

What matters to you? Current experiences of people aged 50 or over in Wales

This is the fourth 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 their experiences and what matters to them.

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.

Thank you for your support in completing this survey.



A. Communication

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

- | | |
|---|--|
| <input type="checkbox"/> TV news | <input type="checkbox"/> WhatsApp |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Face to face services |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Telephone helpline |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> Local notice board/community centre |
| <input type="checkbox"/> National newspaper | <input type="checkbox"/> Online search engine (e.g., Google) |
| <input type="checkbox"/> Local newspaper | <input type="checkbox"/> I don't access information |
| <input type="checkbox"/> Other _____ | |

A2. Do you use the internet?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

A2.a. If yes, how do you access the internet?

- | | |
|---|--|
| <input type="checkbox"/> Own smartphone | <input type="checkbox"/> Through family or friends smartphone/tablet/ipad/computer |
| <input type="checkbox"/> Own tablet/iPad | <input type="checkbox"/> At an internet café |
| <input type="checkbox"/> Own laptop or desktop computer | |
| <input type="checkbox"/> At a library | |
| <input type="checkbox"/> Other _____ | |

A2.b. What do you use the internet for?

- Contacting friends/family
- Finding out information
- Work
- Social media
- Other _____
- Banking
- Online shopping
- Video calling friends or family
- Playing games

A3. Do you find it easy to access information about services and support?

- Yes
 - No
- Please tell us more
- _____
- _____
- _____

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



B. Health and wellbeing

B1. What activities do you like to do for fun/relaxation?

- Spending time with friends and family
- Volunteering
- Reading
- Watching TV
- Playing sport
- Eating out
- Exercising
- Other _____
- Dancing
- Watching sport
- Travelling
- Going to a local day centre
- Going to live concerts/theatre
- Gardening

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)

- | | | |
|--|---|---|
| <input type="checkbox"/> Not seeing family / friends | <input type="checkbox"/> House in need of repairs | <input type="checkbox"/> Overuse of alcohol |
| <input type="checkbox"/> Bereavement or grief | <input type="checkbox"/> Scams | <input type="checkbox"/> Accessing food and essential items |
| <input type="checkbox"/> Isolation | <input type="checkbox"/> Abuse | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Poor physical health | <input type="checkbox"/> Caring for a spouse/ friend/relative | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Accessing prescriptions | <input type="checkbox"/> Loneliness | <input type="checkbox"/> None |
| <input type="checkbox"/> Exercising your rights | <input type="checkbox"/> Poor mental health | |

Other _____

B3. a. Please tell us more

B4. I consider my current physical health to be:

- Very good Good Poor Very Poor

B4.a. How does this compare to 12 months ago?

- Better The same Worse

B4.b Please tell us more

B5. I consider my current mental health to be:

- Very good Good Poor Very Poor

B5.a. How does this compare to 12 months ago?

- Better The same Worse

B5.b Please tell us more

B6. What healthcare support have you accessed in the last 12 months?

- GP
- Dentistry
- Support for mental health
- Ongoing health checks
- Surgery
- Physiotherapy
- Pharmacy
- Sight check
- Other _____
- 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 B7)
- I haven't accessed any healthcare during the last 12 months

B7. Please tell us about your experience of health care and/or accessing it in the last 12 months?

B8. 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

B8.a. If yes, what is your experience of social care and accessing it in the last 12 months?

B9. 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

B9.a. How does the amount time you spend caring now compare to 12 months ago?

- More The same Less

If you ticked Yes to question B9 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](http://agecymru.org.uk/carers) or phone 0300 303 44 98.

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C. Employment

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

- | | |
|--|--|
| <input type="checkbox"/> Retired | <input type="checkbox"/> Self-employed full-time |
| <input type="checkbox"/> Employed full-time | <input type="checkbox"/> Self-employed part-time |
| <input type="checkbox"/> Employed part-time (working 30 hours or less) | <input type="checkbox"/> Homemaker |
| <input type="checkbox"/> Unable to work due to disability/illness | <input type="checkbox"/> In full time education |
| <input type="checkbox"/> Unable to work due to caring responsibilities | <input type="checkbox"/> Registered unemployed |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Doing unpaid voluntary work |

C2. Have your retirement plans changed in the last 12 months?

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Yes – I now plan to retire later | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes – I now plan to retire earlier | <input type="checkbox"/> Not relevant |
| <input type="checkbox"/> Yes – I plan to come out of retirement back to paid work | |

C2.a. Please tell us more

C3. Are you currently looking for paid work?

- | | | |
|------------------------------|-----------------------------|---------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not relevant |
|------------------------------|-----------------------------|---------------------------------------|

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

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

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

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

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D. Finance

D1. Are you confident that you'll have enough money to live on this year?

- Yes No

D1.a. Please tell us more

D2. Do you receive pension credit?

- Yes No, I've never applied
 No, I've applied but I'm not eligible I've never heard of it

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-credit/how-to-claim.

D3. What best describes your home situation?

- | | |
|--|--|
| <input type="checkbox"/> Own home outright | <input type="checkbox"/> Live in a mobile home (a caravan, a trailer or motorhome, a prefabricated bungalow) |
| <input type="checkbox"/> Buying home with mortgage/ loan | <input type="checkbox"/> Shared ownership/shared equity loan |
| <input type="checkbox"/> Rent from local council | <input type="checkbox"/> Live in a family/friend's home |
| <input type="checkbox"/> Rent from housing association/social landlord | <input type="checkbox"/> Live in a care home |
| <input type="checkbox"/> Rent privately | <input type="checkbox"/> Live in temporary accommodation |
| <input type="checkbox"/> Live in sheltered housing | |
| <input type="checkbox"/> Other _____ | |

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E. Looking ahead

E1. Are you optimistic about the year ahead?

- Yes No

Please tell us more

E2. What is likely to be the most challenging for you in the year ahead?

E2.a What support could help you address this/these challenge/s?

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F. Getting out and about

F1. Are you able to get out and about?

- Yes No Yes, but I don't

F1.a. What is preventing you from getting out and about? (Select any that apply)

- | | |
|--|--|
| <input type="checkbox"/> Lack of confidence | <input type="checkbox"/> Lack of public transport |
| <input type="checkbox"/> Poor physical health | <input type="checkbox"/> High cost of public transport |
| <input type="checkbox"/> Poor mental health | <input type="checkbox"/> High cost of own transport |
| <input type="checkbox"/> Finances | <input type="checkbox"/> Closure of community centres |
| <input type="checkbox"/> I don't want to leave the house | <input type="checkbox"/> Lack of facilities like toilets or public seating |
| <input type="checkbox"/> No local relevant activities | <input type="checkbox"/> Not relevant |
| <input type="checkbox"/> Lack of own transport | |

Other _____

F1.b. Please tell us more

F2. What is your main method of transport?

- Driving yourself
- Public buses
- Trains
- Cycle
- Other _____
- Taxis
- Community transport
- Through friends or family
- Don't travel



G. Representation in society

G1. Do you think older people are represented well in society?

- Yes
- No

G1.a. Please tell us more:



H. 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.

A. How did you find out about the survey? _____

B. I live in the county of:

- | | | |
|--|--|---|
| <input type="checkbox"/> Blaenau Gwent | <input type="checkbox"/> Flintshire | <input type="checkbox"/> Powys |
| <input type="checkbox"/> Bridgend | <input type="checkbox"/> Gwynedd | <input type="checkbox"/> Rhondda Cynon Taff |
| <input type="checkbox"/> Caerphilly | <input type="checkbox"/> Isle of Anglesey | <input type="checkbox"/> Swansea |
| <input type="checkbox"/> Cardiff | <input type="checkbox"/> Merthyr Tydfil | <input type="checkbox"/> Torfaen |
| <input type="checkbox"/> Carmarthenshire | <input type="checkbox"/> Monmouthshire | <input type="checkbox"/> Vale of Glamorgan |
| <input type="checkbox"/> Ceredigion | <input type="checkbox"/> Neath Port Talbot | <input type="checkbox"/> Wrexham |
| <input type="checkbox"/> Conwy | <input type="checkbox"/> Newport | <input type="checkbox"/> Outside Wales |
| <input type="checkbox"/> Denbighshire | <input type="checkbox"/> Pembrokeshire | |

C. I am aged:

- | | | |
|--------------------------------|--------------------------------|--------------------------------------|
| <input type="checkbox"/> 50-54 | <input type="checkbox"/> 70-74 | <input type="checkbox"/> 90-94 |
| <input type="checkbox"/> 55-59 | <input type="checkbox"/> 75-79 | <input type="checkbox"/> 95-99 |
| <input type="checkbox"/> 60-64 | <input type="checkbox"/> 80-84 | <input type="checkbox"/> 100 or over |
| <input type="checkbox"/> 65-69 | <input type="checkbox"/> 85-89 | |

D. I would describe my ethnicity as:

White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White Background

Asian / Asian British or Welsh

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian Background

Prefer to self-describe _____

Black / African / Caribbean / Black British or Welsh

- African
- Caribbean
- Any other Black / African / Caribbean Background

Mixed

- Mixed - White and Black Caribbean
- Mixed - White and Black African
- Mixed - White and Asian
- Any other Mixed/Multiple ethnic background

Other ethnic group

- Arab
- Any other ethnic Group

E. I am:

- Male
- Female
- Prefer not to say
- Prefer to self-describe _____

F. 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

F. I am:

- Bisexual
- Gay Man
- Gay Woman / Lesbian
- Prefer to self-describe _____
- Heterosexual/Straight
- Prefer not to say

G. 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

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

- Yes No

I. I live on my own

- Yes No

J. I can: (Select all that apply)

- Speak Welsh Read in Welsh
 Write in Welsh Understand spoken Welsh

K. My preferred language is: _____

Thank you for your time and contribution to our work

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

Name:

Contact email:

Contact phone number:

If you'd like to help us campaign on any of the issues raised in this survey, please let us know.

We're always looking to work directly with people aged 50 or over in Wales to raise issues with the media, politicians, and many other key stakeholders.

Contact Michael Phillips for an informal chat on 07794 366 224, 029 2043 1555 or email 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

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 or call 029 2043 1555

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