

**Recently Thurrock Council and various older people's groups have been working on formulating a Charter to govern dealings with older people in the borough.**

This charter is a pledge of the values and standards older people can expect from Thurrock council and groups that deal with older people who sign up to it.



It recognises the challenges faced by older people and also the contribution they make to Thurrock

The finished Charter has been accepted at a Thurrock Council meeting and will soon be signed by the Mayor and representative of groups within Thurrock. Age Concern Thurrock, as a group that champions older people, has been asked to sign up to this Charter.

The charter 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. make sure 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, make sure older people benefit equally from this

We will review and develop the charter with older people on a regular basis.

Age Concern Thurrock is a registered charity no 1000274

Tele: 01375 389872 Fax: 01375 389873

Email: [ageconcernthurrock@btconnect.com](mailto:ageconcernthurrock@btconnect.com)

Website: [www.ageconcernthurrock.co.uk](http://www.ageconcernthurrock.co.uk)