

Dear Readers

Welcome to the latest issue of Signpost full of updated news for March 2023 with all the latest spring updates on information and activities relevant to older people and organisations supporting older people this month. Please share within your community to keep older people informed, engaged and connected.

Age Awareness Training

Age Awareness Training

IF Customer Service excellence is central to your business, how well do you understand the needs of older people?

Does your customer service team experience challenges when communicating with older customers?

Age NI Age Awareness Training will support your customer service team to learn how to communicate better with older people, and ultimately enable older customers to feel valued and understood when contacting you.

Through this training, customer service staff will:

- Break down Age stereotypes
- Understand the challenges facing older people
- Learn the factors influencing communication with older people
- Improve communication between generations
- Discover how to signpost older customers who need other support



2 hour session cost:
Online £350 + VAT
In Person £500 + VAT



"Very interesting course, worthwhile."

"Really engaging, well timed and full of information."

"Really useful having an older person's perspective"

Does your customer service team experience challenges when communicating with older customers? Age NI offer an Age Awareness Training session that is specifically aimed at customer service teams within businesses/ organisations. This training will help develop skills within your team on how to communicate effectively with older people and understand barriers to communication, ultimately improving the service you provide and ensuring customers feel understood and valued.

The session can be delivered either virtually or in person and lasts approximately 2 hours. If you are interested in hearing more or would like to book a session, please contact

Age Friendly Training Co-ordinator
Claudine Kelly at:
Email: claudine.kelly@ageni.org
Telephone: M: 07425620194
O: 02890245729

Age Sector Networks

Age Sector Networks (ASNs) across Northern Ireland provide a strong community and voluntary infrastructure offering a range of vital services including befriending schemes, good morning calls, advice and support as well as group activities, arts and crafts projects, networking and engagement opportunities. They operate at a Council level strengthening the voice of older people, address their needs and reflect their views collaborating with Age friendly structures.

ASNs have been extremely busy in January and February reconnecting and supporting older people's groups and engaging with Age Friendly initiatives. Some key topics at the last Age Sector Network Exchange meeting included issues relating to: Cost of living, High Energy Bills, Access to Health & Social Care, Difficulty with Council funding forms, Getting connected, Digital exclusion, Loneliness and Mental Health. All networks have a range of great projects in 2023 offering compassionate services, signposting, warm places, volunteering and engagement opportunities.

Get in Touch with Age Sector Networks

<https://www.ageuk.org.uk/northern-ireland/get-involved/age-sector/age-sector-networks/>

Walk with Me A community-based, peer-led walking programme.

Background

Many older adults would benefit from being more physically active. Interventions delivered by peer mentors (trained members of the public) have shown promise at increasing people's physical activity levels in previous research, but their effectiveness in older adult populations is unknown.

Aim

The aim of this project is to determine if a peer mentor can help older adults increase their physical activity over one year compared to a control group. We aim to recruit 348 inactive older adults aged 60 years and over living in socio-economically disadvantaged communities, mainly through General Practices and community groups.

The intervention

Participants will be allocated by chance to one of two groups. One group will be paired with a peer mentor for a 12-week walking programme. The other group will be a 12-month wait list group. The peer mentor will meet with the participant each week with the aim of supporting them to increase their activity and find opportunities in the local community to engage in other programmes so they can maintain their activity.

We will measure if the programme works using an activity monitor. All participants will be asked to wear this for one week at the start and end of the programme and after 12 months. We

will also discuss the impact of the programme with some participants and peer mentors to understand their views of the Walk with Me programme.

Key research questions

The key questions that this study will answer are whether the Walk with Me intervention will help inactive older adults become, and stay active, and what the costs and benefits are for older adults and the NHS. The findings will be shared with the public, older adults' groups and public health staff through social media, blogs, reports, presentations, and research papers.



The poster is for the 'Walk with Me' research project. At the top left is the NIHR logo (National Institute for Health Research). At the top right is the 'Walk with Me' logo, which consists of two stylized figures walking and the text 'WALK WITH ME'. Below this is a larger version of the logo with the text 'Do you want support to increase your physical activity?' in red. Underneath are two bullet points: '✓ Are you aged 60 years or older?' and '✓ Are you interested in taking part in a research project designed to help you to meet new people and take more physical activity?'. A red rounded rectangle contains the following text: 'Taking part in this project may involve you meeting with a peer mentor to do some walking and fun activities. A peer mentor is similar age and has been trained to help people like you increase your levels of activity. The study is being run by researchers from Ulster University'. Below this is contact information: 'If you would like to take part or if you would like more information on this project, please contact a member of the study team on: Tel: 02890366977 e-mail: walkwithme@ulster.ac.uk'. To the right of the contact information is a small photograph of a person's legs walking on a path covered in autumn leaves.

For more information email: Cunningham, Conor C.Cunningham1@ulster.ac.uk

Direct potential repliers towards the walkwithme@ulster.ac.uk e-mail address

All Party Group on Ageing and Older People

All Party Group on Ageing and Older People. 8 February. Last month the agenda of the All Party Group meeting focused on an update from the Department of Health team leading on the Reform of Adult Social Care.



Another big turnout on Zoom - unsurprisingly given the level of interest in this hugely important issue. From across parties, 13 MLAs attended and took the opportunity to ask questions about the public consultation responses and about progress made to date. Over 50 older people as well as representatives from statutory, voluntary and community organisations attended.

You can read more about the meeting at the link below:

[APG 8 February](#)

For further details on future meetings email: Michele or Eithne michele.young@ageni.org
Eithne.Gilligan@ageni.org



We're delighted to tell you that our brand new Regional Shared Lives Service was recently registered with RQIA and we are now up and running and recruiting for Shared Lives Carers.

Please watch our video with the button below, which will tell you a bit more about the service. We would love your help to spread the word and if you, or any of your family or friends are interested in becoming involved please get in touch with alison.milford@ageni.org.

You can also watch our new promotional video which outlines how Shared Lives works, and well done Alison for taking part in this!

[Shared Lives Video](#)

[Shared Lives Webpage](#)

Age Friendly Network NI

Last meeting 6th December 2022 Meeting

Topics covered: Age Friendly Officers Information Exchange, Recap on AFNNI work to date, AFNNI Looking Forward, Engagement with Age Sector Networks, DfC updates and PHA Health Messages.

Next Meeting Date: 14 March at 10.00am in the Lough Neagh Discovery Centre, Oxford Island National Nature Reserve, Annaloist Road, Craigavon BT66 6NJ. For members only.



Learning, Workshops and Training

Libraries NI FREE access to over 160 digital magazines and zoom sessions:
<https://www.librariesni.org.uk/events/>

GO ONLINE Made Easy:
<https://www.nidirect.gov.uk/information-and-services/go-ni/events-and-training>

Help with Digital Devices:
<https://supportingcommunities.org/latest-events/2021/1/7/get-to-know-your-new-device>

Ad-hoc IT volunteers to help older people set up their phones/zoom/etc.
<https://www.communityni.org/job/it-volunteers>
Digital inclusion - [BYTES website](#)

Give it a Go Month events, on the Libraries NI website here: [Events \(librariesni.org.uk\)](https://www.librariesni.org.uk/events)

Ageing Well public talks series



[Ageing well series](#)

British Heart Foundation have a free digital training tool to teach you to save a life in 15 minutes with just your phone and a cushion. Try RevivR now. <https://revivr.bhf.org.uk>

Online Access Guides for disability groups and organisations www.AccessAble.co.uk

GO ONLINE Made Easy:
<https://www.nidirect.gov.uk/information-and-services/go-ni/events-and-training>

Volunteer Now Enterprises Ltd have a variety of training courses coming up:
<https://www.volunteernow.co.uk/training/courses-scheduled/>

Code of Good Governance for Northern Ireland: <https://www.nicva.org/resource/code-of-good-governance-3rd-edition-0>
Governance Health Check:
<https://www.nicva.org/article/governance-health-check-launched>

Funding Updates

Community Foundation NI

Number of funds open for applications:

<https://communityfoundationni.org/achieving-impact/available-grants/>
<http://www.communityfoundationni.org/apply>

The PEACEPLUS is due to be launched in the next few months. There will be opportunities for funding for groups under the PEACEPLUS programme via grants directly from SEUPB. Council will be disseminating information including opening of the grants through our community and voluntary newsletter and mailshots to the database. Please see below PEACEPLUS update from SEUPB. If you wish to sign up to future newsletters and correspondence directly from SEUPB on their various programme updates please use the following link: <https://seupb.us7.list-manage.com/subscribe?u=c15167a3e7e2a23f5ee173f3c&id=819661ec74>

Link to SEUPB website:

<https://seupb.eu/PEACEPLUS>

National Lottery Awards for all of Northern Ireland - funding can help you to make a difference in your community. Funding from £300 to £10,000 to support what matters to people and communities.

Northern Ireland's leading funding toolkit.

Helping charities and communities thrive.

www.grant-tracker.org

NICVA Fundraising Advice Team through their GrantTracker have advised on the following funding opportunities:

- Alec Dickson Trust
www.alecdicksontrust.org.uk/
- B&Q Foundation | B&Q in the Community | B&Q (diy.com) – will fund boilers and other items for senior centres, community centres, etc.
<https://www.diy.com/corporate/bandq-foundation>
- Who We Support | McCarthy Stone
www.mccarthystonefoundation.org – priority is project on the health and wellbeing of older people.
- Home | Benefact Trust – faith sector in particular <https://benefacttrust.co.uk/>
- Carers' Support Fund - Community Foundation Northern Ireland
<https://communityfoundationni.org/grants/carers-support-fund-2/>
- Community Cashback grant SPAR NI
www.spar-ni.co.uk
- National Lottery Awards for All Northern Ireland | The National Lottery Community Fund
www.tnlcommunityfund.org.uk
- NIHE: Social Enterprise Plus Programme. Building Capacity Award (up to £10,000) and Get Going Award (up to £1,000).
www.nihe.gov.uk/community/community-involvement/social-enterprise-plus-programme

[W G Edwards Charitable Foundation](#)

The W G Edwards Charitable Foundation is an independent grant-making charity, which assists with the provision of care for older people. The Foundation assists with capital projects, refurbishment and equipment in addition to innovative schemes for ongoing care. Grants usually between £1,000 to £3,000, with the average grant being £1,700. Deadline 10 March 2023

Other Information

Help NI is an online directory of community and voluntary services for mental health and wellbeing. www.findhelpni.com

Hourglass Helpline: 0808 808 8141

MoneyHelper.org.uk 08000113797

www.moneyhelper.org.uk/en/money-troubles/way-forward

Linking Generations NI

The Network Meetings are now open for registration via our webpage [LGNI Network Meetings Register Now! – Linking Generations NI](#) – if you could all register your attendance and also share with contacts that would be great! You can promote by sharing the above link with your contacts.



Online Access Guides for disability groups and organisations www.AccessAble.co.uk

The Domestic and Sexual Abuse Helpline

Call: 0808 802 1414

E-mail: help@dsahelpline.org

New bereavement support website for Northern Ireland

<https://www.health-ni.gov.uk/news/new-bereavement-support-website-northern-ireland>

The Herbert Protocol

Helping people with dementia to stay safe and independent: You can download the Herbert Protocol from the PSNI website here: www.psni.police.uk/herbertprotocol

Deafblind UK

Tel: 0800 132320 (Helpline Number) Text: 07903572885

Email: info@deafblind.org.uk

Text relay: 18001 then 0800 132320

Facetime: helpline.dbuk@deafblind.org.uk (Not BSL)

BSL video relay: www.deafblind.org.uk/bsl
Free counselling for anyone affected by sight loss from RNIB Helpline on 0303 123 9999 or email: needtotalk@rnib.org.uk if you need support and live in Northern Ireland.

Consumer Council: Click [here](#) and see how much money you could save.

www.consumercouncil.org.uk/onlinetools

Helplines NI Website: <https://helplinesni.com/>

Bereavement and loss through suicide training webinar

Cruse are holding their annual bereavement and loss through suicide training webinar on Tuesday 22nd March at 930am. This is a free event and is aimed at health care professionals, counsellors, community workers etc who are working with people who have experienced bereavement and loss through suicide.

Please share the link with your contacts.

<https://www.tickettailor.com/events/cruseni/858090>

Ask for Ani: A scheme which allows domestic abuse victims to receive emergency help is to be piloted in four Jobs and Benefits offices from Monday 20 February. The 'Ask for ANI' codeword scheme supports those suffering, or at risk of, domestic abuse and the pilot will operate in Armagh, Andersonstown, Larne and Lisnagelvin Jobs & Benefits offices (JBos).

[Ask for Ani postcode checker](#)



SCAMS SUPPORT

If you receive a suspicious message via email, website or text message, you can take the following actions:

Report here via:

<https://www.ncsc.gov.uk/section/about-this-website/report-scam-website>

Via text message - Report suspicious text messages for free to 7726.

Via website: www.actionfraud.police.uk or by phoning 0300 123 2040.

Via phoning police on the non-emergency number 101.

BEAM Creative Network Scams Film:

<https://vimeo.com/699606663/6f815e57a7>

Monitoring Well-being

- How to develop a theory of change or identify pathways to wellbeing
- Where to find evidence for your activities
- How to carry out a wellbeing evaluation, beyond our **Measure your wellbeing impact guidance**
- How to interpret your results
- Troubleshooting evaluation and learning

**N.I. Helplines 22nd March 2023 @ 10am
Parliament Buildings Stormont, Register below:**

<https://www.eventbrite.co.uk/e/helplines-ni-awareness-day-2023-tickets-537761618477>



Inclusive Beaches Mae Murray Foundation

There are five Inclusive Beaches across Northern Ireland ensuring everyone can get to the beach – with Changing Places Toilets or equivalent, and equipment to help people with all needs get onto the beach or into the water (at RNLI patrolled beaches). The Mae Murray Foundation is free to join, and it is free for members to use our equipment and attend our events. For more information, please contact Pippa, Community Development Officer with the Mae Murray Foundation on 0751 093 1904. and accept responsibility for the equipment. Equipment descriptions, pictures and availability information can be found at www.maemurrayfoundation.org/projects/inclusive-beaches

Parkinson's UK Belfast Support Group

PARKINSON'S^{UK}
NORTHERN IRELAND
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

Parkinson's UK Belfast Support Group offers information, friendship and support to local people with Parkinson's, their families and carers. Come along and join us, meet other people affected by Parkinson's in your area and have a cup of coffee and a natter at our regular monthly meetings in St John's Church Hall, St John's Orangefield, Belfast BT5 6AB.

Meetings are always on the 2nd Wednesday of each month and our coming dates are: 8th March, 12th April and 10th May, 2pm - 4pm. For more information contact Morag at mchambers@parksinsons.org.uk or on 07825 450219.

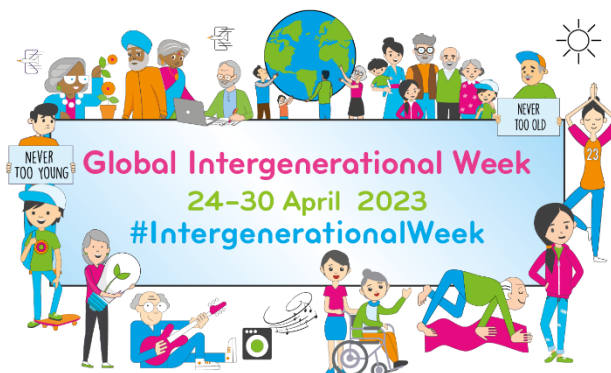


Global Intergenerational Week



Global Intergenerational Week will take place 24th – 30th April this year. [Global Intergenerational Week – Linking Generations NI](https://www.generationsworkingtogether.org/)

[Register as a Support of Intergenerational Week \(generationsworkingtogether.org\)](https://www.generationsworkingtogether.org/)



Public Policy Consultations, Reports & Engagement

Community and Voluntary Sector Infrastructure Support Future Plans

The Department for Communities is asking for your participation in a departmental [survey](#) and invite you to join some upcoming engagement events. Further details can be found below. We would be grateful if you could also share this email with organisations or stakeholders in your network and encourage them to take part and share their views.

The Department is carrying out a programme of work aimed at refreshing the policy frameworks for our voluntary and community sector support. This will include agreeing with our partners on the outcomes that we should prioritise in future years. A review of sectoral needs will inform how we can better support the sector to deliver outcomes set out in any future Programme for Government.

We are committed to engaging with a wide range of organisations in the sector, including those supported through our existing funding programmes as well as those that are not. We will also involve other departments, local government and independent funders. We will also be working with Reference Groups comprising a range of sectoral interests, through which we will draw

on lived experience, expertise and knowledge, and together explore a range of insights and ideas in the design of new approaches.

HAVE YOUR SAY

Please take part in this short [survey](#). It should take you no more than ten minutes to complete and will give us valuable information on current capacity and support needs within the sector.

Our [survey](#) is just one part of our engagement and will stay open until Easter.

You can also sign up for the following events.

The Department would like to take the opportunity to outline current plans and explore priorities within the sector for boosting capacity and improving the landscape of infrastructure support. Events are open to all and will include a roundtable discussion of key questions of interest.

When	Where	How to Register
Thursday 30.03.23 9.30 - 12.30	Clifton House Belfast	Register here
Tuesday 04.04.23 12.30 - 15.30	Playhouse Derry	Register here
Wed 05.04.23 10 - 12	Virtual (Zoom)	Register here

Additional policy workshops will be held in between April and June: further details to follow in the coming weeks. You can find out more information on our [website](#). If you require any further information, please contact us on cssp@communities-ni.gov.uk

Cost of Living Crisis: the impact on our sector

The Cost of Living Crisis is putting huge strain on our sector. As more and more people struggle with food and heating bills, our sector is being overwhelmed with calls for support. NICVA is providing an opportunity for organisations to come together to talk about the issues we are facing and come up with solutions together. Starting with an event in Belfast on 27 March, with more being planned in communities across Northern Ireland.

<https://www.nicva.org/event/cost-of-living-crisis-the-impact-on-our-sector-in-person-in-nicva>

Grief & Bereavement in Northern Ireland

The Commissioner for Older People is supporting the Patient and Client Council in their work to develop of a Bereavement Charter for NI as part of the NI Bereavement Network. To help the Patient and Client Council to begin the wider societal conversation needed for the development of a Bereavement Charter for NI, the PCC are running the following survey to understand what matters most to the people of Northern Ireland when considering death, bereavement and grief. Find out more information [here](#)

Charity Commission for Northern Ireland

joint consultation Have your say on how the charity regulator will develop and grow over the coming years. [Have your say](#)

Nobody should die in poverty

(mariecurie.org.uk)

Mental health and the cost-of-living crisis report: another pandemic in the making?

www.mentalhealth.org.uk/our-work/policy-and-advocacy/mental-health-and-cost-of-living-crisis-report

Nothing About Us Without Us

Effective Advocacy and Campaigning on Disability Rights

Individuals interested in championing disability rights issues are invited to participate in free online training in effective advocacy and campaigning. Participants will be provided with an understanding of effective advocacy approaches; the practicalities of developing and delivering successful campaigns; and mechanisms for influencing change including through the UN Convention on the Rights of Persons with Disabilities (UNCRPD).

The training will take delivered online from 10.30am to 12.30pm on the following dates:

- Thursday 9th March - Advocacy & Influencing
- Thursday 16th March - Effective Campaigning
- Thursday 23rd March - UNCRPD Inquiry

Training will be delivered by Disability Action, in partnership with the Equality Commission for Northern Ireland. There are 15 places available and all reasonable adjustment requests will be accommodated.

If you would like to attend this training or require any additional information, please contact Nuala Toman by email at: NualaToman@Disabilityaction.org or by telephone at: 028 9029 7880.

Regional Health Messages

PHA Health Dietitians You Tube

Public Health Dietitians Group NI

Healthy eating webinars -

<https://vimeo.com/showcase/8198914>

Further Age NI Engagement and Opportunities

Get on the Signpost Express Mailing list: email Michele Michele.young@ageni.org. If your contact details change, please help us keep your information up to date by calling **028 9024 5729**.

Age NI Advice and Advocacy Service:

Free independent and confidential support for older people, their families and carers.

Call Freephone 0808 808 7575

Age NI Personal Alarms

Call **0808 100 4545** - this number takes you in to the main UK system for Age NI's partner supplier, Taking Care. Local contact email is: ni.staff@ppptakingcare.co.uk

Independent Living Products: bathroom aids & adaptations, mobility products and stair/through the floor lifts **028 9024 5729**.

Age NI Stores: We always appreciate any stock donations to any of the Age NI's four stores in Ballymena, Bangor, Coleraine, and Newtownards. We now also partner with online retailer HARU (Help and Reuse) to sell branded and premium items online to achieve a fairer price: ask in store for more details.

Work for Age NI: View opportunities:

<https://www.ageuk.org.uk/northern-ireland/about-us/work-for-us/>

Age at Work project: Mid-Career Reviews aim to support individuals seeking a refresh of their current role, skills and prospects.

Age NI Volunteering: Age NI are looking for volunteers. For information or to register, contact Val.Gamble@ageni.org or 02890 245 729.

More Money in Your Pocket Guide 2022/23

[Read Now](#)

[Please share this Signpost with anyone you feel may be interested.](#)

Age NI News

1. **Age NI helpline:** 0808 808 7575.
2. **Age NI Website:** www.ageni.org for details of our latest news, activities, campaigns & ways you can support Age NI.
3. **Age UK News:** <https://www.ageuk.org.uk/northern-ireland/>
4. You can find all healthy **Take 5 Steps to Wellbeing** videos on our [YouTube Channel](#)
5. **Check in and Chat Service:** To enquire, call Age NI Advice on 0808 808 7575 Monday – Friday, 9am-5pm or email info@ageni.org.

[Like our Facebook page](#)

[Follow us on Twitter](#)

Age NI is the leading charity for older people in Northern Ireland. We deliver care services, provide advice and advocacy, offer products and services, fundraise and influence our decision-makers to improve later life for us all.

Age NI, 3 Lower Crescent, Belfast BT7 1NR. Company number NI071940. HMRC Charity reference number XTI4600. Registered with the Charity Commission for Northern Ireland NIC104640.


Signpost News/ Updates

Please send us information to highlight activities and news in your area. If you wish to have anything included in the next Signpost, please email: elaine.curry@ageni.org

Age NI Plan at a Glance 2022-25



Common Purpose	Age NI enables older people to make the very best of their lives and works to create a society that truly values, supports and welcomes them.
Vision	A society in which we can thrive as we age.
Mission	To help people to enjoy later life.
Values	You matter • We care • Together we make a difference

Pillar	Objective	Priorities
 People Provide and develop quality services and support to improve the independence and wellbeing of older people.	By 2025, we will have supported the wellbeing and independence of more older people through a diverse range of high-quality services and activities.	<ul style="list-style-type: none"> • Continue high quality compassionate and safe service delivery. • Refine and test new models of service delivery which meet the changing demographic and address isolation and loneliness. • Work with partners to promote the benefits of healthy ageing and address frailty. • Identify tools to support people to help themselves to promote independent living.
 Places Prepare for our ageing demographic by creating an age friendly society.	By 2025, we will have driven forward the age friendly agenda through training, collaboration and sharing of good practice.	<ul style="list-style-type: none"> • Increase visibility and reach of Age NI in local communities. • Continue to support the development of Age Sector Networks. • Support the development of age friendly agenda in workplaces and communities.
 Policy Protect and promote the rights of older people.	By 2025, we will have further promoted the voices and the rights of older people through policy and engagement.	<ul style="list-style-type: none"> • Ensure older people are reflected in Government priorities (e.g. Programme for Government). • Secure a <i>Loneliness Strategy</i> for Northern Ireland. • Influence Health & Social Care Reform. • Progress adoption of GFS (Goods, Facilities & Services) legislation. • Collect evidence on what matters most to older people e.g., through <i>Lived Experience</i> approach (loneliness, frailty, etc).
 Progressive Organisation A professional, sustainable, well governed organisation driven by the voice of older people.	By 2025, we will have further invested in the talent of our team, leadership, technology and engagement.	<ul style="list-style-type: none"> • Recruit and retain talented and committed Trustees, staff and volunteers. • Ensure effective leadership. • Embed culture and values across all work areas. • Grow and achieve a sustainable, diverse revenue base. • Enhance technology capabilities. • Strengthen the role and influence of the Consultative Forum. • Increase collaborative working with key stakeholders.