

# Ynys Môn

THE ISLE OF

# Anglesey

## ANGLESEY AGEING WELL STRATEGY 2022 - 2027



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

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# Contents

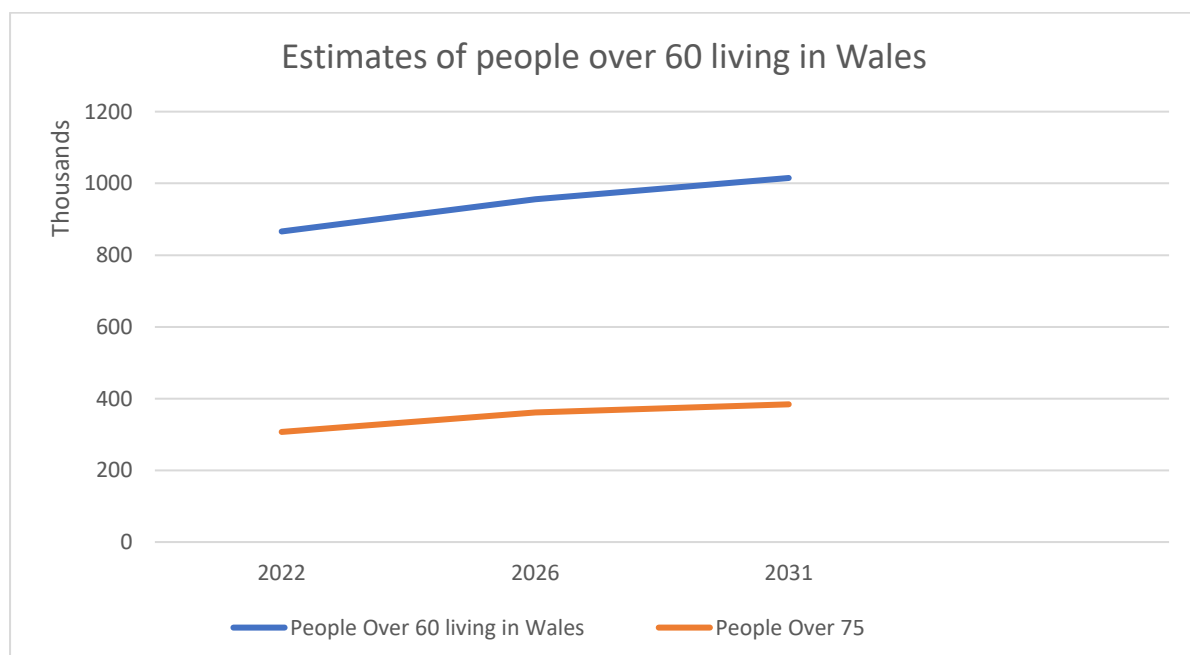
- 1) Introduction**
- 2) Purpose**
- 3) Engagement Programme**
- 4) One Vision**
- 5) Four Aims**
  - Enhance Wellbeing**
  - Improve Local Services, Community Buildings and Outdoor Spaces**
  - Independent Individuals and Empowered Communities**
  - Tackling Age Related Poverty**
- 6) National Context**
- 7) Monitoring Progress**

# 1. Introduction

Work to co-produce the Strategy for an Ageing Society began before the first outbreak of COVID-19 when older people's lives on Anglesey were very different. The pandemic has changed and effected everyone's lives, and people of all ages, from children to older people, have lost confidence during these challenging times. Unprecedented public health restrictions often meant that older people and those at greatest risk due to health conditions were asked to sacrifice the most. People had to isolate themselves from their family and friends, and step back from their jobs and volunteering roles. We know that many remain nervous about returning to normality having lived for over two years in fear.

The pandemic has also revealed many positive things about Anglesey and its people. When the call for help came, Anglesey rose to the challenge with a commitment to protect and support one another. Seeing services work together, the formation of area support teams, and the Nation uniting to applaud the wonderful efforts of our health service filled all of us with pride. The unity we have witnessed during the most challenging times of the pandemic is the unity we seek to create when working towards an age-friendly Island, which supports people to live full and safe lives. Our Strategy for an Ageing Well Society, sets out the steps we will take to benefit the growing number of older people living on Anglesey as we rebuild our communities, with an aim to 'build back better'.

The latest estimates show that there are 866,006 people over the age of 60 living in Wales. This number is estimated to rise to 956,000 (30% of the population) by 2026, and to 1,015,000 (31% of the population) by 2031. The current estimate is that there are 307,000 people over the age of 75, 90,566 over 80 and 85,160 over 85. The number of over 75s in Wales is projected to rise to 361,000 (11.2% of the population) in 2026 and to 384,000 (11.8% of the population) by 2031.



Across the older population, 53% are women and 47% are men. Between the ages of 60-69, the split is almost equal, (51% and 49%) but this changes for older groups. The 85-89 and 90+ age groups are comprised of 60% and 68% women respectively.

Nearly 1 in 5 older people in Wales live in relative income poverty (18%). Relative income poverty is where a person is living in a household where the total household income from all sources is less than 60 per cent of the average UK household income.

We cannot achieve the vision of an Age Friendly Island alone - it is in everyone's interests to plan for the future. We have proved over the past few years that we are at our best when we all work together, and our working relationships with the Health Board, Third Sector, and the Communities of Anglesey are vital as we strive to achieve our shared vision.

This work requires a corporate approach to developing, Implementing and monitoring the Age Friendly strategy and a suitable action plan that can be monitored and evaluated using existing Boards and Forums, such as the Corporate Prevention and Early Intervention Board. The vision of an Age Friendly Anglesey is included in the Board's action plan and this forum provides valuable opportunities to influence other departments and enable joint working. Model Mon is a Board group that consists of Third Sector, Health Board, and Local Authority representatives. This group can also encourage joint working on matters concerning services for older people. The Early Intervention and Prevention, and Model Mon's agenda will feed into each other concerning the needs of Older People. The Anglesey Older Peoples Council and Forum can provide a clear voice that feeds into all aspects of planning and delivery.

**The Well-being of Future Generations (Wales) Act** seeks to create a Wales where we all want to live, both now and in the future. There is no room for prejudice of any kind in a community. I would like to see an island that unites in the effort to bridge our generations, and create communities that protect and support one another. By laying a solid foundation today, we are in a position to create a better future for all.



## 2) Purpose

Our new 'Strategy for an Ageing Well Society' is broader in scope than our previous strategies for older people. We have purposely not defined the age at which we become 'an older person' – we want people of all ages to engage with this work.

## 3) Engagement Programme

In October 2021, Age Cymru Gwynedd a Môn and Medrwn Môn were jointly commissioned by the Isle of Anglesey County Council to lead an Engagement Program on Anglesey. The work had two aims;

1. To gather the ideas, opinions and experiences of Anglesey residents to help shape Anglesey County Council's application to the World Health Organization for Anglesey to be officially recognized as an Age Friendly Community.
2. To gather the views, opinions and experiences of residents on the four key aims of the Strategy for an Aging Society, in order to create a local strategy for Anglesey.

In order to effectively deliver the Engagement Program, it was first agreed to identify what relevant engagement work was already available, and for any further engagement to complement rather than duplicate it. This scoping work took place from November 2021 to January 2022

Through the initial scoping work, the following work was identified and considered in the formulation of our Engagement Program;

- Consultation on the Anglesey Housing Assistance Program Strategy 2022 to 2026
- Your Service, Your Say
- Age Cymru (Anglesey) Community Calculator
- Age Cymru (Anglesey) Movement Restriction Survey
- Horizon 2021 Floating Support for Older People Service Reviews, Anglesey
- Anglesey Together (Anglesey) Age Friendly Communities Presentation (May 2012)
- Anglesey Age Friendly Communities Final Report (2014)
- Beaumaris Centre Community Consultation (Ongoing)
- Anglesey Well-being Assessment

There were also many examples of good practice being shared from other worldwide communities that had successfully become age-friendly Communities. Reading this work helped to formulate the methodology for the Engagement Program.

As agreed by the Steering Group, the Engagement Program was structured to include various methods of engagement. Paper and Digital Questionnaires were formed, and a combination of face-to-face and virtual Focus Groups were organized.

We combined the eight areas of Age Friendly Communities and the four key aims of the Wales Strategy for an Aging Society to create questions under the following six categories:

- Health and Well-being
- Housing
- Transport
- Public Spaces
- Community Life
- Aging Well

Using the Steering Group's established relationships with Community Hubs, it was agreed that we would hold most Focus Groups within the Hubs. Through previous engagement work, we were also aware that since the pandemic, Community Hubs have become key partners to the Local Authority, and Third Sector Organisations, as well as vital contacts for older people in the community in terms of sharing information and signposting to appropriate support provisions.

During the Focus Groups there were a total of 168 participants, with 45 completed questionnaires. The demographics of respondents (of those who chose to complete the Equality Monitoring Form) were 66% Female / 37% Male, 50% Disabled, and 32% Carer. 59% of respondents were aged 65-74, with 18% aged 55-64 and 14% aged 75 and over.

Highlighting the variety of engagement methods undertaken during this process, Medrwn Môn focused mainly on utilising the Walkability Tool. The Walkability Tool invites members of the community to walk around their communities whilst discussing and identifying local assets and issues. The Community Involvement Officer worked with the Local Asset Coordinators from the Medrwn Môn Social Prescribing project to plan and carry out: 22 walks across 5 Wards on the Island with over 100 individuals participating.

The walks were complimented by the online questionnaire and the conversations were all reported on printed Walkability toolkits. Links to the toolkit were shared with community councillors and local groups to encourage more people to take part.

# BETHEL, BODORGAN

Dewch i ymuno hefo ni am dro!

Gadewch i ni wybod sut beth ydy byw yn ardal Bethel a'r cyffiniau.

Come join us on a walk!

Tell us what it's like to live in Bethel and the surrounding areas



15-02-22 11:30A.M. - 1:30 P.M.

TU ALLAN I/OUTSIDE  
MEDDYGFA PARC GLAS SURGERY

CYSWLLT/CONTACT  
MEDRWN MÔN - 01248 724944  
E-BOST/E-MAIL  
DELYTH@MEDRWNMON.ORG



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## **Anglesey Age Friendly Communities Engagement Programme Quotes**

Here are a few examples of what people told us during the engagement program. We have tried to include a balance of positive comments, and some of the issues identified under the six key headings.

### **Health and Wellbeing**

"In my experience the health and care system supported my ageing mother in her final weeks. Can't fault the support we were given as a family" (HWB Cemaes)

"Too much reliance on digital technology. Older people are getting more used to it but usually prefer face to face. A potential here for health and social care inequality." (Neuadd Llanfaelog)

"Social care in our communities is important-if you are leaving hospital there needs to be adequate care at home" (Talybolion)

### **Housing**

On the whole I think Anglesey manages its elderly population well. My experience of living in sheltered accommodation has been excellent. I have been in my bungalow for almost 20 years. (JM Llanfairpwll)

"The island is sold as a satellite, either live here and go elsewhere to work, to work from home, or to buy a second home and use it to build up your pension." (Older People's Council)

"Many empty holiday homes, making it lonely in winter." (Lligwy)

### **Community Life**

"There's lots to be learnt from small communities who work together." (Neuadd Llaingoch)

"When I took a fall last month, more than one local person came over to my home the following week to check if I was okay. I feel like local people really care about each other and I am very proud to be a part of that." (Anonymous)

"I can feel isolated at times but I travel on public transport and to voluntary work which alleviates isolation. The local community is quite friendly but I feel that it would be better if there were more activities that pull people together." (Online Response, LL60 Postcode)



## **Transport**

"We are lucky to have the Benllech Good Turn scheme." (Lligwy)

"Most bus services are regular and are used often." (Ynys Cybi)

"Fear of isolation due to no access to transport" (Talyblion)

"I know of several elderly people who were still driving competently locally as a result of the pandemic they have lost confidence and will not drive again. There needs to be consideration about how they will travel in the future." (Llanfairpwll)

"Bus timetables not accessible or the writing is too small to read." (Bro Aberffraw)

## **Public Spaces**

"Cars parking on pavements is a constant issue." (Clwb yr Henoed, Gwalchmai)

"A child-minder I know with a double buggy had to push the children through the road as there was no way of passing on the pavement due to the parked cars." (Neuadd Llaingoch)

"Need more allotments. Currently oversubscribed but are a great way of getting people together" (Neuadd Llaingoch)

People are proud about where they live and feel it is generally clean and tidy. It would be nice if nature organisations would come along and do some community activities on the local green. (Bro Rhosyr)

Not a lot of public seating. A seating area by the post office would be nice as the square is the hub of the community. (Online Response)

## **Ageing Well**

"Activities to keep people healthy and active are vitally important. Leisure Centres and Community Hubs are ideal for a range of activities." (Llangefni)

"The elderly are losing out, they don't want to bother people to find out what's on, but don't know how to access information if they don't want to be online." (Knit & Natter, Holyhead)

"Mon CF and Gorwel are great at helping us to know how to access support." (Knit & Natter, Holyhead)

"Jimmy O'Toole Centre and CAB have been great to turn to if I ever need information." (Neuadd Llaingoch)

"I worry about where I will live independently within my community as I age if all small houses are bought as second homes?" (Neuadd Llanfaelog)

"It would be beneficial to have an information booklet when retiring that includes different services." (Clwb yr Henoed, Gwalchmai)

“Didn’t ever consider later life until I had an emergency operation and they warned me about the potential that I wouldn’t survive. That made me think that I needed to make a will.” (Neuadd Llaingoch)



### Summary of Engagement Program

The majority of people who participated in the Engagement Program were positive about their local communities. Many felt that, although Covid has introduced many changes to our daily lives, in some regards it has brought communities closer together. Having said that, there needs to be a focus on tackling loneliness and isolation, by providing a range of activities for people to socially interact.

Access to Health and Wellbeing services varied significantly from one community to the next. The past few years have seen developments in accessing GP appointments, health and wellbeing consultations online. This has benefitted many people who used to have transport issues, or unpaid carers who used to put their own health and wellbeing needs to one side, because they couldn't find anyone to provide care whilst they attended an appointment. Those who haven't benefitted from the digital developments are those who are digitally excluded. The general feeling was that there needs to be adequate provision for those who require face to face appointments, as well as those who require online appointments. Paper copies of information flyers also need to be available to support those who do not wish to be online, or are currently unable to be due to a number of factors, including cost, access to a device, internet signal, lack-of skills or knowledge.

Housing concerns were very clear, with a strong objection to the potential threat of holiday homes taking over communities, leaving many houses empty for half of the

year. As a result of many second homes it was felt that young people are often unable to find a first home, and inevitably have to move away. This can have a detrimental effect on community life and the Welsh language. It was also clear that people wanted to remain in their own homes, within their own communities, and unless suitable housing and transport provisions were available, they wouldn't be able to do this. Planning for the future was seen as vital, in order to support ageing well, and this included suitable housing, strong networks of support, and a positive approach to both ageing and retirement. For too long later life and retirement have been viewed negatively as stages of decline and dependency, rather than an opportunity to live a rewarding and fruitful third age.

Community transport remains an issue, especially in rural areas. Bus provisions are very limited in rural areas, and this ultimately can have effects such as decreased participation and social interaction. Fear of isolation due to no access to transport was presented in the Talybolion Ward. The gap in transport provision for those rural areas is further highlighted by the positive comments that have been presented by areas that have a regular bus service, or a community transport scheme in their area. There are increased opportunities for participation and interaction for residents due to good transport provision in areas such as the Lligwy Ward who said "We are lucky to have the Benllech Good Turn scheme" and Holyhead who said "Most bus services are regular and are used often."

Our Public Buildings and Outdoor Spaces are considered very important to community life. There's a strong desire to see our Leisure Centres and Community Hubs developing into both Dementia and Age Friendly buildings. Outdoor spaces are also seen as vitally important for providing opportunities for people to remain active, and experience social interaction. There are many health benefits experienced when contributing to developing or maintaining a community garden or allotment. The positive impact it has on mental and physical health has been highlighted by many individuals on the Island. Outdoor community spaces can provide a great location for intergenerational work within communities.

It's clear from the engagement that as we focus on becoming an Age Friendly Island, we can positively contribute to all the key areas discussed within the engagement program. The World Health Organisation's eight domains, will be covered through the work plan to ensure that we respond positively and proactively to the concerns and comments presented during the engagement program. Age friendly changes will be achieved through effective partnership work, and it's imperative to recognise and appreciate the partnership work that has gone into this engagement program that offers us a foundation on which to build. Our sincere thanks to all those who participated during the engagement program, and to Age Cymru Gwynedd a Mon, and Medrwn Mon for their continued partnership work and support.



## 4) One Vision

Our vision is an **Age Friendly Anglesey** that supports people of all ages to live and age well.

We want Anglesey to be an Island where everyone looks forward to growing older.

An Island of independent individuals and empowered communities. This will allow people to take responsibility for their own health and well-being whilst feeling confident that support will be available and easily accessible if needed.

We want to remove all forms of ageism, and ensure that age does not limit potential or affect the quality of services older people receive.

Anglesey will be an Island that celebrates age and, in line with the UN Principles for Older Persons, an Island that respects and upholds the independence, participation, care, self-fulfilment and dignity of older people at all times.

### **Creating an age friendly Anglesey**

The Isle of Anglesey County Council will lead the work to ensure that Anglesey becomes recognised by the (WHO) World Health Organisation as an Age Friendly Island. This vision cannot be achieved alone, and it will rely heavily on partners from Health, Third Sector, Individuals, and Local Authority working together to plan and deliver services and support that instils a principle of ensuring that our work does in fact contribute to an Age Friendly Island.

Being recognised as an Age Friendly Island will allow membership to the 'Global Network for Age-friendly Cities and Communities', which is a Network that promotes good practice on being Age Friendly. Membership of the Global Network will show our commitment to being Age Friendly, whilst also presenting many opportunities for us to share, learn, and develop.

To become a member of the network, local leaders must commit to and implement the four steps:

- engage with and understand stakeholders including older people
- plan strategically to enable all stakeholders to develop a shared vision
- implement an action plan
- measure the progress of the age-friendly approach as well as its impact on people's lives

These steps align with and can support public bodies to embed the Well-being of Future Generation's Act's five ways of working and a rights based approach.

## 5) Four Aims

Following our engagement programme which focused on Age Friendly Communities and the Ageing Well Strategy, it was clear that the National aims were very relevant for Anglesey. The commonality may well be a result of the pandemic, which has identified similar needs across Wales. During the Pandemic there have been many online meetings where Forums and Groups from across Wales have offered valuable feedback which has provided a lot of the information contained in the Age Friendly Wales Strategy for an Ageing Society. Therefore it's refreshing that local and national aims align, and this will undoubtedly contribute to a more coordinated implementation of action plans that can deliver positive change across Wales. The four aims are as follows;

- Enhance well-being
- Improve local services, community buildings and outdoor spaces
- Independent individuals and empowered communities
- Tackling age-related poverty

We want Anglesey to be an Island where everyone looks forward to growing older, and by focusing on the Vision of an Age Friendly Anglesey and the four aims, we have a direction to achieve our vision.

### Aim 1: Enhance Wellbeing

Our health and care system is changing and improving to meet the needs of our ageing population. Community Resource Teams (CRTs) provide integrated care (health, social care and third sector services alongside other partners) to people closer to their home and community. Adults living on Ynys Mon will have simple and direct access to CRTs. The team provides a seamless service by providing a co-ordinated approach to health and social care. They build on individual strengths and community networks and draw in specialist support when necessary to promote wellbeing and enable individuals to *live their life as they want to live it*.

A Community Resource Team (CRT) is consistent with **Setting the Direction (2010)**, a locally based multi-agency, multi-disciplinary model, enabling and enhancing the ability of GPs and the team to provide more care for people at home. Additionally the CRT aligns and forms part of the wider transformation strategy as outlined in **BCUHB Living Healthier, Staying Well (2017)**, focusing on prevention, integration and greater collaboration. The development of the CRT will be embedded

in the **Care Closer to Home** element within the Health Boards' system – wide strategy for health and wellbeing – **Living Healthier, Staying Well**.

Re-ablement Teams will implement support plans which will be outcome focused and aimed at promoting independence and Housing Related Support for people who require support due to physical or mental health needs, or disability to help them live as independently as possible by learning or relearning the skills necessary for daily living. They will support people to live at home by assisting and supervising people to carry out personal and domestic activities, promoting and encouraging independence and confidence where possible, displaying sensitivity and providing a high standard of support at all times, preserving dignity, respect and equality throughout.

Keeping healthy and active are ways to enhance wellbeing and reduce the chance of developing health conditions. The team at Mon Actif provide a range of activities that support older people to remain physically active. The Dementia Actif service, National Exercise Referral Scheme, and free swimming sessions are all examples of provisions to support older people. Groups such as Age Well also provide a menu of activities that support older people to remain active and socialise in a friendly environment.

The Third Sector are key players that deliver a range of preventative services across all ages. The tremendous value of the Third Sector was highlighted more than ever during the pandemic. Their services can be flexible and responsive to individual need and can empower older people to take control of their wellbeing regardless of their individual circumstance. The 'What Matters' conversation is of paramount importance when supporting individuals and families, to identify what's important to them, and not assuming or adopting a one size fits all approach. The support offered is person centred and wherever possible enables people to achieve what's important to them. Early intervention and prevention is key to ensuring that wherever possible, crisis is avoided, and people are supported at home, or in their community. The health system benefits from early intervention and prevention, ensuring that less people require a medical appointment, thus supporting those individuals who need a medical appointment to be able to access them sooner.

## Dementia



Anglesey has a vision of becoming a Dementia Friendly Island, and therefore keen to develop services that offer timely support for those living with Dementia and their families. A Dementia Centre model is based on the model developed by the Carer's Trust looking at the provision of information and advice, education for carers and people living with dementia and social groups. These are not necessarily day services but low level respite opportunities. The approach between meeting centres and dementia centres is an integrated approach including community services, building on the hub model for Anglesey.

A recent piece of work by the Dementia Project Manager for North Wales looked into the Dementia Service Provision in The Welsh Language and Rural Areas. The document highlights the effect that lack of transport provision can have on people living with Dementia accessing services. Another key point is the necessity for Welsh Language services.

'Welsh language services should be as readily available to users as services in the English language. One of the most adverse features of Dementia is language loss. Bilingual people are affected as they may lose the ability to speak English as a second language. It is therefore fundamental to be able to provide a service and make an active offer in the Welsh language without citizens having to ask for it.'  
(North Wales and Powys Dementia Service Provision in the Welsh Language and In Rural Areas)

## Carers

In line with the North Wales Regional Strategy for Carers, we commit to promote general awareness of carers and caring to the wider population and to all relevant staff in the health and care sector

Think carer in commissioning and assessing needs, with attention to rurality and those furthest from services for other reasons

Involve carers of all groups and communities in decision-making and planning processes

The early identification of carers at first contact with services

Also, we will encourage partners to:

- Identify carers in the organisation
- Adopt a carer friendly infrastructure
- Commit to equitable provision for carers
- Provide opportunities to hear the voice of carers in the workplace
- Allow flexible working practices, where reasonable and practicable

We are also keen to encourage respite provision outside of the traditional forms of day care or domiciliary care for the cared for person to allow the carer to take a break. Over previous years the Isle of Anglesey County Council has coordinated the respite fund for Anglesey, and hope to provide these valuable opportunities in the future, knowing the positive impact they have on wellbeing.

## Aim 2: Improve Local Services, Community Buildings and Outdoor Spaces

Housing, transport systems and the natural and built environment fundamentally affect how well we live and age. Getting these crucial elements of our society right can be the defining factor in how successful we are in achieving our vision of an age friendly Wales. Regardless, of background, health or income status, our homes, public transport, local places and spaces and access to community services can influence how well we live and how well we cope with any challenging circumstances as we age.

### Housing





## ANGLESEY'S HOUSING STRATEGY 2022-27

Develop the right kind of housing type in the right area with the right provisions for example;

- Extra Care
- Empty Homes back into use
- Energy Efficient New Homes
- Rapid Rehousing Homes
- Work in partnership with support providers and key stakeholders to deliver on the Strategy Commission and deliver Housing Support Services as an early intervention and help prevent homelessness

### **Development of the right homes for Anglesey's future**

Build homes in communities with our key Housing Partners, this includes working with rural communities to understand the real housing need within the communities.

Housing Services and its key Housing Partners will build social rented properties, intermediate rent, self-build and assistance to first time buyers as well as introduce a Shared Equity Policy.

Ensure provision of suitable sites for Gypsy and Travellers as identified in the Gypsy and Traveller Accommodation Needs Assessment.

### **Homes for longer lives**

Ensure our provision of Sheltered Housing continues to offer an appropriate housing offer and that best use is made of the stock as well as offering downsizing incentives.

Complete a business case for a third Extra Care Scheme on the Island and agree a way forward on the development of the scheme via the Housing Revenue Account.

Promoting the Adult Services model of social prescribing and offering information, advice and assistance as required under the Social Services and Wellbeing Wales Act.

Work will continue to work towards offering a consistent service when a family or individual makes a request to adapt their home, regardless of tenure, i.e. owner occupied or a tenant.

Housing Services and its key Housing Partners will work with North Wales Together (Seamless Services for people with Learning Disabilities) to ensure the correct

provision for people with disabilities within the various grants for existing and new build properties.

Co-operate with the Home Office on National Resettlement Schemes.

### **Care Homes or Extra Care Scheme**

Our aim is to support and maintain people's independence. We do this through supporting people to live in their homes as long as possible. However, a person may be thinking of moving temporarily or permanently into a residential or nursing Home because staying at home may no longer be an option. There may also be individuals who would like to move to Extra Care Housing.

Extra Care Housing offers a person the opportunity to live in their own apartment, safe in the knowledge that if they become more dependant then help and support is right on their doorstep 24 hours a day and where many support, care and housing amenities are drawn together in one complex.

- A person can live in their own home with a legal form of tenure
- Home care is provided on an assessed needs basis, day and night.
- Supported to keep their independence
- Couples and friends can potentially stay together
- A scheme manager on site to help manage the tenancy
- Control over own finances
- Security
- Nutritious meals available daily in an on-site restaurant
- On site, state-of-the-art communal facilities.

Whether a person decides on a Care Home or an Extra Care Scheme, the priority must always be that the provision is of the best standard possible.

*'Care homes play an essential role in helping to ensure that some of our most vulnerable citizens have the best possible quality of life and should be places where older people are kept safe and protected.'* (Heléna Herklots CBE: Older People's Commissioner for Wales)

### **Transport**

Welsh Government's Llwybr Newydd: the Wales transport strategy 2021 focuses on three main priorities;

Priority 1: bring services to people in order to reduce the need to travel.

Priority 2: allow people and goods to move easily from door to door by accessible, sustainable and efficient transport services and infrastructure.

Priority 3: encourage people to make the change to more sustainable transport.

The positive impact of the Third Sector has already been mentioned within this strategy, but this is certainly an area that justifies more praise. Anglesey has many rural communities and travel is quite often a necessity. Community transport initiatives on Anglesey support those over 50 years of age to attend medical, leisure, and social appointments. The well-being benefits for the volunteers and those who use the service are clear to see.

During our consultations, the lack of paper bus timetables was clearly a problem. Many people stated that it was hard for some people to access online timetables.

Two Community Hubs on Anglesey have recently received electric vehicles, which have 7 seats, but can also be adapted to accommodate wheelchairs. There are also a number of minibuses that groups such as Age Well Mon and the Seiriol Alliance have, which support the transport provision here on Anglesey.

If you are over 60 and a Welsh resident, you are entitled to free bus travel in Wales.

### **Open spaces and buildings**

To support our rights based approach, the natural and built environment must be conducive and safe for walking for older people and public buildings must be fully accessible to all. “Action on Disability: the Right to Independent Living” highlights the need to address social barriers to equality and inclusion so disabled people have access to the same opportunities as everyone else. It is supporting the creation of age friendly communities across Wales and we will align the implementation of this strategy with its actions where appropriate.

We are currently working with our Libraries, Leisure Centres, and Community Hubs to ensure that as many of our Community Buildings as possible are both suitable for all members of the community. The recent increase in adult changing facilities on the Island is move in the right direction to ensure that people can attend community venues with the confidence that there are suitable facilities available for them. This is ongoing work and is key in developing facilities that cater for all.

### **Community Hubs**

Community Hubs have played a crucial role in providing a safe space for people to gather for social interaction and participation. Our Hubs on Anglesey currently vary from community to community, with a variety of Café's, Community Centres, Community owned Pubs, and former schools, all being recognised by the communities as places where people naturally gather. The range of activities provided is again extensive, with activities such as friendship groups, walking groups, Bingo, Tai-Chi, Cinema Clubs, Ukulele sessions, and the list goes on. Although all the Hubs and activities are very often different, the common factor is that they all provide opportunities for people to come together and socialise. The key to their success is the emphasis on listening to what people need, and what people want. This is such a simple concept, which can so easily be overlooked. Community Hubs on Anglesey

are a success because of the staff and more often than not, volunteers that run them. Hubs are a great place to share information, provide social opportunities, and develop new skills and interests.

Older people make up the majority of our volunteers here on Anglesey, and their contribution to the wellbeing of the Island's residents through their voluntary commitments are priceless. Each and every one of our volunteers enrich the lives of many, and this once again highlights the contribution made by older people in our communities.

### **Improving Green Spaces**

Improving green spaces and other green infrastructure so that local residents can benefit from the health and well-being benefits associated with increased exposure to natural environments and improved access to local green spaces. There have been many community initiatives across Anglesey where allotments that are run by community groups provide opportunities to be active and connected. The sense of purpose, satisfaction and enjoyment that's experienced through growing flowers and vegetable, has a big positive impact on mental and physical health. Enabling projects such as community gardens and allotments will provide us with further opportunities to develop our green spaces, and also provide more intergenerational projects.

### **Ensuring our natural and built environment is safe and age friendly**

Welsh Government are pressing on with amending existing legislation so that local authority enforcement officers can issue fixed penalty notices for vehicles obstructing the footway and looking at introducing legislation for a national default speed limit of 20 mph in residential areas. With these two measures in place it will be easier for an ageing population to move around their communities, as they will feel and be safer.

Pavement parking has been, and continues to be a problem. Vehicles that obstruct footways can have a detrimental effect on people's wellbeing. The obstruction causes problems for walkers, wheelchairs, mobility scooters, prams, and sadly it can even be the difference between someone leaving the house or not. There is a need to raise awareness of the effects of pavement parking.



# Aim 3: Independent Individuals and Empowered Communities

## **Independent Individuals**

Everyone should have the opportunity to live independently with dignity in their own community. While aging can sometimes make independent living difficult, small supports, such as home or community wellbeing options and provisions such as home-delivered meals in some people's cases, can help people to maintain independence in their own homes. Independence is important to the physical and mental wellbeing of older people.

Loss of independence can be discouraging to older adults. They have spent their entire lives living independently, working jobs, raising families, and making decisions. The natural effects of aging can sometimes make independent living harder than it once was. Difficulties with mobility, loneliness and isolation, and financial strains are just some of the contributors to a loss of independence in older people. While we cannot avoid some barriers to independence, we can take the time to understand the importance of independence for older people and look for ways to increase opportunities for them to live safe and happy lives, receiving the support they need. Older people have so much knowledge, skills, and wisdom, and by empowering older people, we are in a great situation to learn, and develop Age Friendly Communities on Anglesey.

## **Community participation**

Community participation is the process by which an individual engages with locally-based activities which may benefit them and their community. Civic engagement is an essential component of the WHO's age friendly communities programme. In order to join the WHO's Network of Age Friendly Cities and Communities, leaders must demonstrate that they are engaging effectively with older people. This approach also supports the Well-being of Future Generation's Act's Five Ways of Working, which focus on involvement, collaboration and prevention. By listening to the experiences of older people today, we can plan for future generations.

## **Place Shaping**

Isle of Anglesey County Council has been working in partnership with Medrwn Mon on the Place Shaping programme for the Island since 2019. Place Shaping is an asset-based mapping approach to identifying the priorities within each Electoral Ward and any common priorities across the Island. Priorities are identified and worked on by a Community Alliance, made up of community residents, local community groups and 3rd Sector Organisations, community councils, County Councillors, and local businesses. Each Alliance is given a small amount of seed funding to create task and finish projects i.e. small community transport schemes, local activities or small scale refurbishment and renovation of community hubs. At present there are Alliances established in Seiriol, Twrcelyn and Llifon wards on the

Island, with further Alliances supported to set up in the near future. As part of the Place Shaping Programme Medrwn Môn received funding in December 2021 to explore the use of a Walkability Tool to engage communities in the mapping in a safe way during the easing of COVID restrictions. The Walkability Tool was introduced to provide opportunities for residents to walk around their local community discussing and identifying community assets and any issues that needed attention.

### **Anglesey Older Peoples Council**

In line with the Welsh Government's Older People's Strategy, the Older People's Council ensures that local procedures and structures are in place to enable public services to hear the voices of older people and to enable Older People to contribute to decisions that affect their daily lives. "Older people have a fundamental right to participate and be able to participate in decision-making processes that affect their lives and choices".

The purpose of the Older People's Council is to represent the views of older people in Anglesey on issues that affect their health, social care and well-being. The Older People's Council is working with the local authority, the voluntary and private sectors, to further develop policies to:

- tackle issues by effectively involving people over 50
- widen participation and increase engagement, using a variety of ways to reach people over 50
- reach out to minority groups
- review the training needs of older people

#### Responsibilities of the Older People's Council

- Be a voice for Older People on Anglesey
- Valuing Older People
- Working with Older People
- Listening to Older People
- Supporting Older People
- Providing opportunities for Older People

In addition to the Older People's Council, Forums, Focus Groups, and Task and Finish Groups will be convened as necessary, to engage, inform, and plan together. We will support and work with the Older People's Commissioner for Wales who acts as an independent voice and champion for older people. We will provide representation on (COPA) Cymru Older People's Alliance.

### **Linc Cymunedol Môn (Môn Community Link)**

Môn Community Link runs a Social Prescribing service for people over the age of 18 and families living on Anglesey. The service can help individuals that:

- Feel socially isolated
- Want to improve physical health
- Lack confidence
- Need to find some practical support & information.

The Link Officer and Local Asset Co-ordinators will work with an individual to identify what's important to the individual through a 'What Matters' conversation. Sometime the person may only require some information, and other times appropriate activities and community services in their area are identified. Support is offered to access activities and services that can improve wellbeing, confidence and independence.

## Tackling Loneliness and Isolation

Loneliness is a widespread issue, with surveys suggesting that one in six of the Welsh population is lonely (Office for National Statistics, Welsh Government, 2020; Welsh Government, Office for National Statistics 2020a; 2020b). Loneliness has a significant impact on health and wellbeing and is linked to increased risk of depression and early mortality (Campaign to End Loneliness, 2021). Loneliness and isolation was prevalent before the pandemic, but due to the numerous lockdowns over the past few years, these numbers have increased. The positive news is that many communities during the pandemic responded to the crisis by creating Area Support Teams, and those teams on Anglesey consisted of over 850 willing volunteers. As we return slowly to a more normal life pattern that we are all used to, those volunteer numbers have decreased, due to people going back to work, or less demand for support, but the encouraging message has been that communities do feel more connected. Community Hubs play a crucial role in ensuring that there's a local friendly venue for people to socialise, participate in groups / activities, and receive information.

Whilst our Community Hubs and Buildings are essential in providing valuable support, we of course realise that Community Buildings and Hubs are not for everyone. Some people prefer other activities, and perhaps those activities don't involve group activities, or community venues.

## Intergenerational

The Isle of Anglesey Council funds an Intergenerational post in the Seiriol Alliance. The post is to explore the potential, and benefits of intergenerational work. Also, we have worked with Menter Iaith Mon to provide two intergenerational projects (Ein Hanes Ni – Our History & Pen Pals)



## **Promoting and actively encouraging age friendly workplaces**

We aim to create and support workplace cultures that are open, inclusive and positive about the benefits of age diversity. The option to work flexibly to manage a health condition, or to support a caring responsibility for example, can make the difference between staying in or leaving a job. It is not enough just to have the policies in place, employers need to make sure they translate into good practice.

## **Lifelong learning**

Continuing to learn has a positive impact on our brains. Recent research has found that learning keeps brain cells working at optimum levels, which may slow cognitive and memory decline as we age. Learning also helps us to stay connected and meet new people, whilst acquiring new skills.

Continuing to learn also provides a sense of fulfilment and achievement. Many people participate in lifelong learning because they enjoy it. It's easier than ever to engage in Lifelong Learning. The development of online education has made lifelong learning a real possibility, no matter where you live. Online classes can be taken at whatever time of day works best for the individual.

## **Supporting informal learning**

We aim to support the provision of social engagement courses through clubs and self-directed learning groups which will support people to continue to learn in an informal way to benefit their health and well-being.

## **Digital Inclusion**



'Cymuned' (*Translates to Community*) is the Virtual Village Hall for Anglesey, providing an online community hub for the Island. This vision was achieved by forming a partnership between Anglesey County Council, Age Cymru Gwynedd a Môn, and Medrwn Môn. Discussions started before the pandemic, but it was Covid-19 that highlighted how valuable community websites such as Cymuned can be for people experiencing isolation, or even for people who just want to be a bit more involved with others where they live.

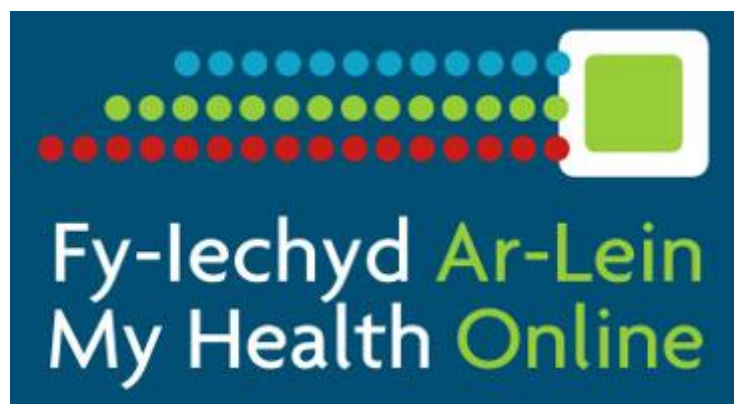
Virtual Village Halls exist to make local communities more accessible for all who want to be involved. Residents can still attend events or meet ups in person, but now have the option of attending virtually. This lowers barriers into the local community for those who may not be able to attend physical events, such as those with caring responsibilities.



Through an initiative with Digital Communities Wales, all existing hubs were offered a chance to become virtual hubs by applying for digital technology that would support community activities, such as tech for live streaming events and for promoting digital inclusion. The offering to the hubs included tech like smart TVs, Facebook Portals, tablets, and laptops.

The role of Digital Communities Wales was to support the partnership to overcome some of the immediate challenges such as, lack of internet access and the relevant digital skills needed to use Cymuned. Some people who wanted to attend virtually, couldn't due to a lack of skills and internet access. It became apparent that Digital Communities Wales support for residents interested in the virtual hub should include a tablet loan scheme, access to DCW's skills training resource, and the further development of a network of digital volunteers (Digital Champions) to offer support on the Island.

To assist Anglesey's Digital Champions, Digital Communities Wales provided volunteer training and provided access to resources available online, so that they were best supported in their role to help others practice their digital skills and use the new Virtual Village Hall. The Digital Champions were shown how to train residents to use 'My Health Online', a local NHS health initiative, accessible through the Cymuned website, enabling Anglesey locals to book GP appointments and renew prescriptions online. A Digital Support Officer promoting and supporting the work of My Health Online is funded by Anglesey County Council and based within Medrwn Mon.



## Aim 4: Tackling Age Related Poverty

The percentage of pensioners living in relative income poverty increased for 4 consecutive periods reaching 20% between 2014-15 and 2016-17 before falling to 19 per cent between 2015-16 and 2017-18 (Stats Wales). Although these figures are still below what they were in the mid to late 1990s, the impact of austerity, soaring rents and the zero hour economy are making it difficult for people in middle age to save for retirement. This could have an impact on rising levels of pensioner poverty for future generations.

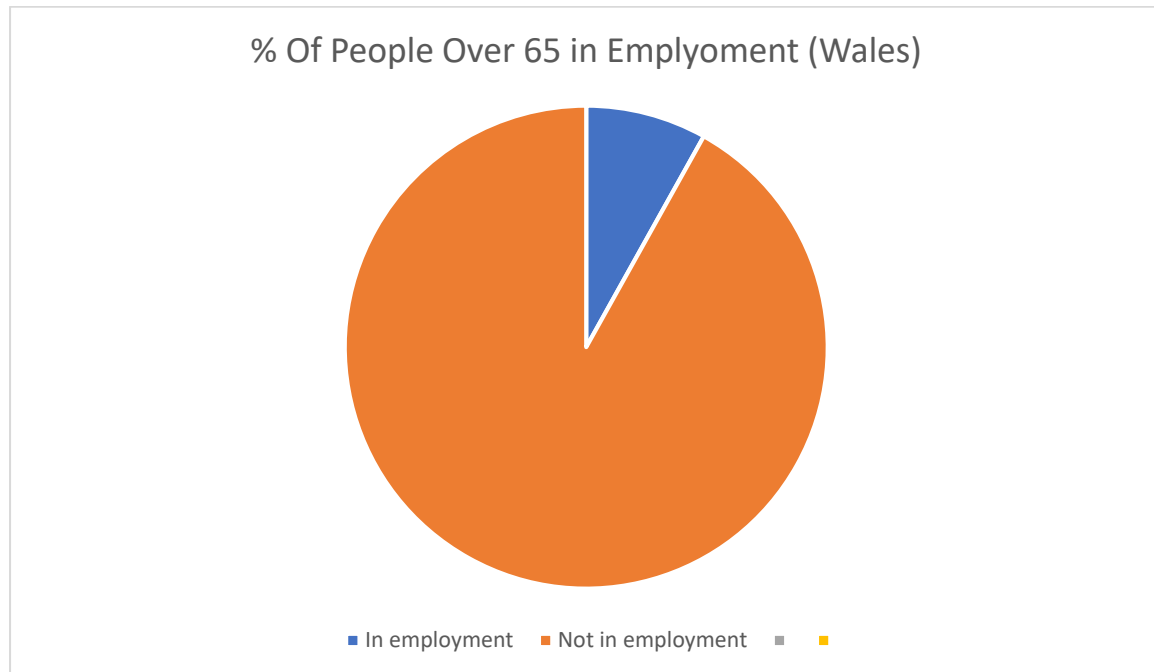
Older people are faced with incredibly tough choices, such as 'Heat or Eat'? It has also been identified that people living in poverty can have far less choices about how to spend their free time, due to financial constraints. People who do not own a car or are unable to pay for taxis, are far less likely to take part in evening time activities, which significantly reduces their options. From 2015-16 to 2017-18, 17 per cent of working-age people living in working households in Wales were in relative income poverty. Worryingly, the rise of in-work poverty means that we are in a frightening situation. Those who are struggling to pay their bills at present due to irregular and unstable contracts are unlikely to be able to make provisions for their futures.

Against rising levels of poverty, an estimated £214 million of Pension Credit and Housing Benefit (which is unlocked via a Pension Credit claim) goes unclaimed every year (Older People's Commissioner for Wales, 2019). There remains a stigma attached to claiming welfare entitlements that could be contributing to this high figure. We know that advice services are invaluable in helping people navigate through the benefit system to understand what they may be entitled to and how to claim, but many people only access advice when they are in a crisis.

In March 2021, the Welsh Government delivered its first National Welfare Benefit Take-up Campaign encouraging people to check and claim the benefits they are entitled to. Older people were targeted within the campaign, with the largest number of views on Facebook being the campaign's Pension Credit video. The campaign ran for 25 days and people who responded were helped to claim additional income of more than £500,000. The National Assembly's Equality, Local Government and Communities Committee (ELGC) conducted an inquiry into Benefits in Wales: Options for Better Delivery in 2019. Their report published in October 2019 included 17 recommendations for the Welsh Government of which one was; we recommend that the Welsh Government establish a coherent and integrated 'Welsh benefits system for all the means-tested benefits for which it is responsible. As part of this, the Welsh Government should develop a set of principles underpinning their design and delivery. These principles should be co-produced with people who claim these benefits

## Employment

The latest figures (Dec-Feb 2022) show that the level of employment amongst 50–64-year-olds is 71.4%, which is the fifth lowest of all the nations and regions of the UK. 8.1% of over 65s in Wales are in employment, the lowest of the regions of the UK.



75.4% of men aged 50-64 are in employment, compared to 65.0% of women. Increasing the level of employment amongst older people to match that of other age groups (currently around 75%) could be worth nearly £4bn a year to the Welsh economy

455,000 (70%) people aged between 50-64 were in employment in December-February 2022, in addition to 53,000 (8.9%) of over 65s. Employment levels amongst older people differs between men and women, with 68.3% of women aged 50-64 and 6.5% of women over 65 in employment, compared to 74.7% of men aged 50-64 and 9.8% of men over 65. For older people who want to work but are not employed, 39% of 65-74 year olds and 54% of 75+ say their age and 23% of 65-74 year olds say a long-term illness or condition, or a disability is the reason why they are unable to work.

Older workers are also more likely to be made redundant, and often find it more difficult to find work following a job loss or redundancy, particularly as the support available to help them find work is often not suitable to meet their specific needs

## Unpaid work

45% of carers in Wales are over the age of 55, this means that there are now approximately 307,000 older carers in Wales.<sup>42</sup> Unpaid carers are more like to be female, older and living in more deprived communities.

Social Care Wales estimate that 12 per cent of the population of Wales are unpaid carers and this figure could increase to 16 per cent by 2037. Wales has the highest proportion in the UK of older carers and of carers providing more than 50 hours' care a week.

In 2017-2018, 35% of 65–74-year-olds and 27% of over 75s volunteered. This decreased to 30% and 26% respectively during 2019-2020. Polling showed similar results, with only 14% of older people currently volunteering, compared to 19% prior to the pandemic.

Around 65% of grandparents provide some form of childcare, with the median number of hours of care per week at 11.3. The value of childcare contributions that grandparents (50+) make has been estimated to be £6.94 billion in the UK, equating to around £325 million in Wales per annum

**\*The above Stats provided by: 'Understanding Wales' ageing population: key statistics – Older People's Commissioner for Wales (May 2022)**

## 6) National Context

The **UN Principles for Older People** encourage governments to incorporate the following principles into their national programmes whenever possible, and the Isle of Anglesey County Council respects and endorses the following principles.

### **Independence**

1. Older persons should have access to adequate food, water, shelter, clothing and health care through the provision of income, family and community support and self-help.
2. Older persons should have the opportunity to work or to have access to other income-generating opportunities.
3. Older persons should be able to participate in determining when and at what pace withdrawal from the labour force takes place.
4. Older persons should have access to appropriate educational and training programmes.
5. Older persons should be able to live in environments that are safe and adaptable to personal preferences and changing capacities.
6. Older persons should be able to reside at home for as long as possible.

## **Participation**

7. Older persons should remain integrated in society, participate actively in the formulation and implementation of policies that directly affect their well-being and share their knowledge and skills with younger generations.
8. Older persons should be able to seek and develop opportunities for service to the community and to serve as volunteers in positions appropriate to their interests and capabilities.
9. Older persons should be able to form movements or associations of older persons.

## **Care**

10. Older persons should benefit from family and community care and protection in accordance with each society's system of cultural values.
11. Older persons should have access to health care to help them to maintain or regain the optimum level of physical, mental and emotional well-being and to prevent or delay the onset of illness.
12. Older persons should have access to social and legal services to enhance their autonomy, protection and care.
13. Older persons should be able to utilize appropriate levels of institutional care providing protection, rehabilitation and social and mental stimulation in a humane and secure environment.
14. Older persons should be able to enjoy human rights and fundamental freedoms when residing in any shelter, care or treatment facility, including full respect for their dignity, beliefs, needs and privacy and for the right to make decisions about their care and the quality of their lives.

## **Self-fulfilment**

15. Older persons should be able to pursue opportunities for the full development of their potential.
16. Older persons should have access to the educational, cultural, spiritual and recreational resources of society.

## **Dignity**

17. Older persons should be able to live in dignity and security and be free of exploitation and physical or mental abuse.

18. Older persons should be treated fairly regardless of age, gender, racial or ethnic background, disability or other status, and be valued independently of their economic contribution.

### **The Strategy for Older People in Wales 2013-23 – living longer, ageing well**

The Strategy for Older People was first launched in 2003 to address the issues and aspirations of people aged 50 and over living in Wales.

The Strategy is grounded in ageing as a positive concept. The first and second phases of the strategy have raised the debate and led to the introduction of a range of programmes to address the needs of older people in Wales. It has benefited from cross party support and a focus on ageing across the Welsh Government in support of a third phase.

The first two phases of the Strategy (2003 - 2013) sought to raise awareness of the needs of older people and identify the structures that needed to be put in place to enable the voice of older people to be heard. Over the last 9 years the Strategy has yielded many successes.

These include:

- a Commissioner for Older People
- a Ministerial Advisory Group on Ageing
- a Deputy Minister with special responsibility for older people
- free bus passes
- free swimming
- free prescriptions
- £60 maximum weekly charge for home care
- Intergenerational Strategy for Wales

The 3rd phase of the Strategy outlines a vision that all older people in Wales should be able to have a good quality of life. The latest phase has a focus on well-being and will form the basis of a 10-year action plan for Wales. It identifies how public services will respond to meet the needs of our ageing population.

Each Local Authority has an Older People's Forum. These local arrangements are unique to Wales and have been key ingredients for the success of the Strategy in Wales over the last 10 years. The strategy has been successful in helping local authorities hear the voices of older people better and also encourage them to have a say in the decisions that affect their daily lives.

## **The Social Services and Well-being (Wales) Act 2014**

The Social Services and Well-being (Wales) Act 2014 provides for the first time, a coherent Welsh legal framework for social services. It transforms the way social services are delivered, promoting people's independence to give them a stronger voice and more control. It also encourages a renewed focus on prevention and early intervention.

The Act:

- Strengthens powers for the safeguarding of children and adults, so that vulnerable people at risk can be protected more effectively
- Ensures people are assessed on what they need, rather than just on what services are available locally
- Introduces portable assessments, which means if people move from one part of Wales to another they will not need to worry about whether they will receive services in their new area
- Facilitates an increased take up of direct payments to meet people's care and support needs, meaning people will have more control over how these needs are met
- Introduces a National Outcomes Framework to set out very clearly what children and adults can expect from social services, to measure achievements and see where improvements are needed
- Introduces equivalent rights for carers so that people who care for someone such as an elderly or disabled relative or friend would get similar rights to the people they care for; and
- Establishes a National Adoption Service to improve the outcomes of children in need of a permanent family.

## **Wellbeing of Future Generations Wales Act 2015**

This Act is about improving the social, economic, environmental and cultural well-being of Wales.

It will make the public bodies listed in the Act think more about the long term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. This new law will mean that, for the first time, public bodies listed in the Act must do what they do in a sustainable way. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future.

It will expect them to:

- work together better
- involve people reflecting the diversity of our communities
- look to the long term as well as focusing on now
- take action to try and stop problems getting worse - or even stop them happening in the first place.

The Act establishes a statutory Future Generations Commissioner for Wales, whose role is to act as a guardian for the interests of future generations in Wales, and to support the public bodies listed in the Act to work towards achieving the well-being goals.

### **Declaration of Rights for Older People in Wales.**

The first of its kind in the world, the Declaration illustrates older people's rights in a practical way, outlining the ways in which they relate to an individual's day-to-day life. The Declaration can therefore be used by older people themselves to ensure that they are treated fairly and can access the support and services they need to live fulfilled independence lives. The Declaration also reminds public services about the rights that older people have and the duties they have to support and engage effectively with older people across Wales.

### **Ageing Well in Wales's programme.**

Europe has rapidly ageing population and parts of Wales can already evidence the effects of demographic change amongst their communities, significant proportion over the age of 50. Public sector and government at all levels across Europe accept that future policy and practice will need to reflect this unprecedented trend. It is accepted that greater emphasis on integrated policies that connect agendas for the environment, housing, health and social care is the way forward.

The Ageing Well in Wales is a five year programme of which LA's are key strategic partners and is a national programme to co-ordinate local and national action linked to the European Innovation Partnership on Active Ageing. Ageing Well in Wales has been awarded 3 star rating as a reference site of the European Innovation Partnership on Active Ageing based on the innovative programmes / projects across Wales under the Strategy for Older People. The programme links in with the work of the World Health Organisation (WHO). One of the key strategic strands of its 2013-2015 plan is to develop ways in which Councils and partners respond to demographic change.

The five Ageing Well in Wales priority areas are:

- Age Friendly Communities.
- Dementia Supportive Communities.
- Falls Prevention
- Opportunities for Employment and New Skills.
- Loneliness and Isolation.



## 7) Monitoring Progress

Progress will be monitored in the Corporate Prevention and Early Intervention Board, Model Mon, and the Anglesey Older People's Council. By ensuring that Age Friendly Communities is a vision shared by all of the above, it ensures that Third Sector, Health Board, and Local Authority representatives are all committed to achieving an Age Friendly Anglesey, and have a clear voice that feeds into all aspects of planning and delivery.

The Isle of Anglesey County Council will work in partnership to create an agreed delivery plan which will set out actions, milestones and timescales by which progress can be measured and we will publish annual progress reports.

We will incorporate the UK Age Index for Wales. It will show us what is working, and where we need to improve.

For more information on the Age UK Index and monitors for measuring progress, please see 'United Nations Principles for Older People' (included above).