



Older People's Commissioner for Wales
Comisiynydd Pobl Hŷn Cymru

Commissioner for Older People in Wales

**Estimate of income and expenses
for the year ending 31 March 2011**

*Submitted to Welsh Ministers under paragraph 9(2) of Schedule 1 to the
Commissioner for Older People (Wales) Act 2006*

1. Estimate Submission

1.1 This estimate is submitted to Welsh Ministers as required by paragraph 9(2) of Schedule 1 to the Commissioner for Older People (Wales) Act 2006. It sets out the resources required to discharge my statutory functions and the associated cash financing that I estimate will be needed from the Welsh Assembly Government.

1.2 The resources required for my office have increased over the period 2008-09 to 2010-11 to reflect the growth of activity as my office has become established and my powers have been activated. In 2008-09, most of my activities related to the setting up of my office, appointment of staff, acquisition of premises and planning of activities. During the current year (2009-10) I am further developing and consolidating our operations and working methods. During 2010-11, I expect to extend the discharge of my statutory functions and the use of my powers. This sequential approach was recognised during the passage of the Act and was agreed by Welsh Ministers.

1.3 In this respect, Welsh Ministers and Parliament have noted that my office can be compared with the resource requirement of the office of the Children's Commissioner for Wales and have recognised the requirements for the compliant operation of a Corporation Sole.

2. Aims and Objectives

2.1 Under the 2006 Act, the main functions of the Commissioner are to:

- (a) promote awareness of the interests of older people in Wales and of the need to safeguard those interests;
- (b) promote the provision of opportunities for, and the elimination of discrimination against, older people in Wales;
- (c) encourage best practice in the treatment of older people in Wales; and
- (d) keep under review the adequacy and effectiveness of law affecting the interests of older people in Wales.

2.2 I have consulted with older people and have a strategic plan in place for 2009-10. I am consulting on and developing my strategic plan for 2010-13 and will have this in place for the end of the financial year. In future years my formal estimate will be analysed by the objectives as set out in the strategic plan.

3. Main Activities

The activities detailed reflect the functions specified in the 2006 Act and above at 2.1. They recognise the values listed in the strategic plan, in particular they are older people focussed, risk aware, cost effective and legally compliant.

3.1 Manage information and enquiries.

Information received from older people and others. Action taken includes: - recording in appropriate ways and in line with legal requirements; respond; intervene leading to informal resolution; refer to external partner. Collate information as part of evidence gathering and refer to internal colleagues. Continue liaison to promote awareness.

3.2 Undertake research and policy work

Receive information from internal and external sources. Undertake research with older people and others. Monitor policy and legislative environment as prioritised by information received from older people and wider research. Add to evidence and information records. Work with an independent consultancy to evaluate the set up and impact of the Commission to date and use outcomes to advise future development.

3.3 Develop and manage reviews and examinations

Develop rolling programme of review as prioritised by older people and stakeholders. Manage robust and inclusive process. Produce reports and recommendations. Monitor impact of review process. Develop examination process in line with the Act and manage in order that impact is maximised for older people. Convene panels of experts to advise and guide this process. Establish and carry out a rolling programme of review of services provided to older people. Pilot, further develop and assess methods for doing this, for making recommendations for improvement and the sharing of good practice. In conjunction with this work make the policy interventions which will help to promote the translation of the UN Principles for Older People into policy and practice. Carry out and support as appropriate, work to identify and address age discrimination.

3.4 Promote communication and engagement

Develop relationships with older people and all stakeholders. Monitor and analyse social, political and economic environment as it impacts on older people. Manage public relations based on this

analysis. Actively place relevant messages in appropriate media – local, national, specialist print, broadcast and web. Produce regular communications including e-bulletin, Annual Report/Review. Collate material for speaking engagements. Manage events attendance in settings where the Commissioner is speaking, represented or exhibiting.

3.5 Manage corporate support services

Manage robust finance systems and liaise with internal and external auditors. Produce annual estimates and accounts in accordance with all relevant regulations.

Provide personnel and training support for staff, secondees and anyone contracted to work with/for the Commission.

Manage facilities including health and safety. ICT infrastructure, hardware, software and management information systems to support the Commission.

Ensure compliance with the 2006 Act and all relevant legislation and best practice.

4 Staffing levels and employment costs

4.1 This covers salary, employer contributions for National Insurance and pension schemes. Staffing levels as at 1 April 2010 are planned as follows:

Commissioner	1
Other staff	22
Total	23

4.2 Staffing levels rose during 2009-10, taking into account the move from a set up team of secondees and personnel on short-term contracts through various recruitment phases. Phase 1 recruited the initial permanent staff team to develop the use of my powers. Phase 2 will recruit the additional staff required to deliver the review, examination, policy, communication and engagement functions of the Commission.

4.3 I expect staffing levels at budgeted level during 2010-11 to stabilise, and we will retain flexibility as we develop and carry out our work programme, calling on research and other outside expertise as necessary.

4.4 In addition to paid staff resource, I have recruited an Audit Committee comprising a Chair and 3 members. The Committee

provides me with an audit support and challenge function and is remunerated in accordance with Treasure guidance.

5 Premises

5.1 My Office moved to a permanent headquarters in Mount Stuart Square in Cardiff Bay on 1 October 2008. The office is leased for 6 years and has been selected on the basis of its accessibility, DDA compliancy, competitive rate and the flexibility it offers for potential growth. The Commission is for all Wales and activities will reflect this. A range of considerations including work plans and recruitment of staff will determine additional location decisions. Options to share accommodation in other locations will be sought as appropriate.

6 ICT Costs

6.1 The ICT capacity has been further developed in 2009-10 to support increased staff numbers and to meet our business management requirements. We envisage some costs during 2010-11 related to development and maintenance of our systems especially with regard to the use of our review and examination powers.

6.2 Information security and governance is integral to the way in which ICT supports the operation of the Commission and the delivery of the functions.

7 Other revenue expenditure, research, policy and use of powers

7.1 Provision has been made for specific pieces of work that I plan to undertake to deliver on my functions, further my objectives and develop the use of my powers. This includes:- research, policy analysis, communications and engagement, sharing best practice, challenging age discrimination, review and examination processes.

7.2 Specific examples include:- complaints, advocacy and whistle-blowing; promoting dignity and respect; reviewing the law as it relates to the protection of vulnerable adults; production of easy reference material regarding dignity, respect and adult protection; best practice on care home consultation; developing work to challenge age discrimination by reference to equality and human rights linked to the UN Principles for Older People; prevention agenda; inconsistencies in policy and practice; media awareness and societal attitudes; sharing lessons and best practice to inform our policy and practice and produce better outcomes for older people in Wales.

7.2 I will continue to develop and implement a robust and inclusive process that makes full use of my powers to review the functions of all Wales public bodies and examine cases where there is a wider application to older people in Wales. This will include reference to the experience of the Children's Commissioner, the Public Services Ombudsman and the Wales Audit Office. I will develop and carry out a rolling programme of review. I anticipate calling panels of experts to advise and guide my review and examination work and will monitor progress at regular stages.

7.3 In the past year 'Meet the Commissioner' events were held at a range of venues across Wales, as well as briefings given to Assembly members, and other key stakeholders. In the coming year further events will be held, and will increasingly take place as part of our evolving review function.

7.4 I have commissioned an independent evaluation of the development and impact of the Commission. This will report in line with set milestones and information will be published as appropriate.

7.5 I envisage supporting this work through staff based with the Commission, but will also employ the services of experts and commission research from outside organisations to contribute to the review and policy functions.

8 Income

8.1 This is expected to be negligible.

9 Capital expenditure

9.1 This consists of additions to the IT network. These costs have been capitalised in line with the Commission's capitalisation policy. I do not anticipate any significant capital expenditure 2010 – 11.

10 Summary

10.1 The net resource required for the discharge of my functions in 2010 – 11 is £2,164,289 and the cash funding needed from the Welsh Assembly Government in 2010-11 is £1,800,000. An analysis of this budget requirement, with comparative information and indicative figures for the following year is shown in the attached appendix.

10.2 This estimate has been produced recognising the tight fiscal circumstances. I will seek every opportunity to make efficiencies. All work will continue to be scrutinised, assessed for cost effectiveness and will seek to add value and not duplicate the work of any other agency.

10.3 It should be noted that extra costs might be incurred as my powers are used, especially in regard to any costs associated with legal proceedings brought about to further the objectives set out in the 2006 Act.

Ruth Marks
Commissioner for Older People in Wales
26 October 2009

Appendix 1

Estimate of income and expenses for 2010-11

	2008-09	2009-10	2010-11
	£	£	£
Directly employed staff	194,808	680,048	910,337
Secondees	157,393	85,849	0
Agency Staff	129,683	39,303	10,000
Total staff costs	481,884	805,200	920,337
Premises	163,440	124,810	140,843
IT & Comms	17,803	117,588	30,000
Other office costs	119,760	153,392	146,660
Professional fees	123,387	73,792	73,470
Training	4,372	23,000	21,000
Travel & subsistence	20,402	30,000	40,000
Audit fees	19,084	26,000	26,500
Research & Policy		150,503	475,000
Use of Powers		93,500	201,992
Depreciation	68,956	80,487	80,487
Cost of capital	5,588	10,934	8,000
Total administration costs	542,792	884,006	1,243,952
Total Revenue Expenditure	1,024,676	1,689,206	2,164,289
Capital expenditure	329,902	47,250	-
TOTAL NET RESOURCE REQUIREMENT	1,354,578	1,736,456	2,164,289
Less: non-cash costs	74,545	91,421	88,487
Debtor / creditor movements	114,058	-44058	-70000
Cash Balance B/F			345,802
	188,603	47,363	364,289
NET CASH REQUIREMENT	1,165,975	1,689,093	1,800,000