

5 INCOME

Does the group believe this should be a key priority for the Older People Strategy?

Yes

Welfare benefits advice- pension's winter fuel allowances, energy saving grants

1. No information as to what is available, only 3rd hand information (word of mouth)
2. Information could go in parish magazines or an OAP's page within Hart news.
3. Too many forms to fill in
4. Too much is computerised.
5. Want to be independent (still have control)
6. Automated phone systems are no good (touch tone) especially those who suffer from arthritis
7. Some people won't admit to not being unable to read & write
8. Uncomfortable providing correct information
9. No rapport with visiting officers
10. Unaware of CAB health checks
11. If info only available via internet some elderly people may need help
12. Need to persuade people to change their minds & claim their entitlements.
13. Winter fuel payments are confusing
14. If refused once, won't ask again

Debt/Budgeting help- financial advice

1. A lot refuse to admit to debt & suffer in silence
2. Refuse to talk about debt
3. Some stop eating or socialising to cope with mounting debts.

Equity rich but cash poor

1. A large number would like to downsize property, however feel there is no help or advice available & don't really trust Estate Agents
2. Possible intervention required
3. No help available

Fixed Income

1. Income good at start however over the years is not enough
2. Living within means at the start however slowly adding to a mounting debt.

Are there any other main areas for improvement?

1. Free yellow bus to continue.

Other Comments

1. Outreach officer, possibly over 60, visiting clubs on monthly basis to build rapport with members & discuss more sensitive issues on a one to one basis.
2. Education for younger generation to help & advise older generations.
3. Useful if Government/HDC issue help/information/advice for age bands e.g. 70, 80, 90 etc.
4. Hart to split OPWB strategy into age bands
5. Retirement seminars to be arranged by Hart?

Income

1. Set up a card system for easy payment of additional services, eg. collection of large items of rubbish
2. Not all older people have access to or want to use a credit card, so are unable to make the most use of internet food shopping