

Appendix 1 – Action Plans

Age Friendly Communities					
Task: Develop age friendly champions across the public sector					
Measurement: Increase the number of age friendly champions across the public sector					
		Start Date	End Date	Responsible Lead	%
Action	Contact AWW team for briefing papers / training materials on Age Friendly champions	Oct 15	Mar 16	LM	100%
Action	Arrange meeting to discuss development of materials	Mar 16	May 16	LM/RW	100%
Action	Review and develop materials with input from older people	May 16	Aug 16		
Action	Agree Public sector bodies to approach	Sept 16	Sept 16	50+ steering Group / OPAG	
Action	Contact the agreed public sector bodies	Oct 16	Oct 16	LM / RW	
Action	Share information on the role of an Age Friendly Champion with the organisations	Nov 16	Nov 16	LM / RW	
Action	Arrange an information sharing day for all interested parties to attend to discuss the role	Jan 17	Jan 17	LM / RW	
Action	Arrange a meet and greet event for Age Friendly Champions and older people in the community	Feb 17	Feb 17	LM / RW	
Task: Promote age friendly businesses					
Measurement: Increase awareness of age friendly practices across local business, including sharing of good practice					
		Start Date	End Date	Responsible Lead	%
Action	Contact BITC regarding Age Friendly Business kite mark / internal review	Aug 15	Oct 15	LM	100%
Action	Approach AWW team regarding good practice examples to share with local businesses	Oct 15	Oct 15	LM	100%
Action	Approach town centre managers to ascertain	Oct 15	Nov 15	LM/RW	100%

	interest in a kite mark / internal review process				
Action	Approach business club to ascertain interest in a kite mark / internal review process	Dec 15	Feb 16	LM/RW	100%
Action	Contact Identified good practice businesses to share information on age friendly practices	Mar 16	Jun 16	LM/RW	
Action	Share good practice information with town centre manager and business club	Jun 16	Oct 16	LM/RW	
Task: Promote the importance of public toilets					
Measurement: Ensure the agenda on public toilets continues to be included on decision making in shared spaces					
		Start Date	End Date	Responsible Lead	%
Action	Contact BITC regarding use of businesses for Public Toilets	Jul 15	Oct 15	LM/RW	100%
Action	Promote good practice examples to the Town Centre Manager	Aug 15	Aug 15	LM/RW	100%
Action	Promote opportunities to influence decision making regarding public toilets	Ongoing		LM/RW	
Action	Explore other options for Public toilets with strategy coordinators	April 16	May 16		
Task: Develop intergenerational work across the County Borough					
Measurement: Increase the number of intergenerational projects across the County Borough					
		Start Date	End Date	Responsible Lead	%
Action	Contact Older People's coordinators regarding good practice	Oct 15	Oct 15	LM/RW	100%
Action	Contact AWW team regarding good practice examples	Oct 15	Oct 15	LM/RW	100%
Action	Identify activities that have already occurred across Cwm Taf to build upon good practice	Nov 15	May 16	LM/RW	
Action	Link to the Children and Young People's partnership to identify intergenerational opportunities	Nov 16	Mar 17	LM/RW	

Action	Identify stakeholders / potential partners regarding intergenerational activities	May 16	August 16	LM/RW	
Action	Contact stakeholders regarding feasibility of implementation of intergenerational activities	Jun 16	Sept 16	LM/RW	
Action	Identify pilot intergenerational activities. I.e. Distribute indoor Kurling sets to Communities First, Sheltered Scheme, Care Homes (in RCT to link with Community Leisure Officers) to run taster/sessions. 'Record of Use' sheet to be submitted every quarter.	Oct 16	Dec 16	LM/RW	
Task: Ensure that the core client group of Care & Repair continues to receive high levels of service					
Measurement: Analyse feedback information to inform service developments with Care & Repair					
		Start Date	End Date	Responsible Lead	%
Action	Customer satisfaction returns state that they were very satisfied with services received – Results Based Accountability (110)	April 2015	Ongoing Quarterly Performance Feedback	Nerys Williams	85% RRAP 85% Core
Action	Customer satisfaction returns state that they were satisfied with the standard of work completed in their home – Results Based Accountability (113)	April 2015	Ongoing Quarterly Performance Feedback	Nerys Williams	90% RRAP 80% Core
Action	Customer satisfaction returns state that they would recommend the agency services to others – Results Based Accountability (35)	April 2015	Ongoing Quarterly Performance Feedback	Nerys Williams	90% RRAP 80% Core
Action	All negative & Positive feedback recorded and monthly reports provided to HA / Quarterly reports provided to board – Negative feedback dealt with in	April 2015	Ongoing Quarterly	Nerys Williams	No Stage 2 complaints

	line with Ombudsman guidance		Performance Feedback		received
Task: Assist clients outside of Care & Repair's client group with the promotion of independence through their advice and support services.					
Measurement: Increase the numbers of people supported by the Care & Repair advice and support services					
		Start Date	End Date	Responsible Lead	%
Action	Monitor and review clients aged 0-59 – Handyperson & Gardening services open to all ages in Merthyr – Objective to lower age limit of Handyperson Private work scheme in RCT to 50 – Agency Performance Reports (18)	April 2015	Ongoing	Nerys Williams	10% RRAP 20% Core
Action	Monitor and review referral for contractor information only indicating promotion of independence – Agency Performance Report (125)	April 2015	Ongoing	Nerys Williams	10% Core
Action	Monitor and review Advice Only Services – No Healthy Home visits completed (44)	April 2015	Ongoing	Nerys Williams	10% Core

Falls Prevention					
Task: Implement the falls prevention pilot across the region					
Measurement: Increase the number of organisations involved in the Falls Prevention Pilot					
		Start Date	End Date	Responsible Lead	%
Action	Run pilot project in Sheltered Scheme with 6 month follow-up	Jul 15	Oct 15	RW	100%
Action	Compile Falls Resource Pack	Dec 15	Jan 16	RW	100%
Action	Set up Steering Group for co-ordinated approach to roll out	Feb 16	May 16	RW	100%
Action	Roll out project across Cwm Taf	Jun 16	Oct 16	RW	
Task: Engage with organisations to promote and roll out gentle exercise opportunities					
Measurement: Increase the number of gentle exercise opportunities					
		Start Date	End Date	Responsible Lead	%
Action	Contact Age Cymru regarding the Shake a leg programme	Oct 15	Oct 15	LM/RW	100%
Action	Contact Leisure services regarding implementation of the Shake a leg programme	Oct 15	April 16	LM/RW	100%
Action	Liaise with Age Connects Morgannwg regarding promotion of gentle exercise programmes	Nov 15	May 16	LM/RW	
Action	Promote Nordic Walking and Walking Groups across Cwm Taf	Feb 16	May 16	LM/RW	
Action	Ascertain other providers of gentle exercise in Cwm Taf including Older people's Zumba classes	Nov 15	Jun 16	LM/RW	
Action	Promote other providers of gentle exercise in Cwm Taf	Apr 16	Oct 16	LM/RW	
Task: Create a localised booklet on falls prevention					
Measurement: Roll out a Cwm Taf booklet on falls prevention across community settings					
		Start Date	End Date	Responsible	%

				Lead	
Action	Develop booklet to compliment Age Cymru's handbook on Falls. Booklet to have local contacts.	Oct 15	Jan 16	RW	100%
Action	Share draft booklet with partners in Cwm Taf University Health Board.	Jan 16	May 16	RW	
Action	Falls booklet to go to print.	May 16	Jun 16	RW	
Task: Create a localised 50+ leisure leaflet					
Measurement: Roll out a localised 50+ leisure leaflet					
		Start Date	End Date	Responsible Lead	%
Action	Create leaflet that outlines low impact activities suitable for an older person starting out on physical activity	Sept 16	Dec 16	RW	
Action	Share with Leisure Staff	Sept 16	Dec 16	RW	
Action	Print Leaflet	Sept 16	Dec 16	RW	
Task: Promote foot care project					
Measurement: Increase the uptake of the foot care project(s)					
		Start Date	End Date	Responsible Lead	%
Action	Circulate relevant information to partners	Dec 15	Jan 16	LM/RW	100%
Action	Research other foot care project options	Dec 15	Jan 16	LM/RW	100%
Action	Invite foot care providers to Older People's events	Jan 16	Apr 16	LM/RW	100%
Task: Care & Repair are prioritising to further develop the healthy homes checks incorporating other priority areas whilst promoting the service and working towards reducing falls.					
Measurement: Care & Repair are developing systems to record and monitor more in depth falls information					
		Start Date	End Date	Responsible Lead	%
Action	Track falls information specifically, where it was referred to and the outcome. Healthy Homes assessment records falls data and officers refer to ICF Co-ordinators or advise clients for a medication	October 2015	Ongoing Quarterly Performance	Nerys Williams	90% of clients visited assessed

	assessment from GP is appropriate		Feedback		<p>68% RRAP solutions assisted in reduction of falls</p> <p>892 clients visited assessed for falls & 18% of solutions assisted in reduction of falls</p> <p>** ICF co-ordinators record referrals passed to them and outcomes</p>
Action	Incorporate a falls question in Client Outcomes framework – Agency intervention measure assisting with the reduction of falls (67)	April 2015	Ongoing Quarterly Performance Feedback	Nerys Williams	<p>80%RRAP</p> <p>30% Core</p> <p>67.5% RRAP</p>

					36% Core
Action	Implement a separate Results Based Accountability report – National development of database	2015	2016	Care & Repair Cymru	
Task: Support the implementation of the Joint Commissioning Statement for Older People's Services 2015-2025					
Measurement:					
		Start Date	End Date	Responsible Lead	%
Action	Incorporate the results of the consultation into the Ageing Well in Wales implementation	October 15	Dec 15	LM/RW	100%
Action	Implement a community weight management programme			Steering Group	
Action	Develop and roll out a pilot falls prevention programme in sheltered housing schemes, community buildings for people aged over 50	Jun 16	Oct 16	Steering Group	
Action	Organise Health & Wellbeing Events with the 50+ Forums in Cwm Taf	Feb 16	Rolling Programme	LM/RW	100%

Dementia Supportive Communities					
Task: Support the Dementia Supportive Communities and Dementia Friends training					
Measurement: Increase the number of Dementia Friends					
		Start Date	End Date	Responsible Lead	%
Action	Circulate the necessary information to colleagues	Nov 15	Dec 15	LM/RW	100%
Action	Arrange dementia friends training within care homes	Nov 15	Dec 15	LM/RW	100%
Action	Identify interested parties to sign up to dementia friends training	Jan 16	Mar 16	LM/RW	100%
Action	Liaise with training colleagues regarding role out of dementia friends training	Apr 16	Jun 16	LM/RW	100%
Action	Record the amount of individuals completing the training programme	Jun 16	Ongoing	LM/RW	
Task: Support the Alzheimer's approach to creating Dementia Friendly Communities (including the pilot in Pontypridd and Maerdy)					
Measurement: Increasing the number of Dementia Supportive Communities					
		Start Date	End Date	Responsible Lead	%
Action	Attend Steering Group for Pontypridd			RW	100%
Action	Attend Steering Group for Maerdy			RW	100%
Action	Share good practice and lessons learnt with Merthyr Tydfil colleagues to enable replication if appropriate	Ongoing		RW	
Task: Support the Age Cymru research on Dementia					
Measurement: Age Cymru research is complete with robust information able to inform future planning					
		Start Date	End Date	Responsible Lead	%
Action	Disseminate relevant information with partners	Oct 15	Dec 15	LM/RW	
Action	Provide support and information to Age Cymru	Oct 15	Dec 15	LM/RW	
Action	Publicise the results of the research	Ongoing			
Task: Care & Repair are seeking to secure funding to develop a Dementia specific service. They are currently working					

with the Alzheimer's society to ensure all staff become "Dementia Friends".					
Measurement: Increase in Care & Repair staff trained as Dementia Friends					
		Start Date	End Date	Responsible Lead	%
Action	All Visiting staff to become Dementia Friends		December 2015	Nerys Williams	100%
Action	Dementia Case Officer in RCT to become a Dementia Friend Champion		December 2015	Nerys Williams	100%

Opportunities for Learning and Employment					
Task: Care & Repair to continue the digital inclusion project					
Measurement: Increased uptake of digital inclusion amongst Older People in receipt of Care & Repair services					
		Start Date	End Date	Responsible Lead	%
Action	All clients visited have Digital Inclusion Discussed– Client Service Output Report – Officers refer to ICF Co-ordinators or alternative for additional training should it be required	April 2015	Ongoing	Nerys Williams	80% of clients visited assessed 892 Clients visited assessed for Digital Inclusion – ICF co-ordinators record referrals and outcomes if referred directly
Action	Agency Manager to liaise with local forums to investigate referral routes / partners		Ongoing	Nerys Williams	Chief Officer attends partnership meetings
Task: Promote Volunteering opportunities for older people					
Measurement: Increase in disseminating information					
		Start Date	End Date	Responsible Lead	%

Action	Share information on volunteering across networks	Dec 15	Ongoing	LM/RW	100%
Action	Arrange a volunteering event where organisations can meet with potential volunteers and current volunteers can share their experiences	Mar 16	Sept 16	LM/RW	
Task: Promote the Working Skills for Adults programmes					
Measurement: Number of people over the age of 54 engaged with Working Skills for Adults (no benchmark available)					
		Start Date	End Date	Responsible Lead	%
Action	Promote working skills for adults opportunities in Cwm Taf	Dec 15	Ongoing	ACL	
Action	Share information on Working Skills for Adults across networks	Mar 16	Ongoing	ACL	
Task: Promote Bridges into work					
Measurement: Number of people over the age of 50 engaged with Bridges into Work. (no benchmark available)					
		Start Date	End Date	Responsible Lead	%
Action	Promote Bridges into Work opportunities in Cwm Taf	Dec 15	Ongoing	ACL	
Action	Share information on Bridges into Work across networks	Mar 16	Ongoing	ACL	
Task: Promote age friendly business recruitment practices					
Measurement: Awareness raised of business who have age friendly recruitment processes					
		Start Date	End Date	Responsible Lead	%
Action	Identify businesses with age friendly recruitment policies	Apr 16	Jun 16	LM/RW	
Action	Share good practice of age friendly businesses	Jun 16	Sept 16	LM/RW	
Action	Raise awareness of age friendly recruiters through networks	Sept 16	Nov 16	LM/RW	

Loneliness and Isolation					
Task: Promote other befriending opportunities across the region					
Measurement: Increase in uptake of befriending services either at service user or volunteer level					
		Start Date	End Date	Responsible Lead	%
Action	Disseminate information on known befriending schemes through networks	Dec 16	Ongoing	LM/RW	
Action	Collate information on other befriending services	Jan 16	Ongoing	LM/RW	
Action	Publicise the befriending opportunities	Feb 16	Ongoing	LM/RW	
Action	Collect information on the uptake and outcomes of befriending services to inform future planning including the OP commissioning statement steering group	Apr 16	Ongoing	LM/RW	
Action	Disseminate information on Drink Wise Age Well through networks	Nov 15	Ongoing	LM/RW	100%
Action	Assist in the creation of referral networks into the services	Nov 15	Feb 16	LM/RW	100%
Task: To explore methods for engagement with lonely and isolated older people in North Merthyr and to feed the outcomes of this aspect of the research back to statutory and third sector bodies working in the area					
Measurement: Complete research with positive sustainable outcomes for the Older People involved					
		Start Date	End Date	Responsible Lead	%
Action	To work co-productively with community members, statutory bodies and third sector orgs throughout the project. The overall aim of this 1 year research project is to gather data on co-productive methods.	April 2015	April 2016	Cam Boam	
Action	To form a support network of 10 community leaders who are leading groups for the 50+	April 2015	April 2016	Cam Boam	
Action	To engage 10 older people in an intergenerational project that will involve participants learning new photography skills and taking pictures of the areas they live in with young people. The aims are for the	26th Oct 2015	30th Oct 2015	Cam Boam	

	older people to build up a digital map of North Merthyr and for them to make decisions about any changes they'd like to make to the urban and natural landscapes.				
Action	To hold pop up art exhibitions in community settings that explore the topic of isolation and loneliness and that encourage further discussion by community members on this topic. It is hoped that these discussions will be captured and built into the traveling exhibition.	Nov 2015	Jan 2015	Cam Boam	
Action	To hold an exhibition in a gallery space that brings together the pop up exhibition and the photography project. This will be an exhibition targeted at both community members and at other key stakeholders such as statutory bodies and third sector orgs. It is hoped the exhibition will provide a networking opportunity for all stakeholders.	23rd January 2016	30th January 2016	Cam Boam	
Action	To launch a poster campaign in North Merthyr that challenges negative perceptions of loneliness	Feb 2016	April 2016	Cam Boam	
Action	Share good practice learnt from the Merthyr Tydfil Project across Cwm Taf	March 2016	April 2016	Cam Boam	
Task: Care & Repair are looking to formalise referral routes into befriending services across the region.					
Measurement: Referral routes from care and repair are formalised, clear and transparent.					
		Start Date	End Date	Responsible Lead	%
Action	Additional question incorporated into Healthy Homes check discussing loneliness and isolation – Officers refer to ICF Coordinators or alternative partnership organisation should it be required	October 2015	Ongoing	Nerys Williams	80% of clients visited assessed 892 Clients visited

	** C & R currently working on a case study of a client that was referred to ICF under this area and is now part of a local choir – case study to follow				assessed for loneliness and isolation – referred to ICF co-ordinators if additional support required.
Action	Agency Manager to liaise with local forums to investigate referral routes / partners		Ongoing	Nerys Williams	Chief Officer attends partnership meetings
Task: Contact third sector organisations to see if they recognise loneliness and isolation and ascertain how they respond to this					
Measurement: Awareness raised of loneliness and isolation and formalise referral routes into other organisations					
		Start Date	End Date	Responsible Lead	%
Action	Contact third sector organisations to ascertain what action they are taking on loneliness and isolation	Mar 16	Jun 16	LM/RW	
Action	Identify services that need support in this area	Jun 16	Jul 16	LM/RW	
Task: Link to Community Transport organisations to offer alternatives to public transport where provision is poor					
Measurement: Increase in community transport opportunities					
		Start Date	End Date	Responsible Lead	%
Action	Explore good practice in relation to community transport	Apr 16	Jul 16	LM/RW	
Action	Disseminate information on community transport	Aug 16	Oct 16	LM/RW	

	opportunities including other transport options such as Cancer Aid transport schemes				
Action	Continue to raise awareness of transport issues in research	Ongoing		LM/RW	