***What matters to you?***



***Current experiences of***

***people aged 50 or over in Wales***

This is the fifth annual survey undertaken since 2020 by Age Cymru and the key organisations that represent older people in Wales.

It’s important that Welsh Government and others hear from older people about your experiences and what matters to you.

This survey will take 15 minutes to complete.

Your response is anonymous but if you want us to contact you about the survey you can include your contact details at the end of the survey. You can also let us know if you want to get involved in our campaigns to make change for older people across Wales.

***50+***

Thank you for your support in completing this survey.

# Communication

## A1. How do you prefer to access information? (Select any that apply)

⬛ TV news

⬛ Radio

⬛ Facebook

⬛ Twitter

⬛ National newspaper

⬛ Local newspaper

⬛ WhatsApp

⬛ Face to face services

⬛ Telephone helpline

⬛ Local notice board/community centre

⬛ Online search engine (e.g., Google)

⬛ I don’t access information

⬛ Other

## A2.a. Do you use the internet?

⬛ Yes ⬛ No

## A2.b. If yes, how do you access the internet? (Select any that apply)

⬛ Own smartphone

⬛ Own tablet/iPad

⬛ Own laptop or desktop computer

⬛ At a library

⬛ Through family or friends smartphone/ tablet/ipad/computer

⬛ At an internet café

⬛ Other

## A2.c. What do you use the internet for? (Select any that apply)

⬛ Contacting friends/family ⬛ Finding out information   
⬛ Work

⬛ Social media

⬛ Online Banking

⬛ Online shopping

⬛ Video calling friends or family

⬛ Playing games

⬛ Other

## A3. How easy do you find it to access the information about support and services you need? (Select one option)

⬛ 1 – Very easy

⬛ 2 – Easy ⬛ 3 – Neither easy or difficult

⬛ 4 – Difficult ⬛ 5 – Very

difficult

**Please tell us more:**

**A4. What do you think could be done to improve access to information about services and support?**

# Health and wellbeing

## B1. What activities do you like to do for fun/relaxation? (Select any that apply)

⬛ Spending time with friends and family

⬛ Volunteering

⬛ Reading

⬛ Watching TV ⬛ Playing sport ⬛ Eating out

⬛ Exercising

⬛ Dancing

⬛ Watching sport

⬛ Travelling

⬛ Going to a local day centre

⬛ Going to live concerts/theatre

⬛ Gardening

⬛ Other

## B2. Is there anything that might prevent you from accessing the activities you enjoy?

**B3. What challenging experiences have you had in the last 12 months? (Select any that apply)**

⬛ Not seeing family / friends

⬛ Cost of living

⬛ Bereavement or grief

⬛ Isolation

⬛ Physical health

⬛ Accessing prescriptions

⬛ Accessing cash

⬛ Accessing face to face banking

⬛ Exercising your rights

⬛ House in need of repairs

⬛ Scams

⬛ Abuse

⬛ Caring for a spouse/ friend/relative

⬛ Loneliness

⬛ Mental/Emotional health

⬛ Overuse of alcohol ⬛ Accessing food and essential items

⬛ Transport

⬛ Employment

⬛ None

⬛ Other

## Please tell us more:

**B4.a. I consider my current physical health to be:**

⬛ Very good ⬛ Good ⬛ Poor ⬛ Very Poor

## B4.b. How does this compare to 12 months ago?

⬛ Better ⬛ The same ⬛ Worse

## Please tell us more:

**B5.a. I consider my current mental/emotional health to be:**

⬛ Very good ⬛ Good ⬛ Poor ⬛ Very Poor

## B5.b. How does this compare to 12 months ago?

⬛ Better ⬛ The same ⬛ Worse

## Please tell us more:

**B6.a. Have you accessed or tried to access health care in the last 12 months?**

⬛ Yes for me ⬛ Yes for someone else ⬛ No, I’ve not needed to

## B6.b. If yes, what health care have you accessed or tried to access? (Select any that apply)

⬛ GP

⬛ Dentistry

⬛ Routine hospital appointment

⬛ Support for mental health

⬛ Ongoing health checks

⬛ Surgery

⬛ Physiotherapy

⬛ Pharmacy ⬛ Sight check ⬛ Podiatry

⬛ In patient care

⬛ I tried to access healthcare but haven’t been able to get

the support I need (Please tell us more in Question B6.e.)

## B6.c. How easy did you find it to make the health care appointments needed? (Select one option)

⬛ 1 – Very easy

⬛ 2 – Easy ⬛ 3 – Neither easy or difficult

⬛ 4 – Difficult ⬛ 5 – Very

difficult

## Please tell us more:

**B6.d. How easy did you find it to get to the healthcare appointments needed? (Select one option)**

⬛ 1 – Very easy

⬛ 2 – Easy ⬛ 3 – Neither easy or difficult

⬛ 4 – Difficult ⬛ 5 – Very

difficult

**Please tell us more:**

**B6.e. Please tell us anything else you would like to let us know about accessing healthcare in the last 12 months.**

**B7.a. Have you accessed or tried to access social care support in the last 12 months?**

(e.g., getting an assessment for your needs, needs as a carer, day centre support, help at home with daily living tasks, getting support to leave hospital, respite care and residential care.)

⬛ Yes for me ⬛ Yes for someone else ⬛ No, I’ve not needed to

## B7.b If yes, did you get the help you needed?

⬛ Yes ⬛ No

## Please tell us more:

**B7.c. How easy was it to access the social care support you needed? (Select one option)**

⬛ 1 – Very easy

⬛ 2 – Easy ⬛ 3 – Neither easy or difficult

⬛ 4 – Difficult ⬛ 5 – Very

difficult

## Please tell us more:

**B7.d. Did you have to contribute towards the cost of care needed? (Select one option)**

⬛ Yes ⬛ No

## B7.e. If yes, how easy was it to understand the charging arrangements? (Select one option)

⬛ 1 – Very easy

⬛ 2 – Easy ⬛ 3 – Neither easy or difficult

⬛ 4 – Difficult ⬛ 5 – Very

difficult

## Please tell us more:

**B8.a. Do you currently look after or give any unpaid help or support to family members, friends, neighbours, or others because of long-term physical or mental ill-health or disability, or problems related to older age?**

⬛ Yes ⬛ No

## B8.b. How does the amount time you spend caring now compare to 12 months ago?

⬛ More ⬛ The same ⬛ Less

If you ticked Yes to question B8.a. you may like to know that Age Cymru and Carers Trust Wales have a project aimed at assisting people just like you.

For more information see agecymru.org.uk/ carers or phone 0300 303 44 98.

# Employment

## C1. Which of the following applies to you? (Select any that apply)

⬛ Retired

⬛ Employed full-time

⬛ Employed part-time (working 30 hours or less)

⬛ Unable to work due to disability/illness

⬛ Unable to work due to caring responsibilities

⬛ Self-employed full-time ⬛ Self-employed part-time ⬛ Homemaker

⬛ In full-time education

⬛ Registered unemployed

⬛ Doing unpaid voluntary work

⬛ Other

## C2. Have your retirement plans changed in the last 12 months? (Select one option)

⬛ Yes – I now plan to retire later

⬛ Yes – I now plan to retire earlier

⬛ Yes – I plan to come out of retirement back to paid work

## Please tell us more:

⬛ No

⬛ Not relevant

## C3.a. Are you currently looking for paid work?

⬛ Yes ⬛ No ⬛ Not relevant

**C3.b. If yes, how long have you been looking for work?**

**C3.c. Is there anything that would support you to find employment?**

**C4.a. Have you ever been discriminated against in the workplace because of your age?**

⬛ Yes ⬛ No

## C4.b. Please tell us more, and what impact this had on you?

# Finance

## D1. Are you confident that you’ll have enough money to live on this year? (Select one option)

⬛ Very confident

⬛ Confident

## Please tell us more:

⬛ Neither confident or not confident

⬛ Unconfident

⬛ Very unconfident

## D2. Do you receive Pension Credit? (Select one option)

⬛ Yes

⬛ No, I’ve applied but I’m not eligible

⬛ No, I’ve never applied

⬛ I’ve never heard of it but will try applying now

⬛ I’ve never heard of it and won’t apply

More than £200m worth of pension credit goes unclaimed in Wales each year.

If you’ve been turned down before, it may still be worth making a new claim, as benefits rates change, as can your finances. To make a claim for Pension Credit, people should call the DWP Pension Credit claim line direct on 0800 99 1234 or visit [www.gov.uk/pension-](http://www.gov.uk/pension-) credit/how-to-claim.

## D3. Do you receive any state benefits?

⬛ Yes ⬛ No

Every year, it’s estimated that up to £3.5 billion of state benefits in the UK goes unclaimed by older people. Age Cymru Advice can help you find out if you are accessing everything you are entitled to. Find out more information go to [www.agecymru.org.uk/benefits](http://www.agecymru.org.uk/benefits) or call Age Cymru Advice on 0300 303 44 98.

## D4. What best describes your home situation? (Select one option)

⬛ Own home outright

⬛ Buying home with mortgage/ loan

⬛ Rent from local council

⬛ Rent from housing association/social landlord

⬛ Rent privately

⬛ Live in sheltered housing

⬛ Live in a mobile home (a caravan, a trailer or motorhome, a prefabricated bungalow)

⬛ Shared ownership/shared equity loan

⬛ Live in a family/friend’s home

⬛ Live in a care home

⬛ Live in temporary accommodation

⬛ Other

# Getting out and about

## E1.a. What is your main method of transport? (Select one option)

⬛ Driving yourself

⬛ Public buses

⬛ Trains

⬛ Cycle

⬛ Taxis

⬛ Community transport

⬛ Through friends or family

⬛ Don’t travel

⬛ Other

## Please tell us more:

**E1.b. Has your main method of transport changed in the last 12 months?**

⬛ Yes ⬛ No

## Please tell us more:

**E2.a. How easy do you find it to get out and about? (Select one option)**

⬛ Very easy

⬛ Easy

⬛ Neither easy or difficult

⬛ Difficult

⬛ Very difficult

⬛ I don’t go out

## E2.b. If you find it ‘difficult’ or ‘very difficult’ to go out, or don’t go out, why is this? (Select any that apply)

⬛ Lack of confidence ⬛ Poor physical health ⬛ Poor mental health ⬛ Finances

⬛ I don’t want to leave the house

⬛ No local relevant activities

⬛ Lack of own transport

⬛ Lack of public transport ⬛ High cost of taxis

⬛ High cost of own transport

⬛ Closure of community centres

⬛ Worried about falling over

⬛ Not relevant

⬛ Other

## E3. Do you have a blue badge? (A blue badge helps people with disabilities or health conditions park closer to their destination)

⬛ Yes

⬛ No, don’t need one

## Please tell us more:

⬛ No, I need one but find it too difficult to apply for

# Representation in society

## F1.a. Do you think older people are represented well in society?

⬛ Yes ⬛ No

**Please tell us more:**

# Looking ahead

## G1. Are you optimistic about the year ahead?

⬛ Yes ⬛ No

**Please tell us more:**

**G2.a. What is likely to be the most challenging for you in the year ahead?**

**G2.b. What support could help you address this/these challenge/s?**

# Anything else?

## H1. Is there anything else that matters to you that you’d like to let us know about?

# About you (Select as appropriate)

We’re asking these questions to understand who we’re hearing from. We want to make sure that the voices of people from a variety of backgrounds and experiences are included. This information is anonymous.

## How did you find out about the survey? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 1. **I live in the county of:**

⬛ Blaenau Gwent

⬛ Bridgend ⬛ Caerphilly ⬛ Cardiff

⬛ Carmarthenshire

⬛ Ceredigion

⬛ Conwy

⬛ Denbighshire

## I am aged:

⬛ 50-54

⬛ 55-59

⬛ 60-64

⬛ 65-69

⬛ Flintshire

⬛ Gwynedd

⬛ Isle of Anglesey ⬛ Merthyr Tydfil ⬛ Monmouthshire

⬛ Neath Port Talbot

⬛ Newport

⬛ Pembrokeshire

⬛ 70-74

⬛ 75-79

⬛ 80-84

⬛ 85-89

⬛ Powys

⬛ Rhondda Cynon Taff

⬛ Swansea

⬛ Torfaen

⬛ Vale of Glamorgan

⬛ Wrexham

⬛ Outside Wales

⬛ 90-94

⬛ 95-99

⬛ 100 or over

## I would describe my ethnicity as:

**White**

⬛ English / Welsh / Scottish / Northern Irish / British

⬛ Irish

## Asian / Asian British or Welsh

⬛ Indian

⬛ Pakistani

⬛ Bangladeshi

⬛ Gypsy or Irish Traveller

⬛ Any other White Background

⬛ Chinese

⬛ Any other Asian Background

## Black / African / Caribbean / Black British or Welsh

⬛ African

⬛ Caribbean

## Mixed

⬛ Mixed - White and Black Caribbean

⬛ Mixed - White and Black African

⬛ Mixed - White and Asian

⬛ Any other Black / African / Caribbean Background

⬛ Any other Mixed/Multiple ethnic background

## Other ethnic group

⬛ Arab ⬛ Any other ethnic Group

⬛ Prefer to self-describe

## I am:

⬛ Male ⬛ Female ⬛ Prefer not to say

⬛ Prefer to self-describe

## I identify as Trans: (Trans is an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth)

⬛ Yes ⬛ No ⬛ Prefer not to say

## I am:

⬛ Bisexual

⬛ Gay Man

⬛ Gay Woman / Lesbian

⬛ Heterosexual/Straight

⬛ Prefer not to say

⬛ Prefer to self-describe

## I consider myself to have a disability according to the terms given in the Equality Act 2010\*:

⬛ Yes ⬛ No

\*The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on the person’s ability to carry out normal day-to-day activities

## I have served in the Armed Forces (This could include as a regular, reservist, or national service):

⬛ Yes ⬛ No

## I live on my own

⬛ Yes ⬛ No

## I can: (Select all that apply)

⬛ Speak Welsh

⬛ Write in Welsh

⬛ Read in Welsh

⬛ Understand spoken Welsh

## My preferred language is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Can you access services/information in your preferred first language?**

⬛ Yes ⬛ No

## Please tell us more:

***Thank you for your time and contribution to our work***

## If you’re happy for us to contact you further about this survey, please fill in your contact details below:

Name:

Contact email:

Contact phone number:

## We’re always looking for people aged 50 or over in Wales to tell us their story and support us to raise issues that impact older people with the media, politicians, and many other key stakeholders. Want to become an Age Cymru storyteller? Leave your details above and say that you’d like to tell us your story, and we’ll be in contact.

Or you can contact Michael Phillips for an informal chat on 07794 366 224, 029 2043 1555 or email [michael.phillips@agecymru.org.uk](mailto:michael.phillips@agecymru.org.uk)

## Please return the completed survey form to

Age Cymru, Freepost RLTL-KJTR-BYTT, Ground Floor, Mariners House, Trident Court, East Moors Road, Cardiff CF24 5TD or by email to [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)

Please donate to Age Cymru and together we can make a difference to the lives of older people.

Even a small amount can make a big impact

**Donate online at: agecymru.org.uk/donate, call 029 2043 1555 or scan the QR code**

**If you need any further support please contact:**



## Age Cymru Advice: 0300 303 44 98

advice for older people, their families, friends, carers, and professionals

**C.A.L.L: 0800 132 737** emotional support and information on mental health

**Cruse: 0808 808 1677** bereavement support

**Hourglass Cymru: 0808 808 8141** support for older people experiencing (or at risk) of harm

**Samaritans: 116 123** emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide

**Silverline: 0800 4 70 80 90** free confidential helpline providing information, friendship and support to older people, 24 hours a day.

Your details will be kept on a secure database, and we will not share your details with any organisations unless required by law.

You can find our privacy policy here: [www.agecymru.org.uk/privacy](http://www.agecymru.org.uk/privacy)

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