Years Ahead presentation to UKAFA on the Pensioner Material Deprivation Indicator
Comfortable Life? Toolkit
Tuesday 26th November 2013
Years Ahead representation today...

- **Norman Jemison**, UKAFA Representative
- **Bill Ions**, Newcastle Elders Council
- **Jim Wingham**, Redcar Cleveland Older People's Partnership
- **James Newton**, Stockton-on-Tees Over 50s Assembly
- **Helen Sandford**, Coordinator
Background

- Newcastle Initiative on Changing Age
- Newcastle 85+ study
- Newcastle University review of the health, social and financial impacts of welfare rights advice
- Years Ahead Pension Credit Task Group
- Years Ahead PMDI report - Feb 2013
- Newcastle University Healthy Life Simulation
- Comfortable Life? PMDI toolkit

www.ncl.ac.uk/changingage
Comfortable Life? Toolkit

### Part 1 – Assessing need

<table>
<thead>
<tr>
<th>Question</th>
<th>Please circle yes or no</th>
<th>If no, what is out of place or for other reasons?</th>
<th>If yes, are there any services you access or good practice that may help others that have answered no to this question?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Do you eat a healthy balanced, varied diet every day?</td>
<td>YES NO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Do you go out socially, either alone or with other people, at least once a week or as often as you would like?</td>
<td>YES NO</td>
<td></td>
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<tr>
<td>3) Do you see your friends or family at least once a week or as often as you would like?</td>
<td>YES NO</td>
<td></td>
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### Potential Solutions

- **National Energy Action (NEA)** is the national charity which aims to eradicate fuel poverty. They run a warm homes campaign for information about an event near you contact 0191 202 2997.

- **The Home Heat Helpline** advises people worried about paying their energy bills and keeping warm during the winter, contact 0800 33 33 000 or homeheat@helplin.org.uk.

- **Energy Saving Trust** offers independent help and advice on how to save energy in your home www.est.org.uk (0800 125 3334)

- Some utilities providers have hardship schemes to support their account holders in hardship, contact your supplier if you are struggling with arrears or paying your bills.

- You may be eligible for a Solar panel grant. See http://www.ruralbusinesscentres.org.uk/ (ERDF 1353954)

- **British Telecom** offers a BT Basic tariff, a simple, low-cost telephone service, if you’re on a low income. BT Tariff lets, you make and receive calls – and helps you manage how much you spend (0800 800 800).

- **Get about** Northumberland is a voluntary scheme which has an organised informal lift giving. Volunteer drivers use their own vehicles to provide door-to-door journeys for people who are unable to use either their own private transport or conventional public transport. Call the get about service manager on getabout@service.northumberland.gov.uk (01670 459328)

- By becoming a member of Adopt North East you may be eligible to use their Dial-a-Ride service which arranges scheduled taxi chats to pick you up at your door and drop you to a specific destination, which people use for shopping, appointments, social visits, etc, call 0191 6605559 or www.adoptnortheast.org.uk/transport/dial-a-ride

### Part 3 – Individual/Community Action Plan

<table>
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<tr>
<th>Your top priority</th>
<th>What steps will you now take</th>
<th>Progress by when?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
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<td>2</td>
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<td>3</td>
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</table>
Findings

- The Comfortable Life? Toolkit was useful
- Respondents appreciated receiving assistance to understand the toolkit.
- Shared experiences of group activity vs. privacy
- Additional question on healthcare?
- Solutions need to be more local and less web-based
- Responses demonstrate a lack of financial resilience
Conclusions

In order to be used effectively the Comfortable Life? Toolkit requires;

- A greater level of support
- Knowledgeable, trained local facilitators
- Simplification and personalisation
- A method to capture and share information
Thank you

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