social Services and Well-being (Wales) Bill.

I provided written evidence to the Health and Social Care Committee as part of their Phase 1 Scrutiny on the general principles of the Social Services and Well-being (Wales) Bill, focusing on:

- The need for statutory principles on the face of the Bill
- The need for greater clarity on how the Bill will deliver greater voice and control to older people, specifically including advocacy and independent advocacy
- The need for further clarification and strengthening of proposals around adult safeguarding and the need for there to be strong links between this and new legislation on domestic abuse
- The risks associated with overreliance on regulations, particularly in respect of some high risk areas, including eligibility criteria
- Potential risks around the practical implementation of new partnership and collaboration duties, which will require leadership, cultural and governance changes, alongside legislation, if they are to be effective
- The importance of ensuring that prevention is on an equal footing alongside those services that respond to assessed need

I met with the Health and Social Care Committee to discuss the overall adequacy of the Bill and my Director of Protection, Scrutiny and Human Rights also gave oral evidence to the Committee on safeguarding and the crucial importance of principles on the face of the Bill to uphold people's human rights.

I was a member of the Steering Group tasked with developing 'A New Improvement Framework for Social Services in Wales', which aims to support our ambition in Wales to deliver care beyond the 'minimum standards' established over a decade ago. The draft framework reflects many of the issues outlined in my own Framework for Action.

As Commissioner, I have been clear that older people want to lead lives that have value, meaning and purpose. I was therefore pleased that my 'quality of life model' was so strongly reflected in the Welsh Government's recently published wellbeing statement, demonstrating a clear commitment to ensuring that wellbeing is at the heart of public services and that a more joined-up approach is adopted across government portfolios.

Aids and Adaptations in the home

Older people have consistently raised with me the importance of aids and adaptations in the home. They are essential in ensuring that older people stay safe, maintain their independence, are able to stay living within their own homes as long as they wish and, in some cases, are able to return home from hospital.

Information published in September 2012 showed that there were very **significant variations** across Wales in the length of time that people were waiting for Disabled Facilities Grants and that several Local Authorities were significantly exceeding the statutory timescales for delivery.

I subsequently provided Local Authorities with good practice guidance and **required specific improvements from those who were failing**, including reduced end-to-end waiting times and greater consideration of the customer experience in measurements of performance by September 2013. At this point, I will review progress and, for those failing to comply, will consider further action. I am, however, pleased that a number of Local Authorities are making improvements in the interim, both in terms of process and financial allocation.

Following my scrutiny of the Disabled Facilities Grants process, I am particularly pleased that the Communities, Equality and Local Government Committee conducted an inquiry into practice and compliance across Wales. In my written and oral evidence to the Committee, I set out my expectations that Local Authorities should comply with statutory guidance and that the Committee should make clear recommendations about the need to improve the way that home adaptations are funded and delivered in Wales.

I also wrote to and met with the Housing Minister, clearly indicating the need for an early review of the wider funding and delivery streams for aids and adaptations in the home, as set out in the Housing White Paper.

Influencing Welsh Government Legislation

I have continued my work to ensure that older people's voices and the issues that matter to them are properly reflected across the breadth of Government policies, strategies and legislation, by **responding to the following consultations**:

- Blue Badge Scheme
- Enterprise and Business Committee Inquiry into Integrated Transport
- Framework on Independent Living for Disabled People
- Housing White Paper
- Phase 3 of the Older Persons Strategy for Wales
- Public Health Bill
- Revised proposals for patient voice in Wales following the Review of Community Health Councils
- The House of Lords Inquiry into the Demographics of Ageing
- The Park Homes (Wales) Bill
- The People's NHS
- The Refreshed Carers Strategy
- The Strategy for End of Life Care
- Together for Mental Health Strategy for Wales
- UK Commission on a Bill of Rights
- Violence Against Women and Domestic Abuse (Wales) Bill
- Welsh Language Standards

It is important to remember that the issues that matter to older people are not just confined to health and social care, with services such as education, leisure, housing, transport, community facilities and support to remain in employment all being essential in maintaining older people's wellbeing.

I have continued to meet with Ministers, Officials and Party Spokespeople to ensure that older people's voices are heard and that the issues that matter to them are seen as a key part of their portfolios, so that the needs of older people are met, both now and in the future.

I was delighted that, as a result of my work, all parties now have a dedicated older people's spokesperson, announced on the day that my annual report 2011-12 was debated in the Senedd. This sends a very strong message to older people that all political parties in Wales recognise that older people must have a strong voice and I will continue to work with colleagues across the political spectrum to strengthen that voice even further.

Dementia

I have met many people living with dementia, their families and carers, and to ensure that I give them a strong voice and that the issues that matter to them are addressed, I have appointed, for the first time, a new lead person within the organisation who will focus on ensuring that Wales delivers on its promises to people living with dementia.

The [Ageing Well in Wales Programme](#) is now a major participant in a European Innovation Partnership, working with others to develop dementia friendly communities.

In 2013-14, I will formally begin a review of the impact of the Dementia Vision Strategy for Wales to ensure that the voices of people living with dementia, as well as the voices of their families and carers, are at its heart.

Unpaid Carers

My priority this year has been to raise the profile of unpaid carers across Wales and to publicly support the work of our Third and Voluntary sector organisations, and others, who do so much to support a group of people who are often forgotten, unsupported and feel they have no voice. I have also travelled extensively, talking with and listening to carers to ensure that my work reflects their priorities.

I commissioned a short advisory report looking at how carers could be better supported through training, information and advice, with an emphasis on bringing together paid and unpaid carers to share knowledge and skills. The recommendations are now being implemented through a cross-sector partnership being piloted in west Wales. I am supporting and following this initiative carefully, with a view to evaluating its potential for roll out across Wales.

In 2013-14, I will work with carers and carers' organisations to assess the impact of the Carers Measure and whether sufficient progress is being made across Wales to support those who care for and support others.

Discrimination

Wales has done much over the past decade to promote the interests of older people, but there are still too many examples of older people being discriminated against and their rights not being upheld.

I have been clear that age discrimination leads to a lack of self-esteem, social isolation and, in some cases, a failure to receive services or care.

I am pleased that the Welsh Government has [responded to my call to enhance the rights of older people](#) through a Welsh Declaration of Rights for Older People, the first of its kind in the UK. This will provide a clear framework and standard that can be used by older people themselves to ensure that they receive the support and services they need to lead fulfilled, independent lives.

This is a significant step forward and would, for the first time, provide clear expectations to those who are responsible for the development and delivery of public services. It also provides a platform for me to build a stronger rights-based approach within Wales, as outlined in my Framework for Action 2013-17.

Following the implementation of the Equality Act 2010, in particular the lifting of the exclusion of older people from the goods and services element of the Act, my team undertook a series of practical information sessions with older people across Wales to both raise their awareness of their new rights and hear their issues of concern.

I will use older people's voices, alongside research that I have commissioned, to publish a major report in Autumn 2013 into discrimination faced by older people, with a particular focus on the impact of age discrimination and key areas for change.

Ageing Well in Wales

It is essential that those who are frail and vulnerable are afforded the utmost protection from our public services. However, frailty, dependency and vulnerability need not be the inevitable outcome of growing older. With a stronger focus on ageing well, Wales can break what is unfortunately, for too many older people, an inevitable transition as they age.

In June 2012, I established the [Ageing Well in Wales](#) Collaborative Partnership, the first of its kind in the UK, which is hosted by my office. This programme focuses on developing and implementing integrated approaches across Wales to support older people to maintain their independence as they grow older.

This programme has gained international recognition, with Wales being accorded reference site status by the European Union for its work in respect of older people and ageing well. This will enable us to access European funding in future years, which can be used to support practical and tangible improvements, such as dementia supportive communities and wellbeing centres.

Care home closures

I have been contacted by many older people, and their families, who were concerned about the impact that proposed care home closures would have on their lives.

I therefore [wrote to each Local Authority](#) in Wales clearly outlining the following expectations when they are considering the possibility of closing or transferring care homes:

- Secure the human rights of residents
- Conduct meaningful consultation and engagement
- Provide independent advocacy
- Carry out ongoing impact assessments

Following discussions with the Welsh Government about the need for current guidance on care home closures to be updated, I am now chairing a working group that is advising the Welsh Government as it develops additional statutory guidance on this matter.

Day centre closures

Many Local Authorities across Wales are reviewing their provision of day centre services and the models of non-residential social care support. In many cases this is appropriate, particularly where there is a move towards a stronger wellbeing focus. However, changes made must be in the best interest of older people and alternatives that both continue to protect those who are vulnerable and support others to retain their independence must be in place before changes are made.

As a result of many older people contacting me, I issued guidance to Local Authorities in relation to my expectations in the way in which day centre closures or changes are managed.

In a number of instances where I had specific concerns, I have been working with the Local Authority and met with people in local areas to hear their specific concerns. I have provided extensive support to one Local Authority to ensure that it complies with its statutory duties and responsibilities in the way it goes about reconfiguring its day centre services.

I have also been actively working with a number of other Local Authorities regarding specific day centre closures, following representation made to me by older people. In 2013-14, I will consider whether I undertake a Wales-wide review of day centre reconfiguration, similar to that undertaken with regard to NHS Reconfiguration.

Forward look

I published my [Framework for Action](#) in April 2013, which clearly outlines my priorities for the next four years, the changes I expect to see in Wales and how I will drive forward improvements in older people's lives, helping to make Wales a good place to grow older – not just for some but for everyone.

My Framework was developed following extensive engagement, discussion and consultation with older people and a wide range of organisations that support and represent them. It is my Framework, but at its heart are the voices of older people. Older people have clearly told me that their priority is to stay safe, as healthy and independent as possible and to lead lives that have value, meaning and purpose. They have told me that they want and need to:

- Feel safe, be listened to, valued and respected
- Get the help they need, when they need it, in the way they want it
- Live in a place that suits them and their lives
- Do the things that matter to them

Older people have also been very clear that they want to have a strong voice and meaningful control over their lives.

Using the voices of older people, my Framework sets out five clear priorities:

- Embedding the wellbeing of older people at the heart of public services
- Driving up the quality of – and availability and access to – health and social care
- Protecting and improving community services, facilities and infrastructure
- Standing up for older people who are at risk of harm and ensuring that they are safeguarded and protected
- Tackling prejudice, inequality and discrimination

Included in my work for 2013-14 will be:

- Review the effectiveness of engagement with older people by our public services in Wales
- A formal Review of the quality of life and care of older people in care homes in Wales
- Review the future funding arrangements for community and public transport and public toilets across Wales, developing and publishing a strong economic case for retaining non-statutory community services
- Work with the wider criminal justice system to increase awareness of the abuse faced by older people and ensure that they have access to support and justice
- Begin a programme of training and awareness raising for key public service staff about who older people are and the issues they face in relation to discrimination, prejudice and inequality

Every year I will report on the work I have undertaken to discharge my statutory duties, but more than that, to stand up and speak out for older people, through an annual impact and reach report. This, along with an annual state of the nation report of the lives led by older people in Wales, will form the heart of my statutory Annual Report and ensure I go about my work with openness and transparency, and clear accountability back to older people.

