

PAVS AGM 2014
'Re-Imagining Public Services' Workshops Feedback

Age Friendly Communities. Sarah Rochira, the Older People's Commissioner for Wales, has encouraged all Local Authorities in Wales to sign up to the Age Friendly Communities movement with a view to developing local structures to support older people to live independently for longer in their communities. This workshop should consider:

- What Age Friendly Communities look like in practice?
- What assets do we have that could contribute toward developing Age Friendly Communities?
- What is stopping us from making the best use of these assets?

WORKSHOP NOTES

What do age friendly communities look like in practice?

Are they really just for older people? (initiative from Older People's Commissioner)

Initial ideas

- Cater to all ages
- Understanding between different generations
- Facilities accessible to all age groups e.g. benches, pavements, transport
- Neighbourliness – less social isolation
- Commitment to support facilities that area available
- Inclusiveness e.g. access to digital services
- Reduced isolation
- Using information from people who already contact older/vulnerable people e.g. postal services/ libraries
- Dementia support and support for other vulnerable people.
- Tolerance of other's needs – willingness to help
- Optimal use of community facilities. Churches underused
- Use of existing facilities

Existing assets – need to be linked up

- Good neighbour schemes
- Volunteers
- Existing skills
- Active community transport
- Churches and other community buildings libraries / schools
- Social media
- Community newsletters
- Large and small businesses willing to engage
- Community associations / WI and other 'embedded' community based organisations
- Good will
- Befriending
- GP surgeries (potentially)

What Is Stopping Us

- Training – building confidence / leadership and committee skills
- Suspicious society – scams / litigation
- Fearfulness of risk – over caution
- Perceived barriers – DBS / social differences (neighbours reluctant to share / visit)
- Bureaucratic procedures
- Identifying appropriate lead organisations
- Enabling /empowering
- Inflexibility e.g. postmen not allowed to deliver/carry other items
- People not aware of best practice in shops and in volunteering
- Not valuing our own skills – telephone advice, knitting, cooking
- Separating people into service providers and service users
- Awareness of neighbours needs
- Anxiety about 'interfering'

What Can We Do about This?

- Communicating intentions better
- Sharing good practice
- Resourcing staff to support volunteers / develop ideas
- Freeing people up to be flexible / creative
- Focus more on soft outcomes
- Services for people not eligible for younger / older people (25-49)

3 Key Changes

Remove age restrictions on projects

Collaboration

Freedom to design and evolve services