


Slide 1



Working across the capital to improve the quality of life for older people

## Bridging the Gaps

An Investigation into Information and Advice Services for Older People

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Slide 2



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## Information and Advice

- A core service for all Age Concerns up and down the country
- 2006 – research commissioned to investigate impact of this service in London

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Slide 3



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## Funding the service

- A mix of statutory and trust funding
- Many services are topped up from donated charitable income
- Many managers struggle to maintain core provision due to funding uncertainty

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Slide 4



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### Specialist Features of the Age Concern Service

- Home visits/ accessible premises
- Offering support with first languages and communication
- Time
- Demonstrating expertise
- Holistic approach
- Respect.

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Slide 5



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### Outcomes for Older People - Financial

- Financial
  - increased regular income/ backdated benefit
  - Reduced debt / debt payment schemes
  - Utility bill support
  - Rent rebates
  - Arrears payments negotiated
  - Settlement of problems with trades people

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Slide 6



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### Outcomes for Older People – Transport and Housing

- Assisting with access to door to door schemes
- Referrals to sheltered housing
- Assistance with housing transfers
- Assistance with grants for adaptations/ improvements

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Slide 7



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### Outcomes for Older People – other services

- Accessing other Age Concern Services
- Information and support to access other agencies for support, care, education, leisure
- Liaison with other agencies e.g. social services, GPs and others
- Supported referral to other specialist advice agencies e.g. immigration and asylum.

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Slide 8



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### Consequential Gains

- “the advisor made me feel that nothing was too difficult or too big for them to help me with. I know at times some issues are difficult, but they never made me feel that, I feel really well looked after”

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Slide 9



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### Consequential Gains

- Personal gains – confidence and peace of mind
- Healthy living
- Quality of Life

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**AGE Concern** London  
Working across the capital to improve the quality of life for older people

**Spend vs. income generated**

- From 21 boroughs the recorded gains in 2004/5 were £ 7.29 million
- Total spent £1.63 million

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