

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.

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.a. Do you use the internet?

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

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

- | | |
|---|--|
| <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.c. What do you use the internet for? (Select any that apply)

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

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?



B. 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
- 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"/> Accessing face to face banking | <input type="checkbox"/> Loneliness |
| <input type="checkbox"/> Cost of living | <input type="checkbox"/> Exercising your rights | <input type="checkbox"/> Mental/Emotional health |
| <input type="checkbox"/> Bereavement or grief | <input type="checkbox"/> House in need of repairs | <input type="checkbox"/> Overuse of alcohol |
| <input type="checkbox"/> Isolation | <input type="checkbox"/> Scams | <input type="checkbox"/> Accessing food and essential items |
| <input type="checkbox"/> Physical health | <input type="checkbox"/> Abuse | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Accessing prescriptions | <input type="checkbox"/> Caring for a spouse/ friend/relative | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Accessing cash | | <input type="checkbox"/> 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)

- | | | |
|---|--|---|
| <input type="checkbox"/> GP | <input type="checkbox"/> Surgery | <input type="checkbox"/> I tried to access healthcare but haven't been able to get the support I need (Please tell us more in Question B6.e.) |
| <input type="checkbox"/> Dentistry | <input type="checkbox"/> Physiotherapy | |
| <input type="checkbox"/> Routine hospital appointment | <input type="checkbox"/> Pharmacy | |
| <input type="checkbox"/> Support for mental health | <input type="checkbox"/> Sight check | |
| <input type="checkbox"/> Ongoing health checks | <input type="checkbox"/> Podiatry | |
| | <input type="checkbox"/> In patient care | |

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

- | | | | | |
|--|-----------------------------------|--|--|---|
| <input type="checkbox"/> 1 – Very easy | <input type="checkbox"/> 2 – Easy | <input type="checkbox"/> 3 – Neither easy or difficult | <input type="checkbox"/> 4 – Difficult | <input type="checkbox"/> 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)

- | | | | | |
|--|-----------------------------------|--|--|---|
| <input type="checkbox"/> 1 – Very easy | <input type="checkbox"/> 2 – Easy | <input type="checkbox"/> 3 – Neither easy or difficult | <input type="checkbox"/> 4 – Difficult | <input type="checkbox"/> 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.)

- | | | |
|-------------------------------------|---|---|
| <input type="checkbox"/> Yes for me | <input type="checkbox"/> Yes for someone else | <input type="checkbox"/> 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.

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C. 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
- Other _____
- Self-employed full-time
- Self-employed part-time
- Homemaker
- In full-time education
- Registered unemployed
- Doing unpaid voluntary work

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
- No
- Not relevant

Please tell us more:

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?

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D. Finance

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

- | | | |
|---|---|---|
| <input type="checkbox"/> Very confident | <input type="checkbox"/> Neither confident or not confident | <input type="checkbox"/> Unconfident |
| <input type="checkbox"/> Confident | | <input type="checkbox"/> Very unconfident |

Please tell us more:

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

- | | |
|--|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> I've never heard of it but will try applying now |
| <input type="checkbox"/> No, I've applied but I'm not eligible | <input type="checkbox"/> I've never heard of it and won't apply |
| <input type="checkbox"/> No, I've never applied | |

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. Do you receive any state benefits?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> 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 or call Age Cymru Advice on 0300 303 44 98.

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

- | | |
|--|--|
| <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. Getting out and about

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

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

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

Please tell us more:

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F. Representation in society

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

Yes

No

Please tell us more:

.....

G. 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?

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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

- | | |
|--|---|
| <input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> Gypsy or Irish Traveller |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Any other White Background |

Asian / Asian British or Welsh

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Any other Asian Background |
| <input type="checkbox"/> Bangladeshi | |

Black / African / Caribbean / Black British or Welsh

- | | |
|------------------------------------|---|
| <input type="checkbox"/> African | <input type="checkbox"/> Any other Black / African / Caribbean Background |
| <input type="checkbox"/> Caribbean | |

Mixed

- | | |
|--|---|
| <input type="checkbox"/> Mixed - White and Black Caribbean | <input type="checkbox"/> Any other Mixed/Multiple ethnic background |
| <input type="checkbox"/> Mixed - White and Black African | |
| <input type="checkbox"/> Mixed - White and Asian | |

Other ethnic group

- Arab Any other ethnic Group
- Prefer to self-describe _____

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

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: _____

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

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, 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

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