

Southampton Senior Citizens Charter



(Adopted by Southampton City Council at its meeting in February 2007)

The City Council is committed to working together with Southampton's senior citizens to make this a city that is good to grow older in. We want Southampton to be a city that offers its seniors a decent quality of life and opportunities for happy later years.

1. Leadership

As a local authority, the City Council takes responsibility for providing leadership in the city to drive forward this aspiration that it shares with Southampton's senior citizens. It shall strive to lead by example wherever possible.

2. Consultation and involvement

The City Council shall ensure that the voice of senior citizens is properly heard when the council consults, and it shall seek to involve and listen to seniors in the design of services, in the development of our plans, and in shaping the future of the city.

It shall also encourage other organisations to properly involve and consult seniors. It will champion the views and aspirations of senior citizens where appropriate. It will support and encourage the involvement of senior citizens in networks that add to their voice and strength.

3. Independence

Independence is fundamental to our quality of life. Each person's ability to feel independent, and live their own life, can be affected by many things – especially their ability to make and shape their own choices. The Council commits itself to upholding and supporting independence for senior citizens wherever and however it can, and will ensure that all its services contribute positively to achieving that.

4. Improving quality of life

The City Council undertakes to review with senior citizens whether the city offers a good quality of life to its senior citizens, in terms of *housing and the home, the neighbourhood, getting about, social networks and keeping busy, information, income, health and healthy living*, as the basis for seeking to achieve improvement.

5. Tackling the difficult issues

The City Council recognises that some of the issues that senior citizens face are not addressed by the traditional services and responsibilities of the council or other bodies –

issues such as home safety, poverty, and loneliness. The City Council will take a leading responsibility to address these issues with senior citizens, working with others to find solutions.

6. Better information

The City Council recognises that many seniors are excluded simply through a lack of good quality information about services and opportunities, and it undertakes to address this, not only to improve access to its own services, but to services throughout the city.

7. Tackling ageism

The City Council is committed to tackling ageism and speaking out against it. It will work to eradicate ageist attitudes within the city council. It will promote positive images of senior citizens and highlight the valuable contribution that they make to the life of the city.

The Council recognises Southampton's senior citizens as individuals. Seniors reflect the diversity of the population as a whole, adding their experience, history and culture. The City Council will respect and support this diversity and the richness that it gives the city.

8. Fostering respect and dignity

The City Council will foster respect of senior citizens, as for all members of the community, and will pay particular attention to ensuring their dignity.

9. Tackling inequality

The City Council will work to abolish inequality between senior citizens, and between senior citizens and the population as a whole.

10. Promoting good customer care

The City Council will work to ensure a high level of customer care for Southampton's senior citizens, paying attention to any particular needs that they may have.

11. Managing changes properly

The City Council recognises that coping with change can be particularly difficult for people as they get older. It will make every effort to ensure that change is well managed and that senior citizens are supported through change in all circumstances.

12. Review and accountability

The City Council will review this Charter in two years time, but it will ask the Southampton Seniors Council to give an assessment of the Council's performance on each of the commitments contained in this Charter every year.