



# NEGES Y DDRAIG DRAGONSPEECH

**THE NEWSLETTER OF NPC WALES  
CYLCHLYTHYR CPC CYMRU**

***Rhifyn 11 Hydref Issue 11 Spring 2024***

## **NPC Biennial Delegate Conference 2024**



NPC holds a policy conference every two years. This year it was held in the Yarnfield Conference Centre in Stone, Staffordshire. NPC Wales sent 4 delegates, and they were the officers of NPC Wales: Chair Dereck Roberts  
Vice Chair Gareth Parsons  
Secretary Louisa St Bartholomew Brown-Morgan  
and Treasurer Melvina Richards.

There were motions on existing policy covering:

The Better Bus Campaign

The NHS with a focus on training for health care staff.

Pensions and income tax thresholds.

The conference passed a motion opposing Clause 128 and Schedule 11 of the Data Protection and Digital Information Bill. The clause **empowers the Secretary of State to require banks and financial organisations to provide data about bank accounts linked to benefit claimants including recipients of the state pension** via an “account information notice”.

**Climate Change and Older People. NPC says: We need a policy re-think in the UK.** The impacts of climate change and extreme weather events can affect anyone, but there is conclusive evidence that when compared to other adults, older people - those over 65, but particularly **people over 75 face more severe impacts as a result of flooding and heatwaves.**

The United Nations (UN) Decade of Healthy Ageing: a global collaboration led by World Health Organisation (WHO) has confirmed **the next 10 years will be critical for the agendas of both climate change and healthy ageing.**



**Older People's Commissioner for Wales (OPCW).  
Helena Herklots CBE**

The current Commissioner for Wales' term of office ends in August 2024.

NPC Wales want to thank Helena for her work and support and wish her well for the future.

Welsh Government have started the process to **appoint the next OPCW** who will serve for a seven-year term of office.

That will take place during January – April 2024.

**NPC Wales are involved in that process.** Chair Dereck Roberts and Secretary Louisa St Bartholomew-Brown Morgan have been appointed, by Welsh Government, to the **Older People's Interview Panel**. The panel will interview candidates to be appointed as the new OPCW.

They will then be interviewed by a Senedd All Party panel who will recommend an appointee.

The final decision and formal sign off will be made by the First Minister Vaughan Gething.



Have a look at the NPC Digital Working Party Newsletter on: [Google: Connections for All 10 \(npcuk.org\)](https://www.npcuk.org)

**Google: Access Denied: Older people's experiences of digital exclusion in Wales** Increased use of digital technology puts older people at risk of social exclusion.

- Digital exclusion is central to discussions relating to the design and delivery of services.
- The voices of older people who are not online or who have limited digital skills are heard and responded to.
- Further practical action is needed to ensure the availability of non-digital information and services in community spaces, and to support older people to get and stay online if they wish to and do so securely and confidently.

The Commissioner is calling for action within the private sector focused on ensuring that:

- Customers who are not online receive equivalent levels of service to those who are.
- Approaches to digitalisation fully meet regulatory guidance on protecting vulnerable customers.

- Additional support is provided to customers who are digitally excluded, or find themselves in vulnerable situations, including support with costs.



**BT announces regional rollout schedule for Digital Voice in Wales :Spring 2024**

BT's Digital Voice Advisory Group is an assembly of charities and representative groups brought together by BT to better understand how the transition to Digital Voice will affect different customers. This group plays a crucial role in shaping the rollout of BT's new home phone service, Digital Voice, which is being introduced to UK customers on a region-by-region basis. NPC and Age UK are members for that group.

**BT Openreach are holding Engagement events throughout April as part of the rollout.**

They will have a team on hand who can tell you what Digital Voice is, why the change is necessary, and what it means for you.

You don't have to pre-book, just turn up.

You can find the list of events on line at:

**Google: Digital Voice Events | Digital Home Phone | BT**

BT is not the only provider doing the switch Virgin Media and other providers are also doing the switch so you should hear from them at the time.

**Also people need to be aware of scams as rogue traders may well try and con people into paying for the switchover – you don't** it is paid for by the telephone service provider BT, Virgin Media, Talk Talk etc.

**Who can I talk to if I've been scammed?**

**ActionFraud**  
National Fraud & Cyber Crime Reporting Centre  
0300 123 2040



Office of the  
Public Guardian

**Lasting Power of Attorney (LPA's)**

The Office of the Public Guardian (OPG) are currently running the Your Voice Your Decision Campaign (YVYD).

**Google:**

**Your voice, your decision – If you lose the ability to make certain decisions for yourself, a lasting power of attorney (LPA) lets people you trust quickly, easily, and legally step in.**

A lasting power of attorney, or an LPA, makes it easier for the people you trust to support

you when you need it most. It could be temporary help with your decisions during a short hospital stay, or support to manage decisions around your health and care in the longer-term.

**Talk to someone you trust  
If you think making an LPA  
is right for you, talk to  
someone you trust today  
about creating one.**

You can do it on line at:

**Google:**  
**Go to [gov.uk/power-of-attorney](https://gov.uk/power-of-attorney)**

**Make a lasting power of attorney**

You can make a lasting power of attorney (LPA) online or using paper forms.

Either way, you need to get other people to sign the forms, including the attorneys and witnesses.

You can get someone else to use the online service or fill in the paper forms for you, for example a family member, friend, or solicitor.

**It costs £82 to register an LPA unless you get a reduction or exemption.**

You can cancel your LPA if you no longer need it or want to make a new one.

## **NPC Wales**

Our next **FULL COUNCIL** meeting is to be held on **16<sup>th</sup> May 2024** at the UNITE Offices, 1 Cathedral Road, Cardiff, CF11 9SD starting at 1:30 p.m.

## **The Better Bus Campaign**



For too long, people have had to put up with inadequate services. All too often, buses are expensive and infrequent, with routes that get cut because the private providers are driven more by private profit than by a public service ethos.

The Welsh Bus Bill promised for 2024 may go some way towards sorting this out. But Wales is being short changed by Westminster for funding for Bus Transport. The “Barnett” process does not work for Wales.

**NPC Wales will be campaigning for a better funding formula for Wales for Transport.**

**We suggest you let your MP know! You can do that via:**  
**Google: [Contact your MP - UK Parliament](#)**



### Your Shout:

If you have a story you would like to share or have any comments on our newsletter, please contact us:  
**The Editor Dereck Roberts NPC Wales**  
 E mail [info@npcwales.org](mailto:info@npcwales.org)

By Post: NPC Wales  
 c/o Age Cymru  
 Ground Floor, Mariners House  
 Trident Court  
 East Moors Road  
 Cardiff, CF24 5TD

### ***Why not Join National Pensioners Convention Wales/ Confensiwn Pensiynwyr Cenedlaethol Cymru known as NPC Wales?***

We are a voluntary organisation. We are a non-party political campaigning organisation that seeks to improve the living standards and welfare of all pensioners and future pensioners in Wales.

Our Full Council meets, normally, 4 times a year.

Our elected volunteer Officers and Committee Members meet regularly with the Welsh Government and the Older People's Commissioner for Wales.

Our current key campaigns are for:

- **The recovery of the NHS in Wales**
- and the development of a fully **integrated Social Care service, free at the point of need**, as its first priority.
- **The Cost-of-Living Crisis.**
- **Decent State Pensions - maintain the triple lock.**
- **68 is too late – against increasing the State Pension Age**
- **Energy For All - Say NO to Heat or Eat**
- **Cold Homes Kill - Insulate our homes NOW!**
- **Digital Connections for All**

We also believe that traditional forms of communication and services such as face to face, over the telephone, via post and using cash must remain in place.

- **Public Transport**

Buses and the Welsh Bus Bill ? Bus services are in deep crisis. Routes are at-risk all over Wales.

- **Housing Care and Repair** There are 13 Care & Repair Agencies in Wales, each covering a different region. We want far more adaptations to be carried out.





If you are a member of an organisation  
your organisation can affiliate to NPC.  
Wales please contact:

E-Mail [affiliation@npcwales.org](mailto:affiliation@npcwales.org)

Or by post to:  
NPC Wales  
c/o Age Cymru  
Mariners House  
Trident Court  
East Moors Road  
Cardiff  
CF24 5TD

### You can join NPC Wales as an individual member.

If you do you can attend our meetings, vote and receive our newsletters.

### I wish to join NPC Wales as an individual member

E-Mail [affiliation@npcwales.org](mailto:affiliation@npcwales.org) or send by post to the address below.

Your Full Name

Address

Post Code

Home Telephone

Mobile Number

E mail address

Payment of affiliation fees: £10:00 per year

To Pay by BACS : Please pay to:

Lloyds Bank, NPC Wales No.2 Account

Sort Code 309995 Account Number 01236708

If paying via BACS please ensure that you include a reference identifying your name.

Or pay by cheque payable to NPC Wales and return to:

NPC Wales, c/o Age Cymru, Mariners House, Trident Court, East Moors Road,  
Cardiff CF24 5TD

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