

Have your say: Creating a Wales that leads the way for older people



I want Wales to lead the way in empowering older people, tackling inequality and enabling everyone to live and age well, and as Commissioner I will play a key part in making this vision a reality by delivering a robust and responsive work programme shaped by older people's voices and experiences.

The hugely valuable conversations I've had with hundreds of older people across Wales about the changes and improvements they want to see have helped me to identify four key national outcomes that will provide a focus and strategic approach to the action I will take as Commissioner, as well as the wide range of action needed from public bodies.

The four national outcomes I have identified are focused on ensuring that older people:

- **Can access the information, services and support they need**
- **Feel safe in their relationships, homes and communities**
- **Are treated fairly and their contribution is recognised and valued**
- **Can make their voices heard and have meaningful choice and control**

Delivering these outcomes will be crucial to ensure older people can have a good quality of life – both now and in the future – and that older people's rights are upheld, something that remains a key focus of my work.

Make your voice heard

I want to hear from as many people as possible about the action that would help to improve older people's lives, and the ways my work can support the delivery of these outcomes.

So please do get in touch to share your views and ideas, and make your voice heard by completing this short questionnaire. Alternatively, if you would prefer to talk about your experiences with a member of my team, please call **03442 640 670**.

You may want to highlight something you are concerned or worried about, or share an example of something that works well and makes a positive difference that could be introduced in other parts of Wales. What you share could be based on your own experiences, the experiences of your family and friends, or those of older people you work with or support.

You can find out more about each of the key outcomes below and have your say about the action you think I should take. There's also space at the end for you to share any other thoughts or ideas you might have, or to highlight other changes or improvements you'd like to see.

We hope to hear from you soon!



Rhian Bowen-Davies
Older People's Commissioner for Wales

Access to information, services and support

Accessing services and support can become increasingly important as we get older to help us to live healthy, independent lives and do the things that matter to us.

But older people across Wales have told me they often find it difficult to access crucial services that support them to live and age well, such as health and social care services, transport services, or local activities.

Similarly, older people have shared that they often find it difficult to find the information they need – often the first step in accessing services and support – particularly as more and more is done online, which leaves people feeling excluded and left behind.

What action should I focus on to improve older people's access to information, services and support?

In your response you may want to highlight:

- Any information you struggle to access, and why (e.g. information only available online, difficult or confusing language, poor design)
- Any support or services you have struggled to access recently, and why (e.g. changes in the ways services are delivered, reduction or loss of services, other pressures, barriers such as lack of transport)
- The ways these difficulties affect or impact upon your life
- The changes and improvements you'd like to see
- Any positive experiences of getting the information, services and support you need

(If you need more space, please use the continuation sheet at the back of this document)

Feeling safe

Any of us may find ourselves in a vulnerable position or a situation that puts us at greater risk of harm, something that can be more difficult to escape and/or recover from as we grow older.

We may find ourselves in an abusive or controlling relationship, for example, a serious issue that affects thousands of older people in Wales, or at risk due to a public service failing in a duty of care.

The places we live can also affect our feelings of safety, whether that's in terms of our homes being warm, secure places that are free of hazards, which is sadly not the case for many older people in Wales, or our wider community environment.

Feeling safe plays an important role in our health, well-being and quality of life and in supporting us to age well.

What action should I focus on to help ensure older people can feel safe in their relationships, homes and communities?

In your response you may want to highlight:

- Any situations in which you do not feel safe and how this impacts upon you
- Anything you do that helps you to feel safe and secure
- Any action you're aware of that aims to help older people safe at home or in their communities

(If you need more space, please use the continuation sheet at the back of this document)

Fair treatment and recognition

In Wales, we value fairness and treating people as equals. Yet many older people have told me they feel they are treated differently because of their age, that they receive poorer services and that their rights don't matter.

We also know that ageism and age discrimination are still highly prevalent, leading to stereotypes and assumptions about older people that not only negatively impact upon individuals, but also the decisions made by society, which limit the opportunities available to us as we grow older.

The huge contribution older people make to our lives – through working, volunteering and caring, as well as providing other forms of support – is often overlooked. But recognising this is crucial to challenge negative attitudes and help ensure older people are valued and respected.

What action should I focus on to help ensure older people are treated fairly and that their contribution is recognised and valued?

In your response, you may want to highlight:

- Any examples where you have felt you've been treated unfairly or have received a poorer service because of your age
- Any examples when you have felt your rights have not been upheld
- Any examples where services may be excluding or discriminating against older people
- Any examples of positive action that has helped ensure you are treated fairly
- Your ideas about how we can ensure older people's contribution is recognised and valued

(If you need more space, please use the continuation sheet at the back of this document)

Voice, choice and control

Having our voices heard and listened to is important to enable us to express our view and wishes about the things that matters to us, and to influence the decisions affecting our lives.

This is a key part of having choice and control over our lives, which is crucial to empower us and enable us to live in the ways we want to with independence and dignity.

Ensuring older people have voice, choice and control means that the services (and the systems around them) should be designed and delivered in a way that supports this, through meaningful engagement and genuine co-production.

But older people have told me they often feel decisions are made for them rather than with them, and that 'no-one listens' when they try to raise issues or concerns.

What action should I focus on to help ensure older people's voices are heard and they have choice and control over their lives?

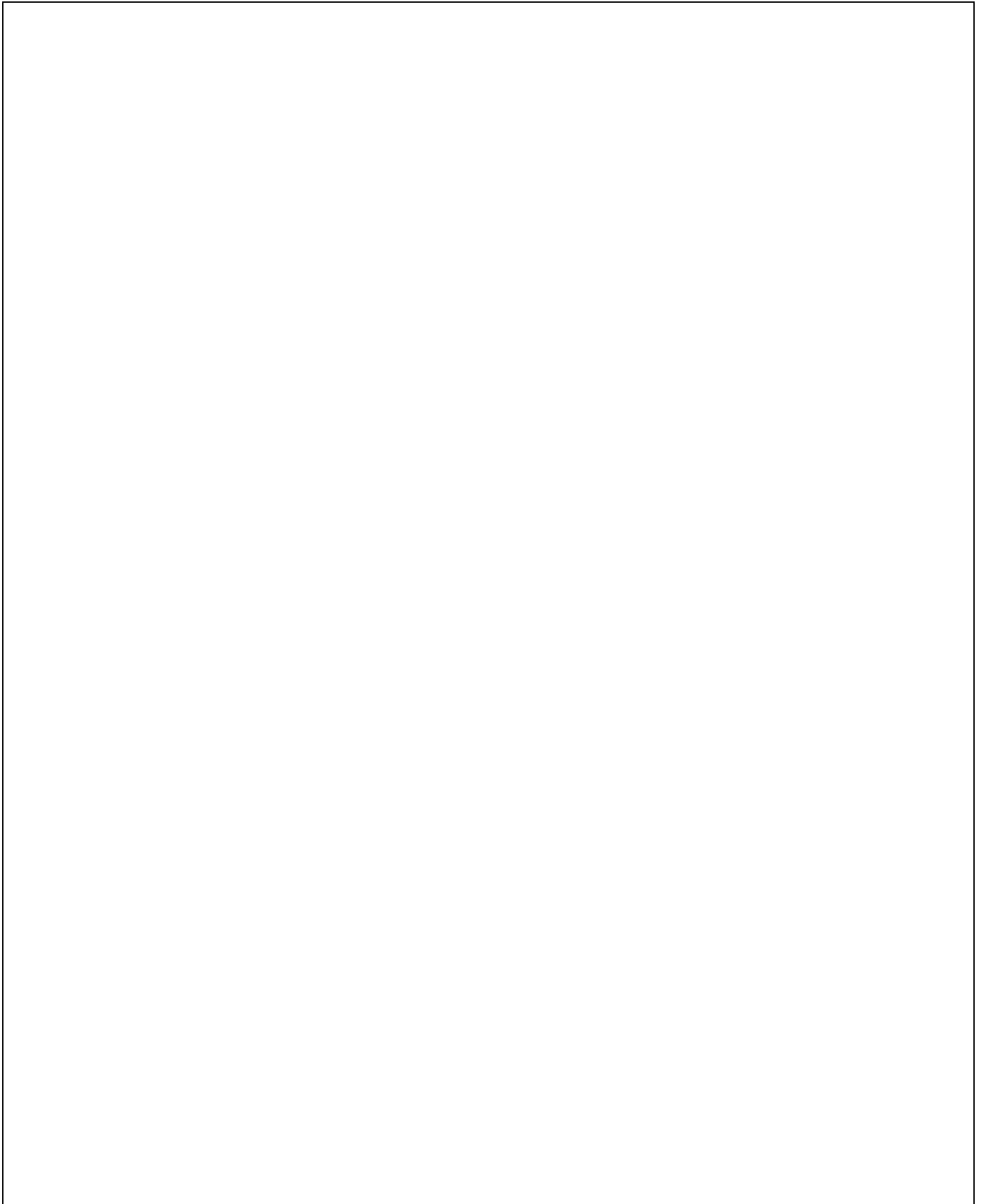
In your response, you may want to highlight:

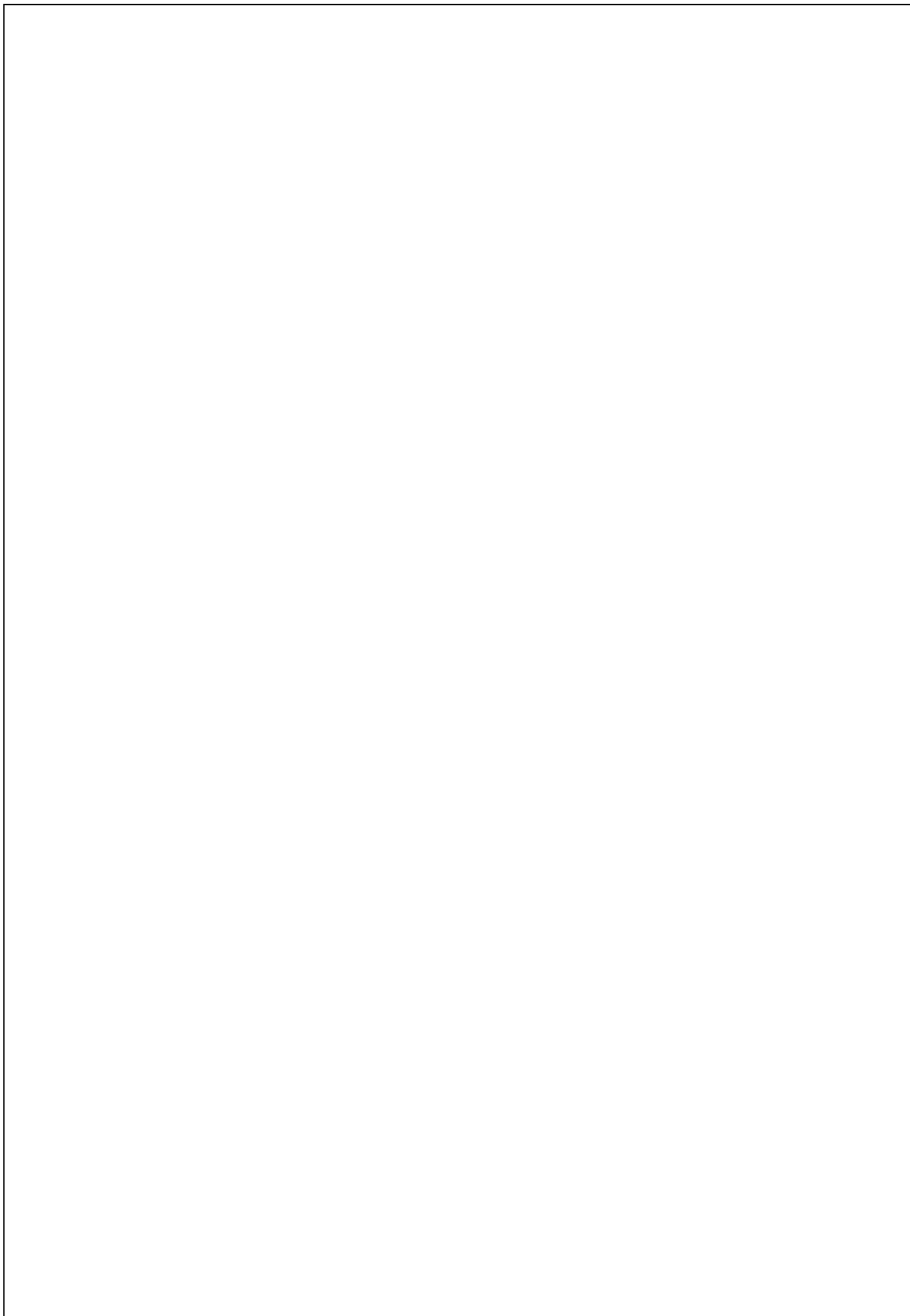
- Whether you feel able to make your voice heard and, if so, how you do so
- Any times you have not felt listened to or that your voice wasn't heard
- Any times you have felt that decisions have been made for you
- Any positive examples where you have been supported to make choices

(If you need more space, please use the continuation sheet at the back of this document)

Please use the box below if you require more space to respond to any of the questions under the outcomes above.

You can also use this space to highlight any other outcomes or areas of work you think I should focus on, or to share your ideas about any other changes or improvements you would like to see that will help to make Wales a nation that leads the way for older people.

A large, empty rectangular box with a thin black border, occupying the majority of the page below the text. It is intended for the respondent to provide additional information, highlight other outcomes, or share ideas for improvements.



Many thanks for your help!

Thank you for taking the time to share your views and ideas, which will help to inform and shape my work as Commissioner.

In order to help me and my team analyse the information shared more effectively, it would be helpful if you could provide your age, and the name of the council area you live in below:

Age:

Council area:

I am responding (please tick):

- As an individual
- On behalf of an older person
- On behalf of an organisation

If you need help and support with any of the issues you have highlighted in your response, please remember that my Advice and Assistance team is available. You can contact the team on **03442 640 670** or by emailing ask@olderpeople.wales.

My team may wish to contact you to request further information about what you have shared above, to capture your views as part of any further consultation on my work or to provide you with an update on how I have used the information you have provided. They may also wish to contact you if they spot anything in your response which may be a cause for concern.

If you would be happy for us to contact you for these purposes in the future, please include your contact details below:

Name:

Email:

Tel:

Address:

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Please return this questionnaire to:
FREEPOST: OLDER PEOPLE'S COMMISSIONER FOR WALES

The closing date for responses is Friday 28 February 2025. You can also respond online via my website: www.olderpeople.wales/haveyoursay

We're committed to respecting and protecting the personal information you share with us. Full details about how we use the information you provide us with can be found in our Privacy Notice which is available on our website or by contacting the team on 03442 640 670 or by emailing ask@olderpeople.wales.

Many thanks for your help!

Further information (optional)

We would be grateful if you could provide some information about yourself below, but please remember this is optional. We collect this information to make sure that we represent people from all backgrounds and who have different life experiences.

If you are completing this form on behalf of a friend or relative please provide their information.

Rural/urban

How would you describe the area in which you live – rural or urban?

- Rural
- Urban

Age

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 & Over
- Prefer not to say

Sex

- Male
- Female
- Prefer not to say

Trans is an umbrella term for people whose gender identity in some way differs from the gender they were assigned at birth.

Using this definition, do you now or have you ever identified as trans?

- Yes
- No
- Prefer not to say

Sexual orientation

- Bisexual
- Gay / Lesbian
- Heterosexual
- Asexual
- Other
- Prefer not to say

Relationship Status

- Married
- Divorced
- Civil Partnership
- Single
- Co-habiting
- Separated
- Widowed
- Prefer not to say

Religion or belief

- No religion or belief
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion or belief

National Identity

- Welsh
- Scottish
- English
- Northern Irish
- Irish
- British
- Gypsy or Irish Traveller
- Other
- Prefer Not to Say

Ethnic Origin

- White
- Mixed/Multiple ethnic groups
- Asian
- Black/African/Caribbean
- Other

The Equality Act 2010 defines a disability as a physical or mental impairment, which has a substantial and long-term adverse effect on a person's ability to carry out day-to-day activities.

Do you consider yourself to have a disability?

- Yes
- No
- Prefer Not to Say