

# Lived Experience



What matters to older people



Results from the Lived Experience survey (2023)

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## What matters to older people in Northern Ireland

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# Foreword by Age NI CEO Linda Robinson BEM



Life for many older people is difficult with rising energy and living costs, proposed cuts in funding for key public services, and the absence of concerted action to prioritise, plan and deliver for our ageing demographic.

COVID -19 continues to cast a long shadow over the lives of older people and their families, impacting on their health and wellbeing, participation and quality of life. Age NI believes that people should be supported to enjoy later life; to know and understand their rights; to remain as independent as possible; and re-connect and contribute to the life of their communities.

Listening to people with lived experience is even more critical when services are overstretched, as their experiences and expertise provide important insights into the support that will make a positive difference to their lives.

Age NI's Lived Experience survey (2023) asked older people to tell us about the issues that mattered most to them. I want to thank the 980+ older people who took time to consider and share their views on a broad range of topics.

I also want to thank the wide range of organisations that shared the survey and encouraged older people to participate, including Age Sector Networks, Age Friendly Officers in councils, NI Frailty

Network and others with an interest in improving the lives of older people.

Overall, the most important issues identified in Lived Experience (2023) are:

- 1. Equal access to appropriate healthcare and services**
- 2. Keeping safe from scams.**
- 3. Transport and travel**
- 4. Rights of older people**

Responding to the survey older people reflected on a range of topics:

- from digital exclusion to concerns about proposed changes to concessionary fares and cuts to community transport;
- from ageist attitudes to knowing how to find a trusted handyman to help with repairs and gardening;
- from reducing isolation and loneliness to being able to find out where exercise and local group activities are taking place
- from the need for more and better health and social care services to improved pay for health and social care staff.

# Context: Ageing well?

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## Demographic change

We are living in an ageing society, with the population in Northern Ireland ageing at a faster rate than the rest of the UK. The recent census<sup>1</sup> revealed that there has been a 24% increase in the population aged 65+ since 2011, with 56.8% of our population aged 65+ indicating they have a long-term health problem or disability. It is anticipated that, within a decade, there will be more people aged 65 years and over than children aged 14 years and younger.

Evidence suggests that improvements in life expectancy have slowed down and there has been no change in the number of years spent in good health.<sup>2</sup> More than one in ten people over 65 years in the community live with frailty, which also affects over half of adults in hospital or care home settings. There has been an increase in the percentage of the NI population feeling lonely; with higher levels of loneliness for people aged 50-64 and 75+.<sup>3</sup>

## Cost of living

Rising living and energy costs have made older people increasingly fearful and anxious. Older people, who may have been getting by or managing on a modest pension income are not in a position to absorb the impact of rising costs. This includes those with an income that takes them just above the Pension Credit threshold and the support that goes along with it. Of concern, too, are people whose income is not quite as low but whose costs may be high, such as those living with a disability or chronic health condition.

## Poverty

It is estimated that 12% of pensioners (36,000 people) are in relative poverty.<sup>4</sup> Despite older people being entitled to a range of means tested benefits designed to increase their income, many do not claim because they are not aware they are eligible for benefits, find the process complex, have concerns about their privacy, and may be reluctant to ask for help.

<sup>1</sup> <https://www.nisra.gov.uk/system/files/statistics/census-2021-main-statistics-for-northern-ireland-phase-1-press-release.pdf>

<sup>2</sup> <https://www.health-ni.gov.uk/articles/life-expectancy-northern-ireland>

<sup>3</sup> <https://www.executiveoffice-ni.gov.uk/publications/wellbeing-northern-ireland-report-202122>

<sup>4</sup> [https://datavis.nisra.gov.uk/communities/PII\\_report\\_2223.html#](https://datavis.nisra.gov.uk/communities/PII_report_2223.html#)

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## The long shadow of COVID-19

For many older people, COVID-19 is associated with loss – at personal and community levels. People may have become less active and more frail, due to deconditioning and delayed access to diagnosis, treatment or care. As we emerge from the effects of COVID-19, there is anecdotal evidence that older people’s groups have not returned to pre-pandemic levels and some older people continue to be nervous and anxious about getting involved or participating in their community.

## Lived Experience reports 2020-2023

During the COVID-19 pandemic in the Spring of 2020, Age NI listened to older people talking about their experiences, concerns and fears, as well as their hopes for a safer future. We captured people’s views and voices in a short report called *Lived Experience – Voices of older people on the COVID-19 pandemic 2020*.

One year later, in the Spring of 2021, as we had started to look forward to life

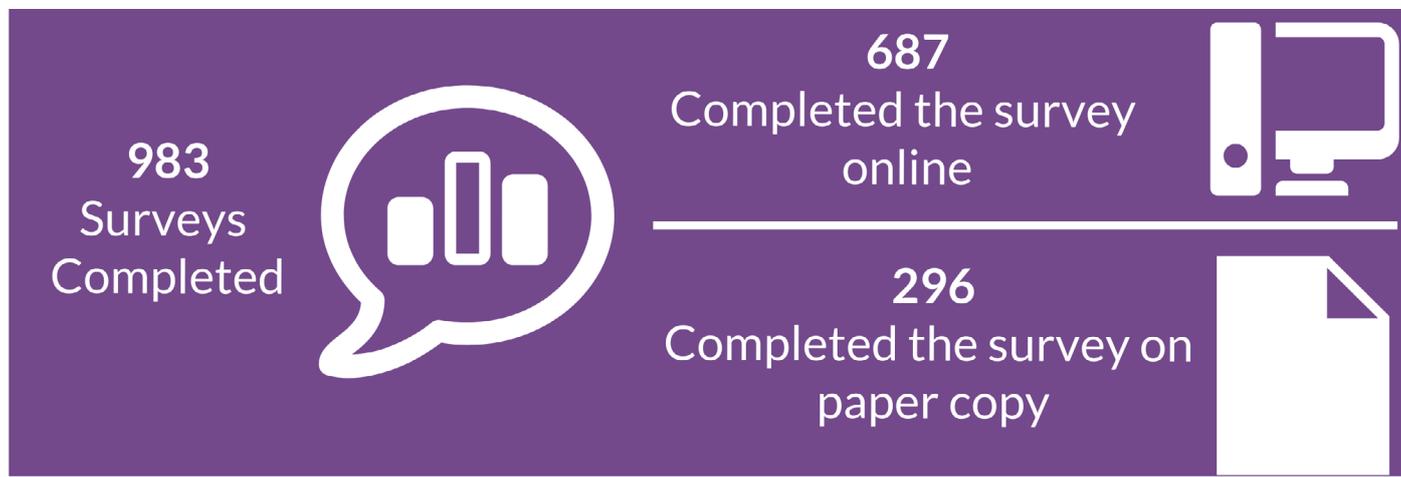
beyond the emergency response to the pandemic, we asked older people to tell us again what was important to them and what they were looking forward to in the future.

Two years on, in the summer of 2023, as we emerged from the pandemic and faced new challenges, including potential cuts to public services and rising costs, we once again asked older people for their views. Over 980 people responded to our survey.

Age NI’s Lived Experience (2023 survey) report sets out a range of actions, urging decision makers to take steps now to respond to the opportunities as well as challenges arising from our ageing society.

A small number of people responding to the survey told us they were happy with the help and support they received. Some said they did not need extra help at this time but feared that support would not be available if their needs or circumstances changed. Most, however, highlighted the significant difficulties they faced when trying to access essential services and support.

# Survey methodology



A mixed method approach was adopted for this survey, combining both qualitative and quantitative data generating questions. This allowed us to determine the level of importance of each issue explored in the survey whilst also gaining detail, context, and personal examples through open text questions.

We are aware that not all older people are comfortable using online methods of communication and therefore the survey was made available in standard hard copy and large print hard copy, in addition to online.

Likert scale rating questions were used, inviting respondents to indicate the level of importance of issues within each theme that emerged from the Lived Experience 2020 report.

Three key themes were explored in the 2023 survey:

- **Support**
- **Health and social care**
- **Communication and connection**

Five issues were listed under each of the three key themes and respondents were invited to consider the importance of each issue. Respondents rated each issue from 1 to 5, with 1 being Not Important at all and 5 being Absolutely Essential.

In addition to the key theme rating questions, respondents were given the opportunity to share any comments they had on each theme. This provided supplementary qualitative data.

An additional question was asked on each of the following issues to gain insight into the experiences of older people on:

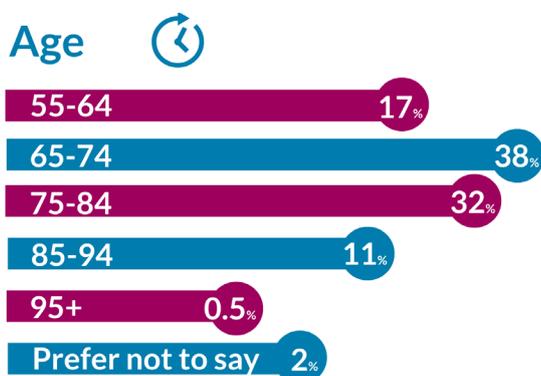
- **Scams**
- **GP appointments**
- **Social care support**
- **Advance care plan**

## Who completed the Lived Experience survey?

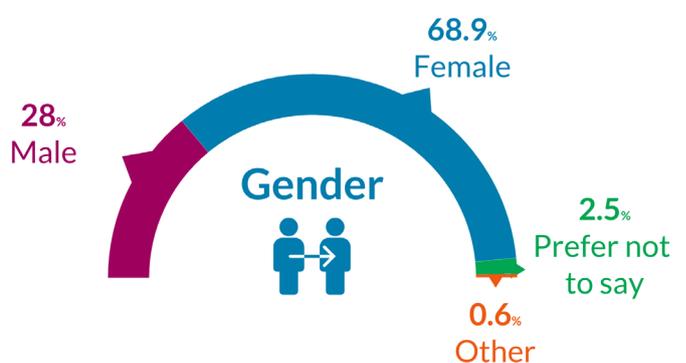
A set of demographic questions was included in the survey to enable the development of a respondent profile and offer context to the responses received.

The survey was promoted across Age NI's own services and widely circulated through Age Sector Networks, previous members of Age Sector Platform, Age Friendly officers in councils, NI Age Frailty Network and on social media platforms to encourage widespread engagement. The various sources of dissemination were tracked to offer learning for future surveys.

### Profile of survey respondents



Appendix one shows full details of respondent profiles and methodology.





“Older people are beginning to feel that once they reach a certain age they are no longer important to the health service.  
**We are all important.”**

**“Older people should have their voices heard and help improve the lives of others.”**

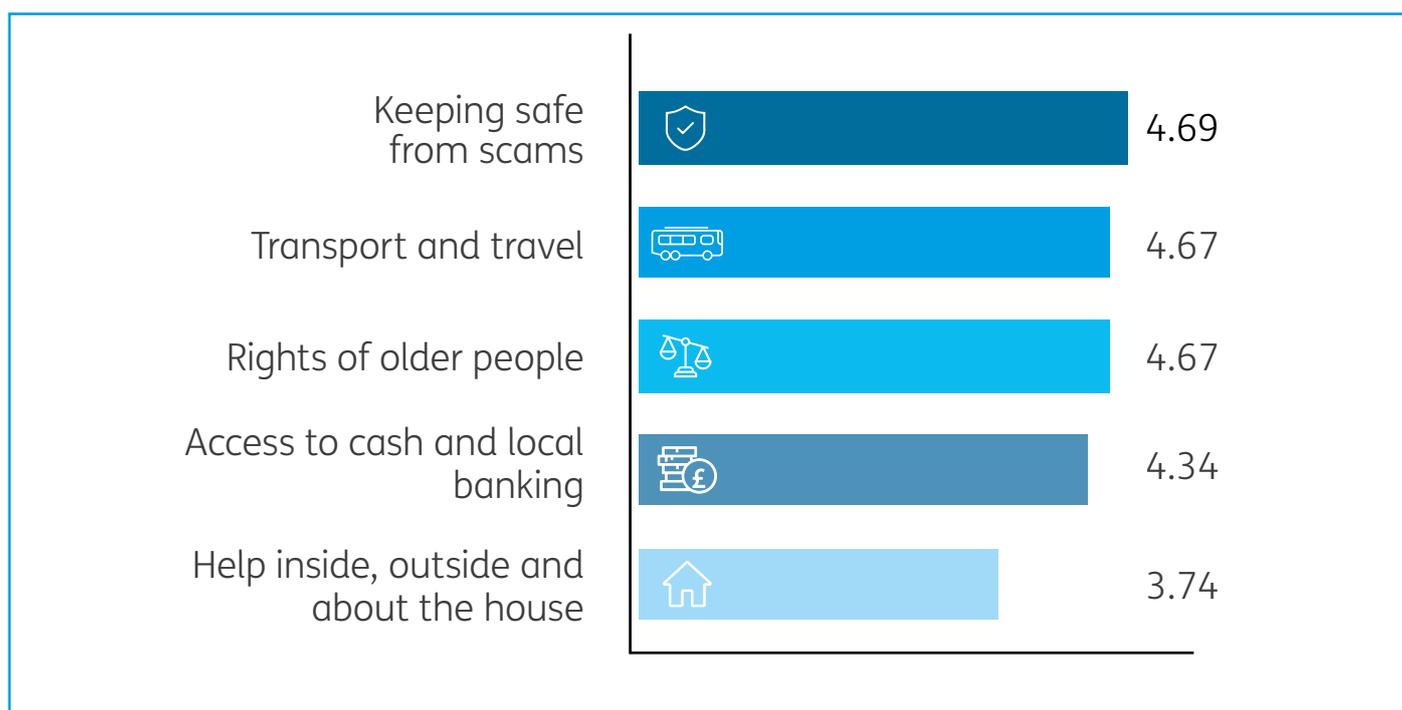
“The increase in the number of older people was no surprise yet **provision for care and support was not made.**”

# Support

**Being able to access help and support, if we need to, is vital for all of us as we age.** Help with everyday tasks inside and outside the home; supportive physical and social environments; and accessible and affordable transport provision enable older people to remain independent and living in their own homes. Older people have told us about the key supports that should be in place if they are to be included, enjoy later life and feel valued

for the contribution they make. This includes being treated fairly and with respect; staying active and supported to participate in the things they enjoy; and being informed about services and support available.

**964** respondents answered the **support** theme question by rating the five related issues in level of importance to them, as follows:



**\*Please note:** The figures above are weighted averages. Therefore, the closer the weighted average is to 5 (the top score in this rating question), the more important the respondents feel each issue is.



# Support

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## Scams

Being scammed is a very distressing experience. In addition to any financial impact, a scam can profoundly affect a person's confidence, trust in others and emotional wellbeing. Scams are increasingly sophisticated and can take place on a person's doorstep, over the phone, by post or online. A report by the Consumer Council NI (2022) indicated that more older people (54%) reported that they have been targeted by a scam than other adults, and more were worried about being scammed (53%).<sup>5</sup>

## Transport and travel

Public and community transport play a vital role in helping older people maintain their independence, well-being and quality of life. Concerns about proposals to change eligibility to the concessionary fares scheme and reduce community transport funding were evident in responses to the Lived Experience survey (2023). Without an accessible, joined up, effective transport system there will be an increased risk of older people being isolated and lonely, unable to get out and about, do their shopping, enjoy social contact, attend medical

appointments, access amenities and services and participate fully in the life of their community.

## Rights of older People

Everyone should be treated with dignity and respect. Older people should not be subjected to ageist attitudes or stereotyping, and no-one should be treated unfairly because of their age.<sup>6</sup> Respondents to the Lived Experience survey (2023) told us that they felt invisible, not listened to, or not valued for the contributions they can and do make. In Northern Ireland, the absence of legislation to extend age discrimination protection to goods, facilities and services is of profound concern and undermines confidence in the commitment of political leaders and decision makers to progress older people's rights here.

## Banking and access to cash

Access to cash and local banking facilities continue to be important for many older people, particularly those living in rural areas. Consumer Council research indicates that Northern Ireland lost 27% of its total bank branch network within

<sup>5</sup> <https://www.consumerCouncil.org.uk/sites/default/files/2022-09/Consumer-Council-Impact-of-Scams-in-Northern-Ireland-2022.pdf>

<sup>6</sup> <https://www.consumerCouncil.org.uk/policy-research/publications/access-banking-services-northern-ireland>



a three-year period, which had a major impact on older people and others.<sup>7</sup> Age UK research highlights that those most likely to feel uncomfortable using online banking are aged 85+, female, on a low income or more disadvantaged than their counterparts.<sup>8</sup>

### Help inside and around the home

Most older people want to live independently, safely and comfortably in their own home for as long as possible.

We know that, as people age, they may need extra help to carry out repairs and maintain their home or garden. In the Lived Experience survey (2023), older people told us about the difficulties they experience when finding a tradesperson they can trust. Handyman services, which offer older people extra help with small, practical jobs to make their lives easier and safer around the home, operate in some, but not all, areas across Northern Ireland.

### In the words of older people...

**“The rapidly increasing and complex nature of scams, targeting older people needs seriously to be dealt with.”**

<sup>7</sup> <https://www.consumercouncil.org.uk/policy-research/publications/access-banking-services-northern-ireland>

<sup>8</sup> <https://www.ageuk.org.uk/latest-press/articles/2023/as-bank-branches-continue-to-close-a-new-age-uk-report-reveals-that-4-in-10-over-65s-with-a-bank-account-do-not-manage-their-money-online/>

# Support

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“Appropriate support is needed to lead an independent and contented life.”

“

“I am keen to still be able to use cash and have access to a local bank.”

“I feel that the older you get the less important you are made to feel. **We are not valued by society.**”

”



“

“Older people should have the same rights as everyone else.”

“

“Support is vital for people living with dementia and any other disabilities.”

“I do not know where to contact for repairs to house, need help with my garden do not know where to go or who I can trust. I feel vulnerable and alone when I have to organise things.”

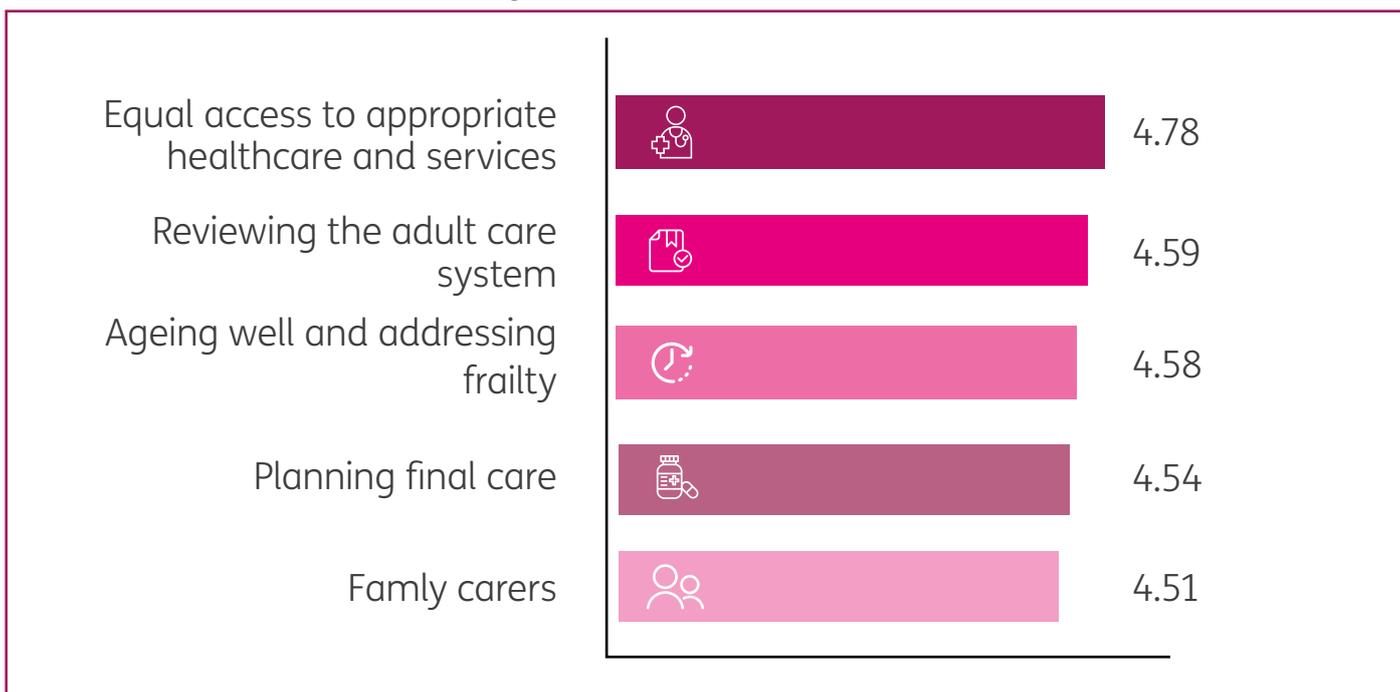
”

# Health and social care

**Older people should be supported to age well by staying physically active, socially connected and engaged as active partners in decisions about their treatment and care.** We need a greater focus on prevention and early intervention to help older people stay as well as possible, in their own home and involved in the things that matter to them. Investment is required now to adequately resource social care, community-based

services and support to families in their caring role. Effective, joined up, integrated care systems are key to addressing health inequalities and improving outcomes for older people.

**964** respondents answered the **Health and social care** theme question by rating the five related issues in level of importance to them, as follows:



**\*Please note:** The figures above are weighted averages. Therefore, the closer the weighted average is to 5 (the top score in this rating question), the more important the respondents feel each issue is.

Equal access to appropriate healthcare and services has been identified by respondents as most important, with a weighted average of 4.78 and 79% of respondents indicating it is absolutely essential. The following four issues have closer margins with reviewing the adult

care system coming in as the second most important with a 4.59 weighted average and 65% of respondents feeling it is absolutely essential. This is closely followed by ageing well and addressing frailty with a 4.58 weighted average and 64% reporting it is absolutely essential.



# Health and Social Care

## Delays in diagnosis and treatment

Growing waiting list numbers are visible signs of the acute pressures on the health and care system. Delays in diagnosis and treatment can increase the risk of individuals developing more complex, serious conditions, requiring more expensive treatment and can adversely affect an individual's quality of life and health outcomes.

Some respondents to the Lived Experience survey (2023) highlighted fears that diagnosis may be delayed and treatment offered "too late". Others raised concern about the development of a two-tier system between those who could afford to pay for treatment and those who had no choice but to remain on a waiting list.

## Social care

Good quality social care and support can transform the lives of people who need extra help to do the things that matter to them. Social care can also address pressures in the health system, supporting people to stay well and preventing or delaying admission to hospital on the one hand, while also providing extra help and support when

a person is ready for hospital discharge. Most people who work in social care find it rewarding but there are challenges in recruiting and retaining staff. Lack of investment means that older people are often waiting too long for the social care they need, with a growing reliance on families and unpaid carers to meet significant gaps in provision.



**24% (n=227) of respondents have not been able to get the social care support they needed for themselves or those they care for.**

## Staying fit and well

Low levels of physical activity and social connections are long lasting impacts of the pandemic, leading to increased levels of deconditioning and frailty. The cost of falls can be profound and devastating to the person affected in terms of their independence and quality of life, as well



as the significant costs to the health and care system.<sup>9</sup> Targeted falls prevention programmes are essential, encouraging older people to move more, improve their balance, build their confidence and motivation to enjoy later life.

### Joined up services

Older people told us about the difficulties they faced when trying to navigate a health and social care system that is complex, fragmented and not joined up. The importance of clear links and communication between hospital, community and GP services was stressed as being important in providing joined up care and support.

Frailty is not an inevitable part of ageing and putting in place measures to slow its onset or progression enables people to live independently for longer and helps reduce demand for emergency care and long term support.<sup>10</sup>

### Ageism

Ageism may be invisible but it can have harmful effects on the wellbeing of older people and lead to exclusion.<sup>11</sup> Assumptions made about ageing and older people will result in a failure to effectively prepare and plan for our ageing demographic. It will also negatively impact on the rights and experiences of older people now. Some respondents to the Lived Experience survey (2023) reported that they felt “sidelined”, “forgotten about”, “dismissed” and “no longer important” to the health service. Some said that they felt they “were not encouraged to seek treatment” and that the pain they experienced was “not treated seriously”. Others said that staff could be condescending in their attitude, not give an older person the time they needed to make a decision or made assumptions that an older person did not have capacity to make a decision about their treatment and care.

<sup>9</sup> Public Health England <https://www.gov.uk/government/publications/falls-applying-all-our-health/falls-applying-all-our-health>

<sup>10</sup> Joining the Dots; A blueprint for preventing and managing frailty in older people. British Geriatrics Society 2203 <https://www.bgs.org.uk/policy-and-media/joining-the-dots-a-blueprint-for-preventing-and-managing-frailty-in-older-people>

<sup>11</sup> WHO Combatting Ageism <https://www.who.int/teams/social-determinants-of-health/demographic-change-and-healthy-ageing/combating-ageism>

# Health and social care

## Planning final care

Thinking about the end of life can be difficult. A dignified death, support to live as well as possible and choice in how a person is cared for should be available. An Advance Care Plan enables conversations to take place around what is important to the person concerned, their values, beliefs, wishes and preferences; and provides an

opportunity to put in place a plan for the future, reflecting personal choices and facilitating decision-making.<sup>12</sup>



**Only 9% (n=85) of respondents have created their Advance Care plan.**

## In the words of older people...



**“We need to have more confidence in health and social care as we get older but, as time passes, I feel we have less confidence, it’s a changing world and the old systems don’t seem to be fit for purpose.”**

<sup>12</sup> Advance Care Planning DoH NI <https://www.health-ni.gov.uk/advance-care-planning-now-and-future#toc-1>



“The absence of care packages at home is creating major hardships for older people, including those who are terminally ill.”

“A lot of family members become carers to parents and grandparents with **very little or no support emotionally and financially.**”



“Adult care system needs immediate review. Also, when someone goes into residential care they lose not only their home but their community.”

“It is better to be prepared for final care. **It’s better for our loved ones to know what we want and take pressure of them at a difficult time.**”

“People find that it takes so long to get issues resolved and **their condition goes from bad to worse.**”



# Communication and connection

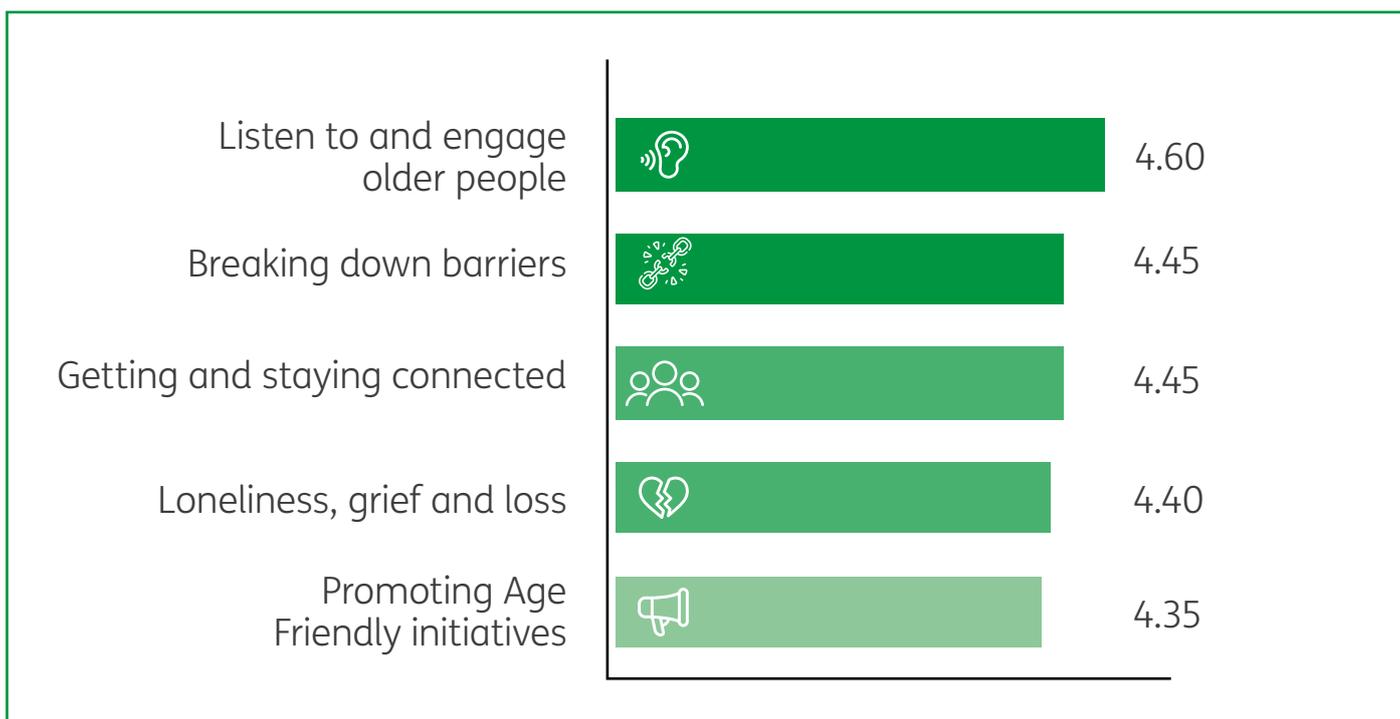
## Meaningful connections with other people and the world around us are important to all of us as we age.

Having a purpose in life; enjoying positive relationships and friendships; and participating in creative and cultural activities are important contributors to wellbeing in later life.<sup>13</sup>

Age friendly neighbourhoods and environments benefit people of all ages. Accessible and affordable transport,

along with a variety of ways to engage, participate and connect with services, promotes healthy, active ageing and enhances autonomy and the inclusion of older people.

**622** respondents answered the **Communication and connection** theme question by rating the five related issues in level of importance to them, as follows:



**\*Please note:** The figures above are weighted averages. Therefore, the closer the weighted average is to 5 (the top score in this rating question), the more important the respondents feel each issue is.

<sup>13</sup> <https://www.ageuk.org.uk/bp-assets/globalassets/oxfordshire/original-blocks/about-us/age-uk-report--creative-and-cultural-activities-and-wellbeing-in-later-life-april-2018.pdf>



# Communication and connection

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## Listening to and involving older people

Understanding the needs and circumstances of older people; listening to and valuing their lived experience and knowledge; and designing and tailoring services in partnership with them, makes practical sense when resources and systems are under pressure. This approach also helps to address inequalities and ageist assumptions, prevent exclusion and discrimination.<sup>14</sup>

## Digital exclusion

The shift to using digital technology as a means of accessing everyday services as well as essential services, including access to health information, GP and other appointments, continues apace. Many older people are online but, for others, the lack of alternatives means they are in danger of being left behind.

Addressing barriers, including a lack of confidence and skills in using IT, fear of scams, poor broadband and concerns about costs associated with being online, must be addressed. People who responded to the Lived Experience survey (2023) were also very clear that

alternatives to digital and automated phone systems must be in place, including paper copies of information and face to face appointments.

## Loneliness and social isolation

The effects of loneliness can be prolonged and intensive, and can negatively impact on our health and wellbeing. While the pandemic meant that more older people were exposed to and affected by loneliness due to enforced separation from families and loved ones; for some loneliness was already an all too familiar experience. While loneliness can affect people of all ages, people aged 75+ in Northern Ireland reported significantly higher rates of loneliness than other age groups in 2022-23.<sup>15</sup>

Tackling loneliness requires effective community wide collaborative responses; enabling infrastructure such as accessible transport; and investment in community resources to facilitate meaningful conversations and interactions. It will also require a personalised approach to understand the reason(s) for loneliness and provide support to re-connect, taking account of individual needs,

<sup>14</sup> For information on co-production see: <https://www.health-ni.gov.uk/publications/co-production-guide-northern-ireland-connecting-and-realising-value-through-people/>; <https://www.scie.org.uk/co-production/>

<sup>15</sup> <https://www.executiveoffice-ni.gov.uk/sites/default/files/publications/execoffice/wellbeing-in-northern-ireland-report-2022-23.pdf>



wishes and aspirations.<sup>16</sup> Group activities can help reduce feelings of loneliness through a shared interest and help connect people to services and support in their local area.

### In the words of older people...



“Engaging and employing us older people to communicate the message to society, to dispel false impressions about older people”

“**Communication with others is absolutely essential for older people.** I live alone family are abroad ... I often don't speak to anyone for over a week.”



<sup>16</sup> <https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/consultation-responses-and-submissions/health--wellbeing/loneliness-and-covid-19---december-2021.pdf>

# Communication and connection

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“Loneliness is one of the most stressful issues which can then lead to more physical and mental decline if not identified early.”

“Very important to protect **alternative forms of communication** for those who are not online.”

“Encouraging respect for the older generation.”

“The loneliness strategy should cover loss for all older people, not just loss during covid.”



“Tackling loneliness and isolation is a government issue and should be a priority!”

“Provide a form of bereavement care for those left alone after the death of a spouse loneliness is a great problem for many.”

“As you age you lose your life partner and friends groups, trips etc are essential so **new friendships are created and loneliness eased.**”

“Removal of the assumption that every older person has access to IT. Provide communication hubs that are accessible.”

# Act 4 Age: Making lives better

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## **Delivering for our ageing population**

Age NI believes that radical changes are needed across all government departments if we are to respond positively to Northern Ireland's ageing population, challenge ageist assumptions, help people stay well for longer, and deliver positive outcomes for older people, now and in the future.

The programme for government should include a specific outcome on older people and ageing well. There should be meaningful engagement with older people on relevant strategies, policies and service developments, recognising their diversity, knowledge and expertise.

The voluntary and community sector makes a significant contribution to improving outcomes for older people.

Through a wide range of services and activities, the age sector provides opportunities for older people to stay active and connected and supports them to access public services, benefits and other entitlements. A strategic and long term approach is required to adequately fund the sector and address increasing concerns and fears about their sustainability.

This Lived Experience (2023) report presents an agenda for action for our ministers, political leaders and representatives; and for those involved in policy development, delivering services and making decisions that affect us all as we age. We will use the findings from Lived Experience (2023) to press and advocate for the changes identified by older people themselves, building on the recommendations from our previous Lived Experience surveys.



## UN Decade of Ageing

The UN Decade of Healthy Ageing (2021–2030)<sup>17</sup> highlighted four areas for collective action in order to reduce health inequalities and improve the lives of older people, their families and communities:

**1**

*Changing how we think, feel and act towards age and ageism*

**2**

*Developing communities in ways that foster the abilities of older people*

**3**

*Delivering person-centred integrated care and primary health services responsive to older people*

**4**

*Providing older people who need it with access to quality long-term care*

<sup>17</sup> <https://iris.who.int/bitstream/handle/10665/374192/9789240079694-eng.pdf?sequence=1>

# Calls to action

## Calls to action from Lived Experience research

Unfortunately, the absence of a NI Executive meant that there has been limited progress on the calls to action highlighted in Lived Experience 2021. They are repeated below in full and remain urgent priorities for policy makers:

### Protect, respect and engage



- ✓ Promote the **rights of older people** and introduce **age discrimination legislation** for goods, facilities and services.
- ✓ Put older people at the heart of **planning** for the future and our **ageing population**.
- ✓ Co-design the next **Active Ageing Strategy** with older people to ensure its effectiveness and positive impact.
- ✓ Promote and support **intersectoral, intergenerational approaches** to policy development, planning and provision.
- ✓ Adopt and resource **Age Friendly initiatives** across Northern Ireland.

### Support



- ✓ Recognise the key role played by **family carers** ensuring support is available in a way that works for them and their loved ones.
- ✓ Ensure quality, **safe support for older people** in care homes and in their own homes.
- ✓ Develop **housing strategy**, policy and plans with options to match the aspirations and needs of older people.
- ✓ Resource and promote **bereavement** support.



## Health and social care



- ✓ Commit to rebuilding **adult care and support** and provide immediate funding to deliver quality care services.
- ✓ Ensure **equal and effective access to healthcare** services for older people including in-person GP visits, hospital appointments and treatments.
- ✓ Invest in interventions which prevent and address increased levels of **frailty**.
- ✓ Prioritise and value the skills and key role played by the **social care workforce**.
- ✓ Commit to a robust review of what happened in care homes during the pandemic to assure everyone of an effective response to any future health emergency.
- ✓ Develop and quality assure public **health messages** with older people.
- ✓ Implement policy and practice on **advance care planning** and support collaborative and compassionate **end of life plans**.

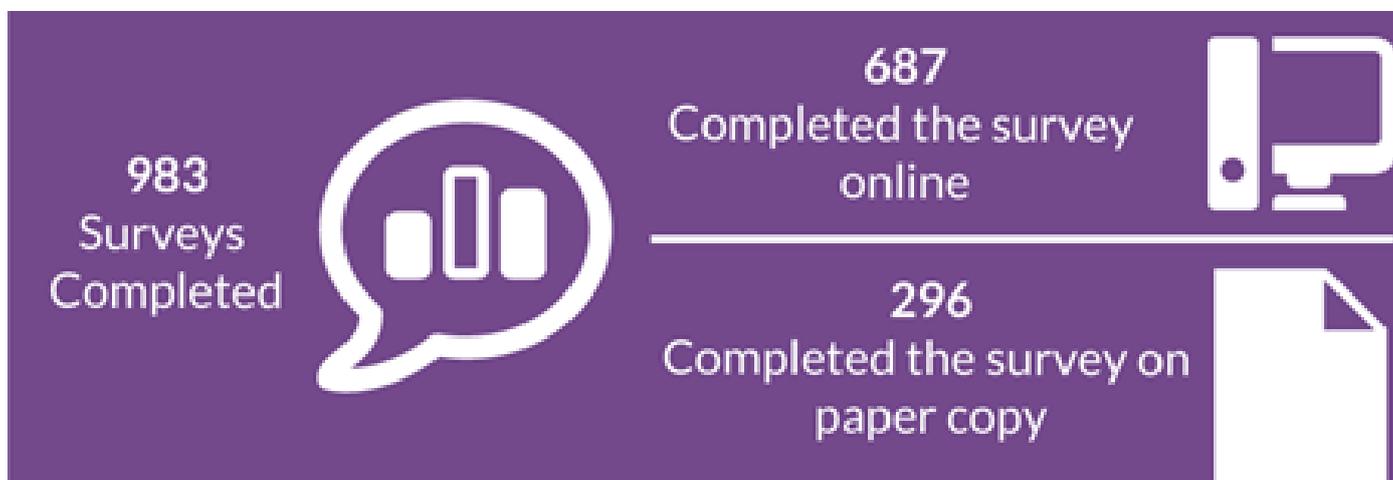
## Communication and connection



- ✓ Develop, deliver and resource a **loneliness strategy** to tackle loneliness and isolation and build personal resilience.
- ✓ Commit to community and voluntary **age sector funding** to secure sustainability of local networks and services.
- ✓ Develop community and **public transport** as part of creating an Age Friendly Northern Ireland.
- ✓ Ensure **cash and access to local banking** services are retained.
- ✓ Ensure **access to 4G** networks across Northern Ireland.
- ✓ Support ownership and confident use **of digital** devices for older people to promote communication, **connection** and accessibility.

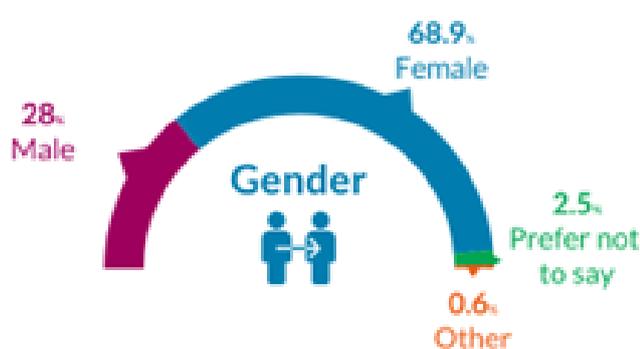
# Appendix

## Who completed the Lived Experience 2023 survey?



## Profile of survey respondents

### Age



### Living Arrangements



### Community



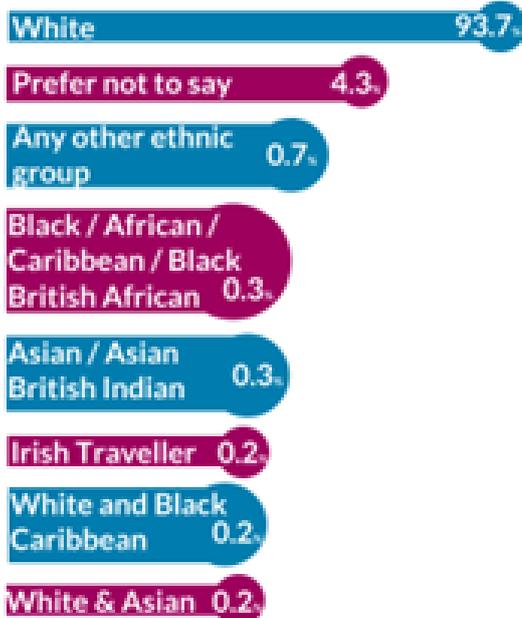
## Relationship Status



## Disability



## Ethnicity



## Religion



## Political view



# About Age NI

Age NI is the leading charity for older people in Northern Ireland. We enable older people to make the very best of their lives and we work to create a society that truly values, supports, and welcomes them.

Age NI delivers care and wellbeing services, provides advice and advocacy support, campaigns and influences decision makers to improve later life for us all.

Our freephone advice line responds to over 10,000 calls a year, providing information and advice on topics such as welfare benefits and financial help available, care and support and housing.

We offer a free benefits check, helping to put over £1 million in unclaimed welfare payments into the pockets of older people.

Age NI reaches and supports older people in local communities through our motivated staff and volunteer base who are committed to our culture and values:

- **You matter.**
- **We care.**
- **Together we make a difference.**

## Find out more about Age NI:

**W:** [www.ageni.org](http://www.ageni.org)

**E:** [info@ageni.org](mailto:info@ageni.org)

**T:** 028 9024 5729

**Free advice line:**

**T:** 0808 808 7575

(Monday-Friday 9-5pm, excl bank holidays)

## Keep in touch:



### Join our mailing list

Sign up to our monthly newsletter for updates on our programmes, events, and more: [ageni.org/newsletter](http://ageni.org/newsletter)



### Follow us on social media

Facebook: [agenicharity](https://www.facebook.com/agenicharity)

Twitter/X: [Age\\_NI](https://twitter.com/Age_NI)

Instagram: [age\\_ni](https://www.instagram.com/age_ni)

LinkedIn: [Age-NI](https://www.linkedin.com/company/age-ni)



If you, or an older person you know, needs advice, information or practical support on issues including welfare benefits, community care, housing and health, contact the Age NI Advice Service to speak to a specialist advisor in confidence:

Age NI Advice Service: **0808 808 7575**  
Freephone (9am - 5pm Mon - Fri)

**Age NI**  
**3 Lower Crescent,**  
**Belfast, BT7 1NR**

**[www.ageni.org](http://www.ageni.org)**

Age NI is a company limited by guarantee registered with the Charity Commission for Northern Ireland NIC104640