



Work Programme 2019-20

The Commissioner's Strategic Plan – Making Wales the best place in the world to grow older – sets out three key priorities, against which the Commissioner will deliver a wide range of work over the next three years:

- Ending ageism and age discrimination
- Stopping the abuse of older people
- Enabling everyone to age well

The work the Commissioner will deliver under each priority during 2019-20 is set out below.

Ending Ageism and age discrimination

- Deliver a campaign to highlight and challenge the 'everyday' ageism faced by older people.
- Publish new resources that will empower older people to challenge ageism.
- Undertake research examining the portrayal of older people in the media.

Stopping the abuse of older people

- Undertake research into police and CPS decision-making relating to safeguarding investigations.
- Work with stakeholders to identify what motivates individuals to abuse and neglect older people.
- Deliver safeguarding training to professionals working across health, social care and other key public services.
- Identify, map and highlight services providing support to older people experiencing abuse.

Enabling everyone to age well

- Publish new resources to empower older people to effect change within their communities.
- Work with communities, local authorities and businesses throughout Wales to make them more age-friendly.
- Work with older people and transport providers to make transport services more age-friendly.
- Review whether current transport options create barriers to accessing health services.

Wider ongoing work

In addition to the work set out above, the Commissioner will continue to work with a wide range of partners to identify, celebrate and promote good practice; monitor and scrutinise the work of public bodies and hold them to account when necessary; influence policy and practice at both a national and a local level; engage with older people in all their diversity; and provide help and support to older people through her casework service.