



Age Alliance Wales Directory of Services 2015

Age Alliance Wales

Tŷ John Pathy
13/14 Neptune Court
Vanguard Way
Cardiff CF24 5PJ



Age Alliance Wales (AAW) was set up in 2003 and is funded by the Welsh Government. It is a powerful alliance of 19 national voluntary organisations committed to working together to develop the legislative, policy and resource frameworks that will improve the lives of older people in Wales. Collectively AAW member organisations possess extensive service development and service delivery knowledge in a range of policy areas. All organisations also act at a strategic as well as an operational level and many are membership based.

Age Alliance Wales aims to:

- represent the concerns and further the interests of older people in Wales to policy makers, strategic planners, and funders,
- maximise the ability of each member organisation to fulfil their role of promoting the well being of older people, and
- work with, and for older people through the co-operative use of the knowledge and expertise contained within the membership of Age Alliance Wales.

The following organisations represent Age Alliance Wales:

Action on Hearing Loss Cymru	Carers Wales	PRIME Cymru
Age Connects Wales	Contact the Elderly	RNIB Cymru
Age Cymru	Carers Trust	Royal Voluntary Service Cymru
Alzheimer's Society Wales	Cruse Cymru	The Stroke Association Wales
Arthritis Care in Wales	Deafblind Cymru	Volunteering Matters Wales
British Red Cross in Wales Care & Repair Cymru	Disability Wales	
	NIACE Cymru	

Contact details:

Rachel Lewis
Age Alliance Wales Manager
029 2043 1554
rachel.lewis@agealliancewales.org.uk

or:

Malcolm Andrews
Age Alliance Wales Assistant
029 2043 1555
malcolm.andrews@agealliancewales.org.uk

website: www.agealliancewales.org.uk

info@agealliancewales.org.uk

Twitter—@AgeAllianceWal

Action on Hearing Loss

Ground Floor
Anchor Court (North)
Keen Road
Cardiff CF24 5JW



Services offered:

We are experts in providing a wide range of services and support for people with hearing loss and tinnitus including providing speech-to-text, notetakers, lipspeakers, sign language interpreters and other communication support. We offer practical advice to help people protect their hearing; campaign to change public policy around hearing loss issues; signpost to social services, fire services, audiology and local organisations and support groups, supply communication services and training; provide day-to-day care for people who are deaf and have additional needs; support research into an eventual cure for hearing loss and tinnitus.

Current areas of work:

Hear to Meet – our Big Lottery Funded project to reduce isolation of older people with hearing loss across Wales. This will lead to setting up of some 50 local groups supported by volunteers.

Working with SENSE and RNIB Cymru to improve access to residential care.

Joint work with NHS and RNIB on improving accessibility to healthcare.

Information provision – we can get people with hearing loss the information they need/want to access support and services.

Hear to Help – volunteer-led support to help people get the best use of their hearing aids.

Equipment – ensuring that people with hearing loss have access to quality assistive devices and products to make their lives easier and safer.

Recent publications:

All accessible at:

<http://www.actiononhearingloss.org.uk/supporting-you/policy-research-and-influencing/research/research-reports.aspx>

Seen But Not Heard, 2011

The experiences people have when they address their hearing loss.

In It Together, 2010

People's experience of living with tinnitus.

What's that Noise?, 2010

Challenges faced by couples and in families when someone loses their hearing.

Key statistics:

534,000 people in Wales have hearing loss.

The numbers of people with hearing loss is set to grow – by 2031 there will be more than 800,000 people in Wales with hearing loss.

The World Health Organisation predicts that by 2030 adult onset hearing loss will be in the top 10 disease burdens in the UK.

70% of people over the age of 70 have a hearing loss.

300,000 people in Wales would benefit from using hearing aids – one in ten.

People take on average 10 years to seek help for their hearing loss.

Contact details:**Strategic:**

Richard Williams

029 2033 3040

r.williams@hearingloss.org.uk

Other:

Cardiff office general enquiries

029 2033 3034

wales@hearingloss.org.uk

Twitter—[@hearinglossCYM](https://twitter.com/hearinglossCYM)

Communication Services

Julie Burden; Lisa Dando; Lynda Davies

Tel: 01792 324477

Fax: 01792 324422

Textphone: 01792 324455

Mobile: 07781 488081 (SMS Only)

Email: csuneath@hearingloss.org.uk

Care and Support

Cath Booth

Tel: 02920 907511

Email: cath.booth@hearingloss.org.uk

Age Connects Wales

Age Connects Cardiff
Floor 2 Ffynnon Las
The Orchards
Ilex Close
Llanishen CF14 5EZ



age
connects
wales.

Services Offered:

Age connects Wales is a mutual organisation set up co-operative principles .It is made up of 6 Age Connects organisations in North and South Wales. The primary objective of the organisation is to campaign and influence to change attitudes to ageing and thereby improve older people's lives.

Each year, Age Connects Wales (ACW) member help in excess of 45,000 people directly and many more through our marketing and outreach delivery strategies. Our philosophy is to make our services as accessible as possible, and we offer differing levels of support according to individual need. These include a number of preventative programmes, which focus on the individuals perceptions of their own needs, whilst at the same time promoting positive ageing.

Many factors influence personal perceptions of health and wellbeing, and evidence indicates that the actions people take, and the way in which they think about their lives, have the biggest impact. We use the concept of the five steps to wellbeing to inform our work:

- Connect with the people around you
- Remain active
- Keep learning
- Give to others
- Take notice of your feelings and thoughts

Services are designed with, and for older people, and consultation is conducted widely with older people, their carers, volunteers, commissioners and medical, health and social care professionals. By using our holistic approach to service delivery, coupled with new innovate ideas, we are able to respond to the above and ensure we can offer a variety of services across Wales including;- Independent Information and Advice; Independent Advocacy; Volunteering; Befriending; Nail Cutting; Activities.

Contact Details:

Jeff Hawkins
029 2233 1114
jeff.hawkins@ageconnectscardiff.org.uk

Twitter—@ACCardiff

Age Cymru

Tŷ John Pathy
13/14 Neptune Court
Vanguard Way
Cardiff CF24 5PJ



Services offered:

Age Cymru is **the** national charity for older people in Wales. We're working to create an age friendly Wales and invite you to join us on the journey.

We work with our local Age Cymru partners to improve the lives of older people. We celebrate ageing and believe it presents unprecedented opportunities and challenges at home and abroad. We challenge ageist prejudice in society.

We help people enjoy a better later life by providing life-enhancing services and vital support.

Our practical services help people stay independent at home and carry on doing the things they love most. We also work to tackle isolation and sustain good health.

We will keep developing products that are specifically designed for people in later life.

We provide services that address market failures, and support the public and private sectors to design age-friendly products and services.

Our network of shops will act as a focal point for the local community, providing information and help with local services.

We provide advice and information on the telephone, in person, through our publications and online. Our information and advice service offers support to on a wide range of issues - from claiming benefits, to staying fit and healthy.

We work in Wales, championing older people's rights and needs. Age Cymru campaigns alongside older people for changes in legislation, policy and practice that will bring a better later life.

Current areas of work:

We provide confidential, impartial, expert information and advice for free.

We help people to claim their entitlements.

We celebrate creativity in later life through our Gwanwyn Festival.

We make physical activity available.

We work to make residential care a positive experience through our My Home Life Cymru programme.

We promote healthy living throughout the year.

Recent publications:

Impact report - We're here for you

Life on a low income

Creating an age friendly Wales

More money in your pocket

Winter wrapped up

Newsletters

Ein Llais

Circulation

Elder Abuse

The Loop

E newsletter

My Home Life Cymru

Contact details:**Strategic:**

Chief Executive

Ian Thomas

029 2043 1550

ian.thomas@agecymru.org.uk

Other:

Director of Influencing:

Victoria Lloyd

029 2043 1550

Victoria.lloyd@agecymru.org.uk

enquiries@agecymru.org.uk

Twitter—@AgeCymru

Alzheimer's Society

16 Columbus Walk
Brigantine Place
Atlantic Wharf
Cardiff CF10 4BY



Services offered:

Alzheimer's Society works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. Our local services include day care and home care for people with dementia, as well as support and befriending services to help partners and families cope with the demands of caring. From Alzheimer's Café's and innovative 'singing for the brain' sessions to memory-book projects and group outings, our services provide both practical support and an essential point of human contact. We provide training for health and care professionals and publish a wide range of training materials and books. Alzheimer's Society campaign for the rights of people with dementia and those who care for them through a combination of detailed policy analysis, lobbying, influencing and direct action.

Current areas of work:

Advocacy
Befriending
Dementia Support
Dementia Supportive Communities
Research

Recent publications:

- Dementia 2013: The hidden voice of loneliness (Alzheimer's Society, 2013)
- Your handy guide to selecting a care home (Alzheimer's Society, 2013)
- This is Me (Alzheimer's Society supported by the Royal College of Nursing, 2013)
- Low expectations: attitudes on choice, care and community for people with dementia in care homes (Alzheimer's Society, 2013)
- Mapping the Dementia Gap (2012) a study produced by Alzheimer's Society
- Support. Stay. Save. Care and support for people with dementia in their own homes. (Alzheimer's Society, 2011)
- My name is not dementia: people with dementia discuss quality of life indicators (Alzheimer's Society, 2010)
- Counting the Cost: caring for people with dementia on hospital wards (Alzheimer's Society, 2009).

Key statistics:

- There are currently 800,000 people with dementia in the UK including over 17,000 younger
- There are over 25,000 people with dementia from black and minority ethnic groups in the UK.
- There are over 44,500 people living with dementia in Wales
- There will be over a million people with dementia by 2021.
- 60,000 deaths a year are directly attributable to dementia.

Key statistics continued...

- Delaying the onset of dementia by 5 years would reduce deaths directly attributable to dementia by 30,000 a year.
- The financial cost of dementia to the UK will be over £23 billion in 2012.
- One in three people over 65 will develop dementia.
- Family carers of people with dementia save the UK over £8 billion a year.
- 80% of people living in care homes have a form of dementia or severe memory problems.
- Two thirds of people with dementia live in the community while one third live in a care home.
- Only 46% of people with dementia in England, Wales and Northern Ireland receive a diagnosis.

Contact details:

Strategic:

Sue Phelps
029 2048 0483
sphelps@alzheimers.org.uk

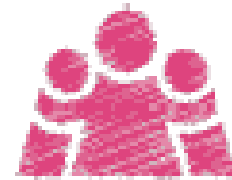
Other:

Alice Southern (Policy Officer)
029 2048 0482
alice.southern@alzheimers.org.uk

Twitter- @AlzheimersWales

Arthritis Care Wales

One Caspian Point
Pierhead Street
Cardiff CF10 4DQ



G O F A L A R T H R I T I S
A R T H R I T I S C A R E

Services offered:

Arthritis Care was established in Wales in 1947 and is now the UK's largest charity working with and for all people living with arthritis. We work across all counties of Wales, supporting people living with over 200 different forms of arthritis, including their families, friends and carers.

Our vision is for a world where people with arthritis lead full and active lives. Our purpose is to empower people with arthritis through support and information, ensuring individual's voices are heard and their conditions are more effectively managed.

We aim to:

Increase the number of people with arthritis who are able to manage their pain on a daily basis.

Improve the health and wellbeing of people with arthritis and ensure more have the confidence to manage their condition.

Current areas of work:

Ensuring people have access to and directly benefit from a wide range of self management support giving people the confidence and skills to manage their arthritis and improve their quality of life.

Provide timely, tailored and up to date information.

A Helpline team open 5 days a week offering confidential support.

Provide peer support through our network of peer volunteers, branches, groups and online forums.

Campaign for greater awareness of the needs of everyone with arthritis.

Put public policy at the core and use it as a driving force for statutory service development and delivery.

Promote the benefits and opportunities to increase physical activity and live a healthy active life.

Work in partnership with other organisations to ensure individuals are aware of and receive all the support they require and are eligible for.

Recent publications:

A wide range of information booklets and fact sheets can be found on our website at www.arthritiscare.org.uk along with the following Arthritis Care reports

Gout Nation 2014 – understanding the impact of Gout

Arthritis Nation 2014 – Pain survey results

OA Nation 2012 - Detailed snapshot of the wide-ranging physical, emotional and financial impact of osteoarthritis.

Contact details:

Strategic:

Mary Cowern
01554 705 001
MaryC@arthritiscare.org.uk

Information:

Kishli Laister-Scott
029 2044 4155
kishlil@arthritiscare.org.uk
wales@arthritiscare.org.uk
Twitter—@acwales

British Red Cross

River House
Ynys Bridge Court
Gwaelod-y-Garth
Cardiff CF15 9SS



Services Offered:

We have three core service delivery programmes in Wales; Emergency Response and Recovery; Resilience; and Health and Social Care.

We help people in Wales to prepare for, respond to and recover from emergencies.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

Current Areas of Work:

In Wales, we have 2,600 volunteers and 180 full-time equivalent staff who last year supported 88,000 people in crisis.

Within our health and social care programme, we provide support at home, transport and mobility aids to help people when they face a crisis in their daily lives. These services are integrated to support independent living, help facilitate hospital discharge and prevent unnecessary admissions.

Support at home – We offer short term practical and emotional support at home to help people regain their independence.

Mobility aids – We lend wheelchairs and other independent living aids.

Transport support – We offer support to people affected by crisis by providing transport for medical appointments and essential daily needs.

Hand, arm and shoulder massage – We offer hand, arm and shoulder massage to promote well-being for people who need support at home to relieve stress in emergencies.

Recent publications:

<http://www.redcross.org.uk/About-us/Advocacy>

Taking Stock: Assessing the impact of preventative support - 2012.

The Economic Impact of Care in the Home Services – 2012.

Contact Details:

Strategic:

Jeff Collins
029 2081 5680
jcollins@redcross.org.uk

Other:

Health & Social Care Senior Services Manager -
Lisa Kenny
lkenny@redcross.org.uk

Policy and Public Affairs Officer - Kate Manning
cmanning@redcross.org.uk

Website – www.redcross.org.uk

Twitter - @RedCrossWales

Care & Repair Cymru

2 Ocean Way
Cardiff CF24 5TG



Care & Repair Cymru

Services offered:

Care & Repair Cymru is the “Older People’s Housing Champion”. We are a national charitable body and actively work to ensure that all older people have homes that are safe, secure and appropriate to their needs.

We provide services to the network of 22 Care & Repair Agencies across Wales. Our services to Agencies includes policy information and briefing, training and networking events, co-ordination of the national Care & Repair Information System (CARIS), Agency support, national PR and communications, funding allocation and performance evaluation.

Through our work, and close relationship with the 22 Agencies, we listen to the needs and desires of older people and on the national stage articulate this information to policy makers at the Welsh Government. This advocacy work helps inform thinking on older people Housing Policy, and wider Health and Social Care policy which is intrinsically linked to appropriate, good quality housing.

Key statistics:

In the 1998 Welsh House Condition Survey, overall unfitness rate was 8.5% but where a dwelling was occupied by person of retirement age or more, the unfitness rate was virtually double.

In 2010/11, Care & Repair:

- Overall, helped 42,000 older people with repairs, adaptations, energy efficiency, safety and security work to their homes.
- Helped facilitate over £11m of major repairs and adaptations work for older people.
- Completed rapid response adaptation works for 14,000 older people at a cost of £2.1m.
- Helped 7000 people with falls prevention work and home safety work.
- Helped 2600 older people make their homes more affordable to heat.
- Helped increase older people household income by £2.2 million through Benefit advice.
- Raised £490,000 through charitable fundraising for vital repairs and adaptations.

Contact details:

Strategic:

Chris Jones
029 2057 6286

chris.jones@careandrepair.org.uk

Other:

Neil Williams
029 2057 6286

neil.williams@careandrepair.org.uk

Care & Repair services:

0300 111 3333

Twitter—@CRCymru

Carers Trust

Floor 3
33/35 Cathedral Road
Cardiff CF11 9HB



Services offered:

Carers Trust is a new charity which was formed by the merger of The Princess Royal Trust for Carers and Crossroads Care Association in April 2012.

Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

In Wales we support local services for carers through Carers Centres and Crossroads Care schemes.

We make links with other organisations and the government in order to strengthen support for carers and aim to broker national partnerships that result in additional services at a local level. We also contribute to the development of legislation and policy that impacts on carers.

With our Network Partners, we aim to ensure that information, advice and practical support are available to all carers across the UK.. Our Network Partners benefit from the provision of grants, advice documents and reports to improve carers' services.

Contact details:

Strategic:

Simon Hatch
029 2009 0087
shatch@carers.org

Information:

Kieron Rees
07824567813
krees@carers.org

wales@carers.org

Twitter—@CarersTrustWal

Carers Wales

River House
Ynys Bridge Court
Gwaelod-y-Garth
Cardiff CF15 9SS



Services offered:

6.5 million people in the UK are caring. Caring can take its toll on your finances, your health, your career and your family and your social life. Carers can fall out of paid work and many rely on low-level benefits, forcing them into poverty. Yet without unpaid carers our NHS would collapse and the country would face an £119 billion care bill it cannot afford. Carers Wales supports carers and provides information and advice about caring. We campaign to make life better for carers. We influence policy makers, employers, and service providers to help them improve carers' lives.

Current areas of work:

Improve understanding of caring, giving carers a stronger voice and secure improvements in policies affecting carers;

Develop and extend our advice and support to carers;

Increase and improve engagement with carers including through partnerships.

Recent publications:

Carers Rights Guide

Carers Allowance

Disability Living Allowance

Attendance Allowance

Personal Independence Payment

Help with Council Tax

Bedroom Tax

More information is available at www.carersuk.org

Key statistics:

370,000 carers in Wales.

Over 100,000 care for more than 50 hours per week.

In Wales, the value of carers' contribution is £7.7 billion p.a.

Carers provide 97% of all community care in Wales.

Contact details:

Strategic:

Keith Bowen

029 2081 1370

keith.bowen@carerswales.org

Other:

Beth Evans

029 2081 1370

beth.evans@carerswales.org

info@carerswales.org

Twitter—@CarersWales

Contact the Elderly



CONTACT
the elderly

CYSWLLT
â'r henoed

Services offered:

Founded in 1965, Contact the Elderly is the only national charity solely focussed on tackling one of the greatest challenges facing society: loneliness and isolation among our rapidly ageing population. Supported by a volunteer network, the charity organises monthly Sunday afternoon tea parties for small groups of older people in the homes of volunteers across England, Scotland and Wales.

Once a month, each older guest is collected from their home by a volunteer driver and taken to a volunteer host's home, where they join a small group for tea, chat and companionship. The group is warmly welcomed by a different host each month, but the drivers remain the same. This ensures that over the months and years, acquaintances turn into friends and loneliness is replaced by companionship.

There are currently over 500 groups nationwide, which provide a regular, consistent and vital friendship link every month to some 4,000 older people. There are currently over 6,500 volunteers supporting the groups. In Wales alone there are over 50 groups, taking out almost 480 older guests to tea each month of the year.

Many older guests have social care needs, due to mobility issues and hearing and visual impairments, and cannot leave their homes without the assistance provided by the charity's volunteer network.

With the number of people aged more than 80 years projected to almost double by 2030 (Richard Cracknell – 2010), the issue of loneliness is only set to grow worse. The Campaign to End Loneliness says it has significant links to a range of chronic conditions, including hypertension, depression, and dementia – increasing the risk of developing Alzheimer's disease by 50%.

With almost 50 years experience Contact the Elderly knows that its regular friendship links provide a real solution to a complex problem: benefiting isolated older people and helping to keep them living independently and out of hospital. Winning the WCVA Third Sector Cymru Health, Social Care and Wellbeing Award 2013 and The Queen's Diamond Jubilee Volunteering Award 2012 is recognition of the organisation's work in tackling this issue over the past 48 years.

Contact details:

Marion Lowther (**South Wales**)
01792 862702

marion.lowther@contact-the-elderly.org.uk

Mary Robinson (**North/Midlands/Wales**)
01535 632592

mary.robinson@contact-the-elderly.org.uk

Sian Llewellyn
01597 822351

sian.llewellyn@contact-the-elderly.org.uk

National Office

Contact the Elderly, 15 Henrietta Street, London, WC2E 8QG

Freephone 0800 716 543 / info@contact-the-elderly.org.uk

Twitter—[@contact_teas](https://twitter.com/contact_teas)

Cruse Bereavement Care Wales

Tŷ Energlyn
Cwrt Llanfabon
Caerphilly CF83 2TT



Rhywle i droi pan fydd rhywun wedi marw
Somewhere to turn when someone dies

Services offered:

Cruse Bereavement Care delivers support and counselling to bereaved people across Wales. Cruse delivers its support services through a network of Areas (see below).

Cruse is committed to breaking the stigma around grief and ensuring that everyone, no matter how old or young, can access the highest quality support following a bereavement.

Cruse provides a National telephone helpline, website and awareness raising material.

Cruse Bereavement Care Wales has over 400 highly trained Bereavement Volunteers who provide a range of support through face-to-face support, support over the telephone, support by e-mail and support in groups.

Cruse Bereavement Care Wales provides support to Children & Young Peoples' and are currently working with other agencies to increase the capacity of services on offer to Children & Young People in Wales.

Children and Young People can visit the Cruse website www.RD4U.org.uk - a helpful support tool with information available to help Children to understand their journey through their own grief. The website has an interactive message board to enable Children & Young People to share stories and support each other in a similar situation.

Key statistics:

Cruse Bereavement Care is the UK's largest bereavement charity and in 2011/12 we gave information and advice to 39,162 people, we gave one to one support to 38,922 people.

We helped 5343 Children & Young People (up to 25 years of age) which included 381 children under 5 years old.

Our 5738 Bereavement Volunteers contributed 516,733 hours in helping bereaved people.

Contact details:

Strategic:

Janette Bourne

029 2088 6913 or Mob: 0753 202 6582

janette.bourne@cruse.org.uk

www.cruse.org.uk

www.RD4U.org.uk

National Telephone Helpline: 0844 477 9400

Contact/Referral numbers:

North Wales Area 0844 561 7856

Powys 01686 610220

West Wales

Pembroke shire 01437 891006

Carmarthenshire 01267 235 130

Ceredigion 01239 621 141

Cardiff & Vale 02920 226166

Merthyr Tydfil RCT 01685 876020

Morgannwg 01792 462845

Gwent 01633 251982

Deafblind Cymru

Jones Court
Womanby Street
Cardiff CF10 1BR



Services offered:

We offer specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives. We aim to enable deafblind people living with this unique disability to maintain their independence, quality of life, and reduce the isolation that Deafblindness creates. Highly trained staff enable deafblind people by providing communication support and guiding to undertake shopping trips, leisure and social activities, health appointments, education and work placements. They also enable them to make their own decisions and choices by providing easy and understandable information. Deafblind UK provides support for deafblind people who live in residential care homes, in addition to that provided by care home staff, to ensure that deafblind people do not become isolated within the home.

Contact details:

Strategic:

Janet Pinder

janet.pinder@deafblind.org.uk

Information:

info@deafblind.org.uk

Twitter—@DeafblindUK

Disability Wales

Bridge House
Caerphilly Business Park
Van Road
Caerphilly CF83 3GW



Services offered:

We are a national association of disabled people's organisations, striving to achieve rights, equality and independence for all disabled people in Wales, regardless of physical, sensory or neurological impairment, learning difficulty or mental health condition. We recognise that many disabled people have many identities and can face multiple-discrimination. We aim to develop and support the work of organisations led by disabled people; be an effective advocate for the views, priorities and interests of our Members; influence policy and decision makers at all levels; and develop and deliver services that benefit disabled people.

Current areas of work:

Framework for Action on Independent Living.

Access to Rail.

Accessible Housing.

Blue Badge Scheme.

Way to Go: Planning for Inclusive Access in Wales.

Domestic Abuse of Disabled Women.

Disability Hate Crime.

Welfare Reform / Cuts Watch Cymru.

Wales Alliance of Citizen Directed Support.

Disability Equality Training.

Recent publications:

Cap in Hand? The impact of welfare reform on disabled people in Wales (2013).

Know Your Rights, Use Your Rights, Live Your Rights Pack publication (2013).

Planning for Inclusive Access in Wales – Good Practice Guidance Toolkit (2013).

Manifesto for Independent Living (2011).

Words to Wales: Disabled People Write Their Lives (2010).

Streets Ahead Campaign Report (2009).

Looking for an Accessible Home (2009).

Key statistics:

- Over half of people aged over 55 in some areas of Wales are disabled.
- About 1 in 3 people report having a long-term illness which affects their daily lives.
- The income of disabled people or people with a long-term illness is lower than that of other people.

Contact details:

Rhian Davies
029 2088 7325

rhian.davies@disabilitywales.org

Twitter—@DisabilityWales

NIACE Cymru

Floor 3
33/35 Cathedral Road
Cardiff CF11 9HB

NIACE CYMRU

The National Voice for
Lifelong Learning

Y Llais Cenedlaethol
dros Ddysgu Gydol Oes

Services offered:

We promote the interests of adult learners with a particular focus on those who are least skilled, most disadvantaged and whose motivation, economic and social circumstances present barriers to engaging in learning.

NIACE Dysgu Cymru aims to improve the quality and quantity opportunities for adult learners in Wales across all sectors through

- Running high profile campaigns such as Adult Learners' Week,
- Delivering high quality research, development and evaluation work;
- Supplying expert consultancy, advice and support services;
- Engaging policy makers and those who implement policy;
- Supporting networking with practitioners, policy-makers and researchers;
- Publishing leading books and journals;

Disseminating specialist information; and Providing flexible and personalised training courses and awareness raising sessions.

Older people are one focus of our work.

Current areas of work:

Promoting the EU year of active aging and Intergenerational Learning.

Facilitating the Family and Intergenerational Learning network.

We are part of WCVA's Engagement Gateway programme and are able to provide taster session and follow up learning opportunities for economically inactive adults of all ages.

Recent publications:

<http://www.niace.org.uk/publications>

Key statistics:

Nearly 1 in 4 people in further education and nearly 1 in 10 in higher education are over the age of 50.

The proportion participating in adult learning declines with age in Wales as it does in the rest of Britain. 65% of 18-24 year olds and 50% of 25-44 year olds participate, compared to 35% of 45-64 year olds and around 10% of those aged over 65.

Contact details:

Strategic:

Cerys Furlong
029 2037 0900
cerys.furlong@niacedc.org.uk

Other:

Wendy Ellaway-Lock
029 2037 0900
wendy.ellawaylock@niace.org.uk

Twitter—@NIACECymru

PRIME Cymru

Mile End House
9 Broad Street
Llandovery
Carmarthen SA20 0AR



Services offered:

A member of HRH The Prince of Wales' group of charities. PRIME Cymru provided support throughout Wales to economically inactive people aged 50 and over, helping them to return to economic activity through self-employment, employment, training and volunteering as a stepping stone to more formal economic activity.

Key statistics:

There are over 240,000 people between 50 and state pension age in Wales who are economically inactive.

An unemployed person over the age of 50 is 5 times less likely to find job than a person between the age of 16 and 24.

PRIME Cymru has helped over –

1,600 individuals to start their own business.

2,700 people to secure employment.

1,500 people take-up volunteering.

Contact details:

Strategic:

David Pugh

01550 721813

david@prime-cymru.co.uk

Information:

Hayley Ridge-Evans

01550 721813

hayleyre@prime-cymru.co.uk

Twitter—@PRIMECymru

RNIB Cymru

Jones Court
Womanby Street
Cardiff CF10 1BR



yn cefnogi pobl ddall ac
â golwg rhannol

supporting blind and
partially sighted people

Services offered:

We campaign for the inclusion of people with sight loss and we run pilot projects within our communities. We promote eye health by running public health awareness campaigns. We also work in partnership with organisations across Wales to provide local services.

Key statistics:

There are 7,000 people over the age of 65 who are blind or partially sighted on disability registers.

There are 115,000 people with sight loss who are 4 times more likely to be the victims of abuse, and repeat abuse, 3 times more likely to fall, and 3 times more likely to suffer from depression.

Isolation is endemic. 1 in 5 people over the age of 75 have a significant sight loss.

1 in 4 older people with sight loss live in poverty.

Contact details:

Strategic:

Ceri Jackson
029 2045 0440
ceri.jackson@rnib.org.uk

Information:

029 2082 8500
cymru@rnib.org.uk

Twitter—@RNIBCymru

Royal Voluntary Service Cymru

Cardiff Gate
Beck Court
Pontprennau
Cardiff CF23 8RP



Services offered:

The Royal Voluntary Service (formerly WRVS) aims to make Wales a place where every older person has the choice and opportunity to live the life they want. We offer older people a wide range of services that are delivered through the power of volunteering to make Wales a great place to grow old.

In Wales, we have over 3,000 volunteers in around 150 services right across the country. Our services include good neighbour schemes, community transport, meals on wheels, befriending schemes, hospital-based services and lunch/social clubs.

Our services improve the health and wellbeing of older people within their communities, and in doing so develop community resilience so that older people in Wales are able to help each other and become more inter-dependent as well as independent.

Current areas of work:

We remain committed to working with Assembly Members and the Welsh Government to improve preventative services which help older people to retain their independence and quality of life. We are particularly interested in services which focus on their social needs – such as befriending schemes, community transport and good neighbour services. We want to ensure that the Social Services & Wellbeing Bill mainstreams services which are most strongly valued by older people when it comes to quality of life and social wellbeing.

We are always happy to meet with politicians, civil servants and commissioner to talk about the work we do, and the positive impact it has on older people's lives. In the months ahead, we hope to develop research around the nutritional needs of older people at a time when services such as meals-on-wheels and lunch clubs are often being cut back. We will also be showcasing the latest findings from our *Shaping Our Age* project which explores the importance of social connectedness to older people.

Finally, the Royal Voluntary Service Cymru is an active member of the Welsh Reablement Alliance which is lobbying the Welsh Government for improvements to reablement services.

Recent publications:

- WRVS (2013) [*Going nowhere fast: impact of inaccessible public transport on wellbeing and social connectedness of older people in Wales*](#), Cardiff: WRVS.
- Bridges, E. & James, V. (2012) [*Getting Back On Your Feet: reablement in Wales*](#), Cardiff: WRVS.
- WRVS (2012) [*Loneliness amongst older people and impact of family connections*](#), Cardiff: WRVS.
- WRVS (2012) [*Falls: measuring the impact on older people*](#), Cardiff: WRVS.
- WRVS (2011) [*Shaping Our Age: voices on wellbeing; a report of research with older people*](#), WRVS / Big Lottery / Brunel University / De Montfort University

Key statistics:

Last year, across the UK, we:

- Undertook 90,000 community transport and other journeys to get older people to the shops or to hospital appointments;
- Served 2 million Meals on Wheels;
- Helped over 100,000 older people;
- Delivered over 134,000 books to older people unable to get to their local library.

Contact details:**Strategic:**

Sam Ward - (Director West England and Wales) 0845 608 0122

07714898602

sam.ward@royalvoluntaryservice.org.uk

Information:

0845 608 0122

Twitter—@RoyalVolService

The Stroke Association

Green Meadow Springs Business Park
Unit 8
Cae Gwyrdd
Tongwynlais CF15 7AB



Services offered:

Our 'Life After Stroke Services' are a range of free community based services that aim to support stroke survivors and their families.

Current areas of work:

Development of a campaigners network, for which we are looking for members and volunteers.

Recent publications:

Please refer to: www.stroke.org.uk/information for frequently updated publications.

Key statistics:

Every year, around 150,000 people in the UK have a stroke - that's one person every five minutes.

Stroke is the third most common cause of death in the UK.

Around a quarter of strokes happen in younger people.

It is estimated that over 20,000 people under 65 have a stroke every year.

Contact details:

Strategic:

Ana Palazon
01495 750548 mob: 07740040178
ana.palazon@stroke.org.uk

Information:

029 2052 4400
info.cymru@stroke.org.uk

Twitter—@StrokeWales

Volunteering Matters Wales

12 Drake Walk
Brigantine Place
Cardiff CF10 4AN



Services offered:

We aim to reduce the exclusion of older people by introducing them to volunteering in the belief that everyone has something to offer.

Contact details:

Strategic:

Alan Hatton-Yeo
07702583584

alan.hatton-yeo@volunteeringmatters.org.uk

Information:

Natasha John
029 2046 4004

natasha.john@volunteeringmatters.org.uk