

# Building Better Lives project

An information and advice programme, I4S Stage 6

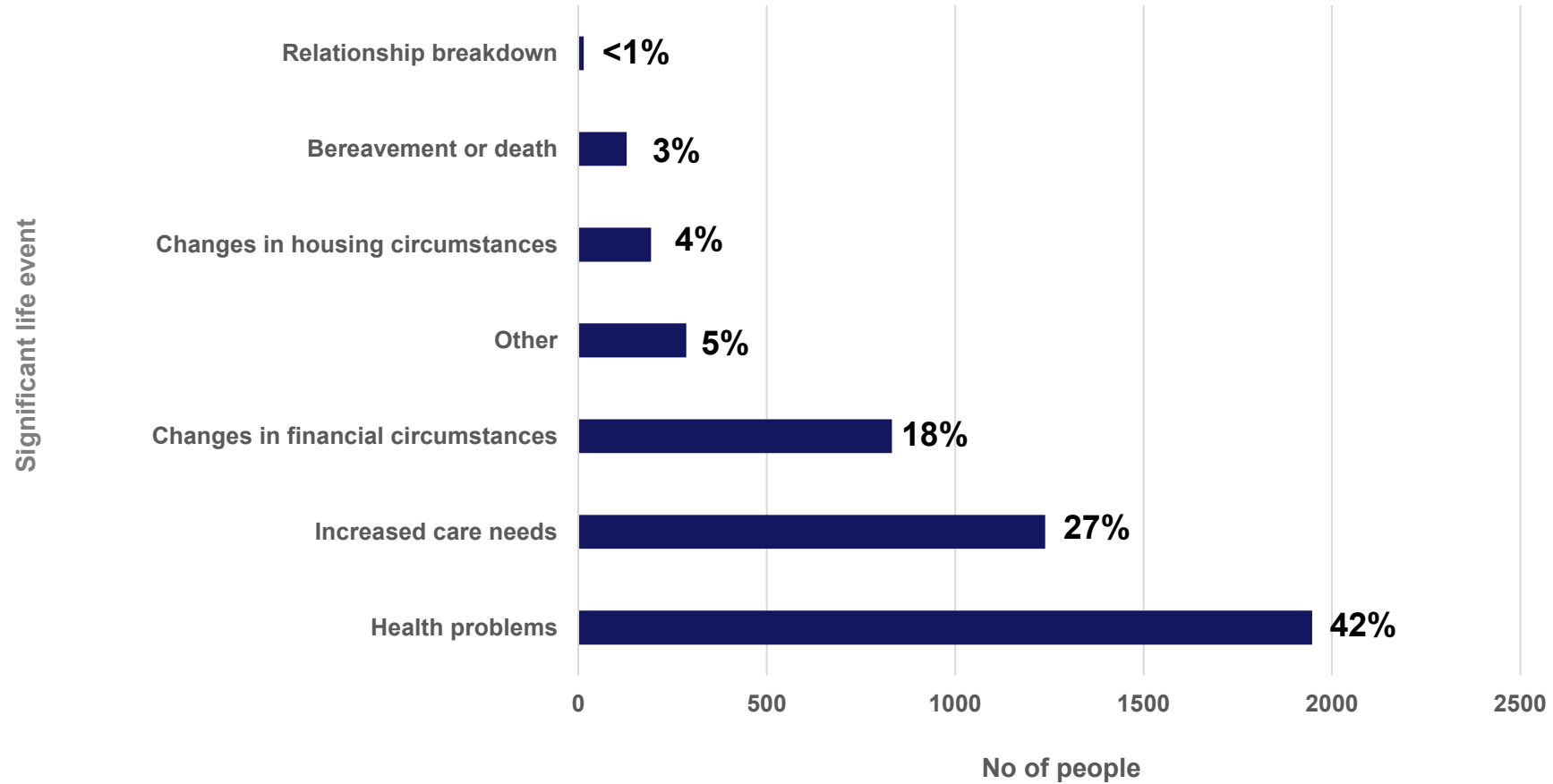
# The project

- **Person-centred, holistic, I&A service** aiming to support **4,200 people** aged 50 years old and above **experiencing a significant life event**, (April 2021 – May 2023)
- **Benefit awareness raising workshops**, aiming to deliver to **500 people**
- A focus on **financial resilience** and **empowerment**
- Develop Age UK's **housing guide resources**
- Funded by **Yorkshire Building Society**



# Reach

4,639 older people experiencing a significant life event received dedicated I&A support, over 26 months.



# Output

**£8,186,369** is the value of **confirmed benefits** through the project

**£15,323,356** is the estimated value of **benefits identified**

# Output

	No. of guides distributed
	Individual
Social Housing	1085
Private Renters	649
Homelessness	407
Homeowners	314
	Bulk
Social Housing	4367
Private Renters	3996
Homelessness	5099
Homeowners	3993

# Outcomes

## Improved financial resilience

- **83%** of people had a **positive change to their situation** after speaking with Age UK
- **87%** felt **happier about their situation**, compared to when they first spoke to Age UK
- **81%** felt **less worried about their situation** compared to when they first spoke to Age UK

## 'If your benefit claim was successful, what will you use the money for?'

To buy food.	<b>35%</b>
To pay off debts.	11%
To save.	24%
<b>To pay for help or repairs around the home.</b>	<b>36%</b>
<b>To heat my home.</b>	<b>53%</b>
To take part in social or leisure activities.	29%
To go on holiday.	8%
Something else.	6%
Client wasn't sure or able to answer.	12%

# Benefit awareness raising workshops

## Summary of delivery

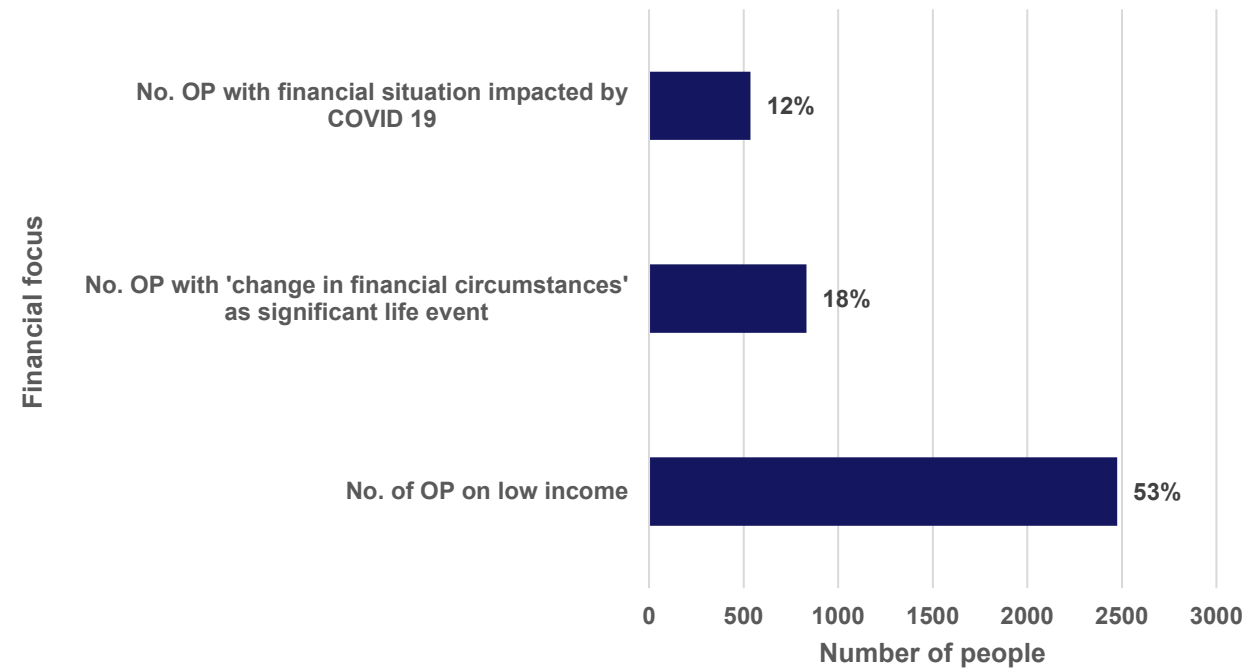
- 92 awareness raising workshops delivered
- 716 people attended
  - 296 of these people were older people
  - 420 were carers, family members and, professionals working with older people

**‘Do you agree or disagree with the statements below following the workshop.’**

	Agree	Neither agree nor disagree	Disagree	Don't know
I know more about the benefits which are available to older people	100%	0%	0%	0%
I know more about how to find out which benefits older people are entitled to	98%	2%	0%	0%
If I were entitled to a benefit, I would feel more comfortable claiming it	97%	3%	0%	0%
I know more about where to get information and advice about social security	98%	2%	0%	0%
If their circumstances change, older people should check their benefit entitlement	100%	0%	0%	0%

# Providing positive outcomes for older people

- Older people experiencing a significant life event who have been supported through the project have submitted a total of **3,639 benefit claims** and **received £8,186,369 in benefits**.





# Feedback from people supported

“Fantastic support and follow up, **improved my quality of life.**” Blackburn client

“[Advisor name] explained everything in detail to us and she **bent over backwards to get us the extra money**, we couldn’t thank her enough”.  
Gwent client

“I’ve felt that I’ve been supported so well. The information and advice I have been given has **changed my life.** I was in limbo when my wife died, but now I can get my home repaired. Thank you.” Carlisle and Eden client

“After the support that I was given, I **have requested to volunteer at Age UK Sutton to see what help I can offer.**” Sutton client

“I can’t thank age UK Bradford enough for all their help and guidance in getting things to a **more happier and safer place for my mum.** It’s taken away some of the worry and concerns now I know my mum is safe.” Bradford client

“With my health deteriorating getting this extra money will help me pay for taxis.”  
Gateshead client

**Thank you**