

Age-Friendly Cardiff

Annual Report 2022- 23 Summary





Foreword - Older People's Champion, Councillor Norma Mackie

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

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

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

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

Councillor Norma Mackie

Introduction

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

Following a layered consultation process with older people, Cardiff gained membership to the network in March 2022 – the first local authority in Wales to achieve this status.

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

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

This document provides a summary of the progress the city has made in relation to the age-friendly domains and the Age-Friendly Cardiff 'We will' Commitments over the last year.





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

Community Support and Health Services

Support to Remain Independent

Independent Living Services (ILS) (Cardiff Council)

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

Throughout the year, a number of developments have taken place including:

Development of AskSARA - Cardiff Council's online self-assessment tool available through the Cardiff Council website 24 hours a day, seven days a week.



Technology Enabled Care - ILS has recently recruited to the role of Technology Enabled Care (TEC) Specialist. This role will promote strength-based practice and positive change in people's lives through the utilisation of technology enabled care and assistive technologies. A group of TEC champions has also been set up within various disciplines.

First Point of Contact (FPOC) Community

The FPOC Community team provides tailored information, advice, and assistance to the vulnerable citizens of Cardiff.

Customer contacts managed by the FPOC team in 2022-23

36,757

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

1,946



Integrated Discharge Hub (IDH) - The IDH is a single access point to support the transition from hospital to home, as part of the decision-making process for hospital discharge.

The IDH operates across three Cardiff and Vale University Health Board (CAVUHB) sites and consists of a multidisciplinary team from clinical, social care, preventative and holistic specialties. The IDH has newly integrated the First Point of Contact (FPOC) Hospital Team (Pink Army) into the service, ensuring that a wide range of preventative, holistic options are available.

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

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

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

Occupational Therapy (OT) - The Community OT Service support both children and adults to live independently at home through strength-based preventative services. They are a pivotal service bridging both social care and health services, and are key to relieving the pressures on both services, by enabling people to stay living at home safely, avoid hospital admissions and facilitate discharges.

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

Joint Equipment Service (JES) - The JES is an integrated provision working together across Cardiff and the Vale of Glamorgan Council and the NHS. It provides medical equipment to support independence, care at home and to enable speedy discharge.



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

Disabled Facilities Grants - Supports the vision for independence by ensuring they have a proactive disabled facilities service that meets the needs of people in the community and those requiring discharge in a timely manner. In 2022/2023, the service provided 2,158 adaptations, ranging from: modular ramping, showers, stairlifts and as appropriate extending a property.

Community Resource Team (CRT) - The CRT provide reablement support in the community, empowering individuals to remain independent in their home, following hospital discharge or to avoid a hospital admission. This year, the CRT have implemented their new Electronic Call Monitoring System, bringing the service up-to-date digitally, enabling more effective planning of care calls.

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

Community Engagement - ILS have organised and hosted regular community events throughout the year in varied locations across the city. The events have helped many older people stay active and socially connected in their communities, with opportunities to learn about local services and take part in activity taster sessions.



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

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

The RPB brings together Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board (CAVUHB) and third sector partners to work together jointly to oversee the development and delivery of integrated health and social care services in Cardiff and the Vale of Glamorgan.

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

- @Home
- Dementia



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CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD**

@Home Programme - Key achievements over the past year include:

- Making sure it is easier to access services through developing clear access points into services through Cardiff's First Point of Contact and Vale's Wellbeing Matters services.
- Rollout of a multidisciplinary approach to cluster development which means that our GPs are working more closely with local authority and third sector services to ensure people are provided with the right services to support their needs.
- Delivery of our integrated Wellbeing Hub at Maelfa to support people through more joined up services in a community setting.
- C3SC were funded to report on where the RPB should focus to help tackle social isolation and loneliness, particularly amongst older people.

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

Cardiff Broker Service (Age Connects)



The service sits within Cardiff Community Resource Teams and promotes independence by providing rehabilitative support and information to older people.

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

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



Sight Life

Local sight loss support
Cymorth colled golwg lleol

Sight Life

Sight Life (formerly known as Cardiff Institute for the Blind) offers practical support and advice to anyone with limited sight in South Wales.

In Cardiff in 2022/23, Sight Life:

- Outreached and supported 1894 people with sight loss
- Undertook 344 home visits
- 598 people received direct support from the Eye Care Liaison Officer

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

Day Opportunities Team (Cardiff Council)

The Day Opportunities Team help older people stay connected or support them to reconnect. In 2022/23, they supported over 200 individuals in the community, with only around 15% having to be referred for social care.



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

Pedal Power

Pedal Power is a charity based in Cardiff that encourages and enables people of all ages and abilities to experience the benefits of cycling. During the last year, they have been delighted to be involved with the Move More, Eat Well project, aimed at Cardiff residents over 50. This has enabled them to offer learn-to-ride, confidence building lessons and park rides to older people who are looking to increase their physical activity.



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

Cardiff Mind

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



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

681

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

Cardiff Hubs and Libraries (Cardiff Council)

Older Person Activity Programme - A programme of events and activities has been delivered through the Cardiff Hubs over the last twelve months. Older people have participated in gardening clubs, Goldies Cymru (singing sessions), Dementia Cafe's, Carers Cafes, intergenerational activities, walking sports, Tai Chi, dancing sessions, Knit & Natter, Friends and Neighbours Groups, reading groups, conversational classes etc.

CARDIFF HUBS & LIBRARIES 2022-23



Current active reading groups using Cardiff Libraries borrowed

21,600 books

Physical book issues

1,709,419

212,384

Digital book issues

Digital newspaper issues

787,927

1,730,732

Physical footfall at Hubs

New members joining the Library

15,845

131,340

Number of hours of public PC usage

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

Warm Welcome Space - Volunteers and events programme - Warm Welcome Spaces were set up in Cardiff Hubs in response to the cost-of-living crisis in the winter of 2022 - 23 for people who were unable to afford to heat their homes. Volunteers were successfully recruited to support the Warm Welcome Spaces, which were utilised by over 11,000 people.

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



Cardiff Wellbeing Support Service - In 2022/23, the pre-Covid-19 programme of events was reinstated and the additional digital events continued. The programme was expanded, with an additional 200 wellbeing sessions being delivered within the community. The overall total of free community sessions offered was 1433 during 22/23. There was an increase in the number of people attending the community activities delivered by the team of 2,500 when compared to the previous year. 11,661 people attended events overall throughout the year.

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

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



Wellbeing Mentors - 2022 - 2023 was the first full year for the Mentor service. Clients mostly accessed the service for support with community engagement, stress and anxiety and mental health support. The service is person centred and each client is given a tailored action plan, meaning each person is getting the exact support they need. In the first full year, 170 clients have been supported to improve their wellbeing. Initial evaluation has indicated that 93% of respondents reported that their needs were met.

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

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

Cruse Bereavement Support

Contributes to our 'We will' commitments: 2

Prevention and Early Intervention

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

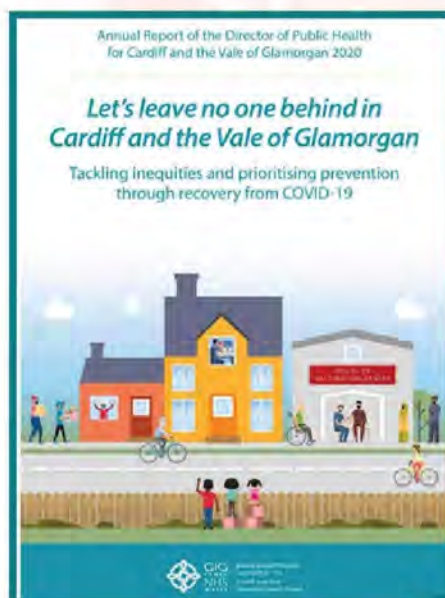


GIG
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NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

The Annual Report of the Director of Public Health 'Let's leave no one behind in Cardiff and the Vale of Glamorgan' (2020) focused on how Cardiff and the Vale of Glamorgan could emerge positively from the Covid-19 pandemic. Three key areas of health priority were identified, including 'Screening' and 'Move More, Eat Well'.

Progress has been made in these areas of focus by stakeholders across the city, including Cardiff Council, CAVUHB, Public Health Wales, and the third sector.



Bowel Cancer Screening Videos

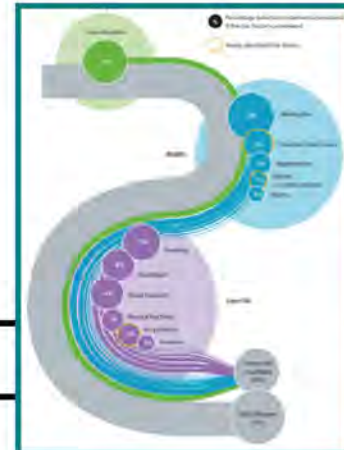


Cardiff Council has been working in partnership with Public Health Wales to deliver a targeted health education programme within the south of the city that aims to develop greater awareness within communities of the importance of participating in bowel cancer screening. The teams also worked on the translation, interpretation and overdubbing of a bowel cancer screening information video into Urdu, Arabic, Somali and Bengali. The finalised videos have been shared with GP surgeries, are available on screens within Cardiff Hubs and have also been uploaded to Public Health Wales and Cancer Research UK websites.

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

Dementia Prevention (Cardiff Council/Public Health Wales)

Work has focused on the development of a dementia prevention handbook. Once formally signed off, handbooks will be created which will be available in GP Surgeries, Hubs, hospital sites and other public buildings and through health partners.



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

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

Stay Steady Clinics offer an early intervention to people who are starting to develop a falls risk. The clinic has seen 249 patients during 2022 - 23. Over the last year, the service has also collaborated with Sport Cardiff and Elderfit to successfully run three Falls Management Exercise (FaME) courses.



Steady on...
Stay **SAFE**



Strength



And Balance



Falls History



Environment

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

Dementia Programme - The Dementia Programme aims to raise awareness of dementia whilst working to develop community-based services that enable timely access to diagnosis and person-centred care.

Progress in 2022/23:

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

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

Care Hubs (Cardiff Council) - Day centres in Fairwater, Minehead Road and Grand Avenue have been relaunched and rebranded as Care Hubs in 2022-23.

Developments in 2022-23 have included the installation of Tovertafel. This creates interactive light animations which are projected onto a table to encourage instinctive participation, inviting engagement and boosting physical and social activity.

The number of service user sessions delivered within Care Hubs in 2022 - 23

5,812

The number of care hours delivered by Care Hubs in 2022 - 23

34,872

Dementia Friendly Cardiff

Dementia Friendly Cardiff is a partnership between Cardiff Council, Cardiff and Vale University Health Board (CAVUHB) and Alzheimer's Society. A Dementia Friendly Volunteer Programme was launched on World Alzheimer's Day, 21st September 2022.

A Dementia Friendly Community Officer was recruited for Cardiff and the Dementia Friendly Ambassador Volunteers and Dementia Friendly Community Officer have been physically calling into shops, businesses and organisations on a locality approach to target specific areas across Cardiff. This approach has been very successful and has resulted in 92 businesses and organisations pledging to become dementia-friendly to date.

The Dementia Friendly Cardiff website has continued to provide a 'one-stop shop' of valuable information about services. In the last 12 months, the website has been viewed 13,563 times and has 4,278 total users.

Contributes to our 'We will' commitments: 4

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

TATI, funded by the RPB, was an opportunity for Adult Services to work collaboratively with care homes across Cardiff to establish what good care looks like. A whole home monitoring report was used to capture observations, review personalised care plans and the team would also meet with staff, residents and their families. Feedback was shared at the end of the visit, highlighting examples of great practice and suggestions to consider improving.



Contributes to our 'We will' commitments: 4



Welsh Ambulance Service Trust (WAST)

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

Dementia vision

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

Reminiscence Interactive Therapy Activities (RITA)

The service is using RITA which is an all-in-one touch screen solution that offers digital reminiscence therapy and meaningful activities and is a relatively new tool in the fields of nursing and healthcare.



Contributes to our 'We will' commitments: 4

Museums Inspiring Memories (Amgueddfa Cymru)

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



Alzheimer's
Society



AMGUEDDFA
CYMRU

Contributes to our 'We will' commitments: 4

Unpaid Carers

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

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

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



Care'Diff (Cardiff Council)

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

Care'Diff support groups were launched in several Cardiff Hubs. They provide carers with an opportunity to take a break from caring, meet other carers, take part in fun activities and get support. Quarterly Care'Diff newsletters were launched containing news, events and useful information to support unpaid carers. New Care'Diff social media accounts were launched (@CareDiffTweets / Dinas Gofal / Care'Diff) and these are being used to highlight useful information and to promote events.

A 'Caring for Carers' consultation was targeted at unpaid carers and organisations that provide or signpost to respite services. 656 carers responded to the survey and the responses are being used to inform future improvements.

Contributes to our 'We will' commitments: 8



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

John's Campaign aims to improve the support provided to unpaid carers when the person they care for is admitted into hospital, and to value their input into the patient's care and discharge plans. Within the pilot phase of the campaign, the development of an Unpaid Carer Engagement Group is being considered to ensure that any proposed initiatives or literature provide a meaningful improvement to the unpaid carer experience.

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

National and regional carers reports continue to highlight that for many carers, the first place they contact for help and support will be their local GP. Since late 2022, the Carers Lead and Information and Support Centre Manager have been re-engaging with GP practices across Cardiff with 26 surgeries re-engaged and being supported through the revalidation process.

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

In partnership with the Volunteering Team, a Volunteer Unpaid Carer Navigator role was developed and launched in Carers Week 2022. Six volunteers were recruited into the role and provided with a bespoke unpaid carers awareness session.

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

Llys Enfys (Cardiff Council)

Cardiff Council are exploring a range of options to improve and increase respite support and service provision. One of the options that is now available is a respite stay in Linc's accommodation at Llys Enfys, Llanishen.

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



Developing Co-production (Carers Wales and Cardiff Council)

Carers Wales has agreed to work with Cardiff Council to support unpaid carers to have their voices heard as part of the development of the Ageing Well Strategy. Through the duration of the project, Carers Wales will be supporting the creation of new carers support groups.



Contributes to our 'We will' commitments: 8

Safeguarding Older People

South Wales Fire and Rescue Service (SWFRS)

SWFRS are committed to protecting our communities through reducing deaths and injuries from fires and other emergency situations. Partnerships have been strengthened with Care & Repair, St John's Ambulance, Welsh Ambulance Service Trust (WAST), district nurses and physiotherapy teams. SWFRS have re-introduced Stay Steady Clinics at various locations and have a two-way referral system in place to support those who have a higher need for services.

12,000 Home Fire Safety Checks have been completed this year, with over 50% of these being completed for the older population.



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

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

South Wales Police

Cardiff and Vale Officers have conducted at least 49 planned engagements with the older community. Engagements ranged from gardening clubs and coffee mornings to crime prevention inputs and community events. The Neighbourhood Policing Victim Reassurance Plan for Cardiff and the Vale ensures that any victims over the age of 65 are visited in person to allow for support and reassurance to be provided. An Older Person's Action Plan has been developed. The plan aims to raise awareness within the organisation of how and what can be done to safeguard older people.



SOUTH WALES
POLICE
HEDDLU
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Contributes to our 'We will' commitments: 2

Age-Positive Research

Cardiff Metropolitan University

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

HUG, a therapeutic soothing product designed to reduce anxiety for people living with dementia, is now widely available to buy. The business is partnered with Alzheimer's Society and each HUG sale raises money for their work. The HUG by LAUGH team have continued to share research underpinning the design of the product at international conferences and seminars. Professor Cathy Treadaway also presented the research to the Cross-Party Group for Universities in the Senedd.



Contributes to our 'We will' commitments: 4

The Active, Connected and Engaged (ACTIF) research project

The ACTIF project involves older volunteers (55+) supporting older people (65+) to improve their mobility by becoming more active within their communities. Between February 2022 and March 2023, 260 adults aged 65+ were recruited from Cardiff, Stoke-on-Trent and Manchester. On average, 15 new participants have started the programme each month.

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



Contributes to our 'We will' commitments: 5

Housing

Older Person's Housing Strategy (Cardiff Council)

Cardiff's Older Persons' Housing Strategy was published in 2019 and set out an ambitious vision of the Council and its partners 'to deliver the best housing outcomes for all older people in Cardiff'. There has been clear progress on the ongoing housing schemes during the last year including Care Ready housing which aims to future proof homes to allow for the expansion or introduction of care.

Housing schemes in development (Cardiff Council)

Addison House

- 45 apartments with balconies or private patios (1 & 2 bedrooms)
- Care-ready standard
- Communal facilities
- Estimated Completion - November 2023



St Mellons and Maelfa

St Mellons

- 60 apartments (1 & 2 bedrooms)
- Communal facilities & Communal Garden

Maelfa

- 41 apartments (1 & 2 bedrooms)
- Roof terrace
- Hub of service for new block and existing

Estimated completion for both developments - Autumn 2025

The Butetown Scheme

- 45 x 1 & 2 bed flats
- Ground floor community space
- Roof garden
- Estimated Completion - Spring 2025





Leckwith Road Community Living Scheme

- 41 x 1 & 2 bed flats
- Ground floor community space
- Community garden
- Estimated Completion - Spring 2025

Michaelston Wellbeing Village

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

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



Contributes to our 'We will' commitments: 7

The Local Team "Teaming Up to Clean Up" (Cardiff Council)

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



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



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

Outdoor Spaces and Public Buildings

Cardiff Parks (Cardiff Council)

Love Exploring App- The Love Exploring app has been introduced in several parks and other sites across Cardiff. The app provides a range of informative quiz trails and guided tours that are free to use.



Volunteers - Park Services really appreciate the efforts of older volunteers over the last year in the upkeep and maintenance of our parks. Many parks and open spaces also have their own Friends Groups who have a say regarding future management proposals and help the Rangers deliver practical projects on the ground and host public events.

Sensory boards at Cefn Onn Park - People living with dementia have received a warm welcome at Cefn Onn Park. Staff collaborated with Alzheimer's Society to explore ways of introducing tactile experience to the park for those living with dementia.



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

Improvements to Accessibility

Public Toilets - Cardiff's Local Toilets Strategy aims to ensure that everybody who lives in or visits the city has the toilet provision they require to meet their needs. A key element of the strategy is that people are made aware of the location and extent of facilities, at the point they are needed.



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

Launch of Rhiwbina Hub (Cardiff Council) - Rhiwbina Community Wellbeing Hub welcomed customers back to the former library building following the remodelling of the facility to enable the delivery of additional and enhanced services for the community, with a greater focus on older people. The building has been transformed into a fit-for-purpose community facility that will support the co-location of library services with new advice, health and wellbeing, housing and social care services.



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

Regeneration of local shopping areas – Cowbridge Road East (Cardiff Council). The Regeneration Team have worked closely with the Age-Friendly Cardiff Team to design engagement questionnaires to find out what the local community and businesses think about the Cowbridge Road East shopping area.



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

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

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

Transport

Accessible Transport

Voluntary Emergency Service Transport (VEST)

Ring & Ride

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

20,477 passengers used the service in last year.

Dial a Bus

Dial a Bus is a weekly service which provides transport to and from Cardiff city centre.

1,505 passengers used the service in last year

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

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

Mobile Buggy (Cardiff Council)

Cardiff Mobility Buggy is a free service that helps those who need mobility assistance to get around and enjoy the full shopping and hospitality experience. The buggy was used approximately 7000 times last year, making it possible for older people with mobility issues to visit the city centre with confidence.



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

Cardiff Bus

Partnership work has commenced between Cardiff Bus and Dementia Friendly Cardiff to improve bus services further to those affected by dementia.

Dementia Friends sessions have also taken place with Cardiff Bus.

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

Transport System Improvements

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

Cardiff Bus passengers are set to benefit from easier journeys with up-to-the-minute information. Cardiff Council has received grant funding from Welsh Government to upgrade the bus shelter 'real-time' information displays. The new bilingual displays will show more information including images.



Contributes to our 'We will' commitments: 6

Tram System (Cardiff Council)

Cardiff Council has been successful in securing £100m of funding towards the city's CrossRail Tram Programme. Phase 1 will construct a new tramline from Cardiff Central Station through Callaghan Square, to Cardiff Bay and onwards to Pierhead Street (subject to feasibility and funding).

Contributes to our 'We will' commitments: 6

Cardiff Road User Payment Scheme (Cardiff Council)

Cardiff Council is proposing to look at how a fair Road User Payment (RUP) scheme could not only help address poor levels of air quality, combat climate change, improve health, and reduce congestion - but also help deliver a modern, clean, and green transport network across the city. Before any scheme is introduced, several enhanced, public transport options would have to be up and running which could help people to reduce their reliance on the private car.

Contributes to our 'We will' commitments: 6

Social Participation

The FAN (Friends And Neighbours) Charity

The FAN Charity has been supporting thirteen free weekly listening groups that meet in a range of Cardiff community venues including Hubs. Four new FAN Groups have launched in 2022/23.



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

Cardiff Hubs and Libraries (Cardiff Council)

The range of activities and events delivered through Cardiff Hubs and Libraries have been referred to in the Community Support and Health Services domain. In 2022 – 23, Cardiff's Hubs and Libraries were visited 1,730,732 times.



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

Cardiff Third Sector Council (C3SC)



Cardiff Third Sector Council
Cyngor Trydydd Sector Caerdydd

C3SC support community action and volunteering, and provide a collective voice for the third sector in Cardiff. They are proud to be an age-friendly employer, with nearly 25% of their team aged over 50. It is intrinsic to them that they maintain and encourage active participation in C3SC – both from staff and those they serve.

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

Communication and Information

Digital Communication

DEWIS - DEWIS is a website that aims to help people access local support services in Wales and find the information and advice they need to improve their wellbeing. A robust action plan has been agreed to improve the quality and breadth of the local information available via DEWIS, as well as increase public awareness of this resource.

www.Dewis.Cymru
Cael dewis a chymryd rheolaeth



www.Dewis.Wales
Have choice and take control

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

Icon Booklet - The 'Icon Booklet' illustrates various common app icons that are often found on smartphones, together with details of the purpose of the app. Welsh and English copies of the Icon Booklet have been obtained and distributed to Cardiff Hubs and Libraries.



Contributes to our 'We will' commitments: 1

Age-Friendly Website - The Age-Friendly Cardiff website was launched in autumn 2023, and has an accessible structure to promote easy navigation for the target audience.

www.agefriendlycardiff.co.uk



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

Social Media - Age-Friendly Cardiff social media platforms were created and launched on October 1st 2022 (International Day of Older Persons). Care'Diff social media accounts were launched in March 2023. The Twitter and Facebook accounts are being used to share information and signposting to useful support and events.



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

Installation of digital screens in Cardiff Hubs (Cardiff Council) - Cardiff Hubs have procured and installed 17 screens across the city. The screens will replicate the GP surgery screen model and promote health messaging in collaboration with Public Health Wales and other trusted health partners.

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

Dementia Friendly Cardiff Website - The Dementia Friendly Cardiff website continues to be kept up-to-date and relevant. Additional services and support for those affected by dementia and their carers have been added.



Digital Support Team (Cardiff Council) - Digital support for older people has been established and remained popular during the year at various sheltered accommodations across the city.



Device access schemes (gifting and loaning) - Since April 2022, the Digital Support Team has supported 644 people to access tablets via the Tablet Gifting Scheme. The team have focused on breaking down the barriers preventing people from accessing the equipment and skills they need to feel included whilst modern technology develops.

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

Non-Digital Communication

[Information and Support Centres \(Cardiff and Vale University Health Board \(CABUHB\)\)](#) - In line with infection, prevention and control advice, all three of the Information and Support Centres within Cardiff's Hospitals are now open fully and provide a great resource of information for patients, carers and staff.

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



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

[Newsletters \(Cardiff Council\)](#)

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

[Age-Friendly Cardiff](#)

Age-Friendly Cardiff newsletters have been developed and are distributed digitally to networks, as well as printed copies being made available in all Cardiff Hubs and Libraries, Day Centres, GP Surgeries and other locations.

[Health and Wellbeing News](#)

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

[Care'Diff](#)

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

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

Civic Participation and Employment

Participation

Ask Cardiff 2022 (Cardiff Council) - Ask Cardiff is an annual survey that Cardiff Council carries out every year to help Councillors and staff work towards better services.

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

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

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

'Support for older people to live independently in their own home' was rated as the most important amongst those aged 55 or over, with a score of 8.5.

This was reassuring to note, as it demonstrates that older people in Cardiff support the priority that is being given to community health and support services (as evidenced within the Community Support and Health Services domain of this report).

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



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

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

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

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



Fforwm Sy'n Dda Bobl Hŷn
Age Friendly Forum

Cardiff's 50+ Forum - Cardiff's 50+ Forum is made up of citizens of Cardiff aged 50+ who provide valuable support to Cardiff Council when new developments are being considered, by attending and sharing their views at consultation events. The expansion and continuation of this important group will be a key driving force of new age-friendly developments across Cardiff.



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

Employment and Volunteering

Age Friendly Employer Pledge (Centre for Ageing Better) - Cardiff Council has recently been successful in its application to be recognised as an age-friendly employer via the Centre for Ageing Better's pledging process.

By signing the Age-friendly Employer Pledge, Cardiff Council is demonstrating that it values and respects the contributions of older workers. This commitment not only benefits older workers, but also helps to create a more diverse, multi-skilled and inclusive workforce within the Council.



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

50PLUS Choices (DWP) - In 2022, a government drive was launched to help those aged 50 and above who are unemployed to re-join the jobs market. Dedicated 50PLUS Champions work directly with Jobcentres and employers to remove barriers that may be keeping older workers out of the jobs market. Several events have taken place at Jobcentres in Cardiff, aiming to find out more about the needs of older claimants in the area. Feedback has included requests for more support with searching and applying for work, as well as help accessing training.



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

Into Work Advice Service (Cardiff Council) - The Into Work Advice Service has worked in partnership with the Department of Work and Pensions (DWP) to support over 50s jobseekers with building their skills, creating CVs, applying for suitable vacancies and attending interviews.

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

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

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

Collaborative Working - In April 2023, Cardiff Council's Into Work Advice Service, in collaboration with Jobcentre Plus hosted a city wide 50PLUS Jobs Fair in partnership with DWP, Working Wales and Maximus at Capitol Shopping Centre. The event was attended by over 65 employers and partners offering local job vacancies across a wide variety of sectors. Over 1,000 people attended the Cardiff Jobs Fair and feedback from the event has been excellent, with employers registering interest to attend the next one later in the year.

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

Community Volunteers (Cardiff Council) - A Volunteer Coordinator was recruited in 2022/23 and a volunteer induction process was developed. The first volunteer was recruited in October 2022, providing Tai Chi sessions for the community in STAR Hub. This session has proven to be very popular with 20-25 people regularly attending. A further 42 people have since volunteered for the Community Volunteer Service providing various services, from Warm Welcome Spaces, Social Hours and keep fit sessions; with 32 volunteers consistently providing services to their community.



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

Together for Cardiff Cares (Cardiff Council) - Together for Cardiff Cares was set up to recruit volunteers who can assist lonely and isolated people over the age of 55. The role of the volunteer is to support with daily tasks, such as shopping, cleaning, gardening and collecting prescriptions; or just be a friendly face or voice and undertake befriending activities.

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



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

Respect and Social Inclusion

Intergenerational project (Cardiff Council)

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

Into Work Advice Service created a Volunteer Placement Officer to find opportunities for those in the 16-24 age group. As part of this new service, an intergenerational project was launched, involving young people linking up with older people to explore modern technologies. As part of the project, young people brought fun, modern technologies into the care homes as an activity to build relationships and learn new skills.



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

Millbank Primary School visit to The Forge Care Centre

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

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



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

Adult Learning (Cardiff Council)

Llanover Hall provides a space for the community to take part in hands on learning activities via courses run as part of Cardiff Council's Adult Learning programme.

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

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



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

Independent Professional Advocacy (IPA) (Age Connects)

Age Connects provides IPA in care homes and community settings to older people over 60 years of age. During the last year the service has provided direct IPA to 80 people. It has also made approximately 177 care home visits during that time.

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

Age Positive Image Library (Centre for Ageing Better)

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

Contributes to our 'We will' commitments: 2



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