

NOTHING ABOUT ME WITHOUT ME

Thurrock Council - Charter for Older People

This Charter is a pledge of the values and standards Older People should expect from the Council and its partners.

This Charter compliments the Building Positive Futures programme in which Housing, Adult Social Care and Health (alongside many other partners) are working together to find a local solution to enable older people to age well in Thurrock.

The Charter recognises both the challenges faced by older people but also the contribution they make to Thurrock. As such this document pledges to improve the quality of life of Older People by undertaking to;

1. Provide good **information** and advice
2. Treat older people with **dignity** and **respect**
3. Give older people a **voice** and an opportunity to shape services
4. Give older people **choice** and **control** over the services they receive and where they receive them. Develop health and care solutions that can be accessed close to home
5. Ensure that older people don't suffer **discrimination** because of their age. Create communities where people who are diagnosed with dementia and their carers are nurtured, understood and supported.
6. Focus on **prevention** to enable older people to stay healthy and live as independently as possible
7. Work across service and professional **boundaries** to support and care for older people in a way that meets older people's needs not ours.
8. Support older people to be free from **abuse** and harm
9. Build more hospitable, age friendly communities. Reduce social isolation and **loneliness** and help older people to enjoy life.
10. Build high quality **housing** with the right neighbourhood facilities for older people. As regeneration takes place in Thurrock, ensure older people benefit equally from this.

We also commit to review and develop the Charter with Older People on a regular basis