

issue 17 • june 2014

aspire

age
sector
platform

speaking from experience

Pensioners Parliament Report Highlights Pensioners' Heating Struggles



Also inside this edition...

Meet our patron
Malachi O'Doherty

Meeting with
Secretary of State for NI

'Hands Off' Builds
Support

Health Budget Warning
Sparks Debate

Message from the Chair

Hello and welcome to edition 17 of *aspire*!

As usual, this June edition is filled with stories and reports from the action packed Northern Ireland Pensioners Parliament – both from the two-day parliament on 29 and 30 May and the local parliaments held between February and April. We've had a very busy time of it!

We launched a very significant piece of research into the average heating costs for pensioners at the end of May, which you can read about on pages 10 and 11.

This edition also has an interview with our patron Malachi O'Doherty, news on a recent meeting with the Secretary of State for NI and some information on the new 101 non-emergency number launched by the PSNI.

There's also an article from Phoenix Natural Gas on the 'fuel poverty trap'.

I hope you enjoy this edition!



Francis Hughes

Meeting with Secretary of State



Chair of Age Sector Platform, Francis Hughes, and Chief Executive, Eddie Lynch, were amongst a delegation from the age sector to meet with Secretary of State, Theresa Villiers MP, at the beginning of June.

The delegation was led by the Commissioner for Older People, Claire Keatinge, and also included Linda Robinson and Edel Quinn from Age NI. The purpose of the meeting was to highlight key issues affecting older people in Northern Ireland.

The Commissioner said: "Northern Ireland is an ageing society, and more people are living longer, healthier lives; and we are a better society because of this, with older people making significant positive contributions to community, faith, family, civic and business life. This must be recognized and celebrated."

"There are challenges for many older people including having an adequate level of income, securing the health and social care they need and being able to afford to keep warm and keep well."

"Many key decisions which affect the lives of thousands of older people in Northern Ireland are still made in Westminster, and it is vital that the views, needs and aspirations of an ageing society are represented both in Westminster and in the Northern Ireland Assembly."

"As Commissioner for Older People, I have a duty to advise government at all levels, including the Secretary of State, on matters affecting older people to encourage effective and informed planning across all legislatures to ensure that the voices of older people are heard loud and clear."



Cover photo:

Francis Hughes launches the Heating Costs Report at the 2014 NI Pensioners Parliament. More on pages 10-11.

“Alongside colleagues in Age NI and Age Sector Platform/ Pensioners Parliament, I have advised the Secretary of State about the key issues affecting older people, including the importance of universal benefits, such as free TV licences for the over 75s, as well as issues relating to pensions, much of which is still decided in Westminster.”



Pictured at the meeting L-R: Linda Robinson, Edel Quinn, Claire Keatinge, Francis Hughes and Eddie Lynch

Speaking after the meeting, Chair of Age Sector Platform, Francis Hughes, said: “Our meeting with the Secretary of State has proved very constructive and allowed us to highlight the top concerns of older people in Northern Ireland with an extremely influential politician both in Northern Ireland and at Westminster. Northern Ireland pensioners are not receiving the same level of financial support as those in the rest of the UK, and this must be acknowledged and rectified. We also emphasised the importance of universal pensioner benefits like the winter fuel payment and bus pass, which form the basis of a UK-wide ‘Hands Off’ campaign we are currently leading in Northern Ireland.”

Linda Robinson of Age NI said: “As our society ages, it is of fundamental importance that government both at Westminster and at Stormont not only listen to and understand the experiences of older people, but put in place policies and services which promote, protect and fulfil their rights. Age NI drew specific attention to the issue of pensions and income, age equality and the human rights of older people, as we believe attention to these issues must be of strategic importance to improving the lives of older people in Northern Ireland.”



Secretary of State for Northern Ireland, Theresa Villiers MP, meets age sector representatives to hear about the issues affecting older people in Northern Ireland

Meet Malachi O’Doherty, Patron of the Platform

Malachi O’Doherty is a writer and journalist who grew up in Belfast. He contributes articles on politics and culture to the Belfast Telegraph and the Irish Times and he has several published books, mainly memoir.

He is well known through talks and training sessions on media awareness. He has a strong presence on social media and urges older people to be more active online.

*In 2013, Malachi O’Doherty agreed to become a patron of Age Sector Platform and **aspire** is delighted to publish our first interview with him.*



1. Where does your interest in older people’s issues come from?

I am in my 60s now and becoming aware of the challenges of ageing and the problems that I am likely to face. Yet I also feel that I am more free and that life is potentially more playful, even. I do not feel that in supporting older people I am stepping aside from the concerns of my own generation. The problems which they face are those which I am starting to face myself and which will affect me more deeply later.

I also have a prejudice that older people are more interesting and more fun. When I go to arts events and debates it is mostly older people that I find in the audiences there. They have more experience of life and yet they seem often to have moved beyond the dark worrying that overtakes younger people. They don’t have the same expectation that the world will be radically changed if they shout a bit louder but many do have a contentment from having accepted that life is what it is and even that it ends.

I think a lot of older people are laughing up their sleeves at the delusions of younger people that they know better or that they get more joy out of life. In short, older people are wiser. And that’s what you would expect since they have lived longer and seen more and survived more. That much of the world does not notice this is the world’s loss, more than it is theirs.

2. What do you feel are the main problems facing older people today?

The biggest problems are the serious risk of declining health and low income. There is also a feeling among older people that they are invisible. Also, they are occasionally patronised. I have

not adjusted to young waitresses calling me 'love'. It appalls me that my numerical age determines many of the circumstances of my life. Were I to fall off my bicycle and break my leg I would be put in a geriatric ward on the apparent expectation that I would need a different kind of nursing to that which someone ten years younger would need. That worries me.

I also believe I have been discriminated in employment prospects because of my age. I have forty years experience in my profession and my CV is embarrassingly long but last year, when I was trying to get a job, I was mostly refused interviews and when rarely granted them got no offers. I can't accuse any one employer of age discrimination but putting them all together I have to ask why some organisations wouldn't even want to interview a person who could offer so much. Perhaps many young managers wouldn't have the confidence to direct an older more accomplished professional and therefore don't risk having to employ them by seeking some pretty flaky excuses not to interview them. But, stuff them. It's their loss.

3. What attracted you to become a patron of Age Sector Platform and how can you help support older people to make their voice heard?

I encountered Age Sector Platform first when I was asked to give some media skills training to members. I realised immediately that they had an expertise that I would soon need to draw on and that I should get along side them in their endeavours to win justice on pensions and health rights and equality; I saw that their concerns were mine too, or soon will be.

I hope that I can support ASP with campaigning advice and in their efforts to enhance their media profile. I also hope that I can fire them up a bit too. I have made a few speeches to them at their meetings and these have gone down well. I don't want any of them chaining themselves to railings or burning themselves in public but I love it that they have the confidence to confront politicians and leaders of opinion.

I also am reminded in the company of older people that quality of life, physical wellbeing, a lively mind and a sense of fun can be preserved to the very end of one's days. That is a hugely reassuring discovery for me and I thank members of ASP for revealing it to me.

4. In your spare time, what are your interests?

My main interests are writing, photography, cycling and good food and wine. I have been married for twenty years and my wife and I are really getting to know each other now. I have been dabbling in making short videos, combining stills photography with audio recordings. You can see some of them at www.malachiwithaney.co.uk.

The Local Parliaments - From Belfast to Omagh!

Around 500 older people from across Northern Ireland attended one of seven local parliaments as part of the Northern Ireland Pensioners Parliament between February and April 2014. The first parliament kicked off in Belfast, then visiting Enniskillen, Newry, Craigavon, Larne and Magherafelt, before finishing up in Omagh.

Attendance at each parliament was great, with the brand new locations – Larne and Magherafelt – being amongst the best attended, which was particularly positive!

At each parliament, delegates were provided with an update on the on-going work and campaigns of Age Sector Platform, and encouraged to get involved.

As part of Age Sector Platform's 'Feel Safe' project, funded by the Department of Justice, a panel of local community safety representatives responded to questions and concerns from the floor of each parliament. These sessions helped develop links between local older people and their Policing and Community Safety representatives, whilst also allowing for discussion on issues such as visible policing, anti-social behaviour and home security measures.

As usual, each local parliament allowed for discussion, debate and interactive voting on a number of topics, and during the afternoon of each local parliament, a political panel was on hand to respond to some of the main issues of concern. Twenty nine locally elected representatives (25 MLAs and 4 Councillors) took part in these Q&A sessions in total.

More photos from all seven local parliaments can be viewed in the Age Sector Platform photo gallery by visiting www.agesectorplatform.org.



Connecting Older People and PCSPs

One major focus of the local parliaments this year has been to explore the issue of community safety within local areas; to measure older people's awareness of existing schemes and agencies whilst gauging their interest in better connecting with local bodies in relation to community safety.

At each local parliament we asked delegates a series of interactive questions in relation to community safety, and the results have proven very valuable.



Findings

On a positive note, almost four out of five (79%) respondents had heard of Policing and Community Safety Partnerships (PCSPs) although almost two thirds (63%) did not know what they do.

Just over a third (38%) had heard of the Quick Check number [0800 013 22 90], which can be used to verify the identity of a potentially bogus caller at the door.

Encouragingly, almost all (98%) respondents believe older people should establish better connections with PCSPs, with over two thirds (71%) personally interested in getting more involved.

Age Sector Platform has suggested the production of a 'Fear of Crime' booklet which would be created and published especially for older people who may be fearful of crime. Positively, 93% of respondents said they would read it and/or keep it for reference.

For more information about your local Policing and Community Safety Partnership, visit www.nipolicingboard.org.uk or phone the NI Policing Board on 028 9040 8500

Health Budget Warning Sparks Debate

The Northern Ireland Pensioners Parliament took place on Thursday 29 and Friday 30 May 2014 in Belfast, with the hot topic of health and social care taking centre stage during the first day of proceedings.

Following the stark warning from the Health Minister in early May indicating that patient safety could be at risk if the Department does not receive extra funds, Age Sector Platform claimed it was essential to gauge the opinions of pensioners in Northern Ireland about how they feel the process of health reform is affecting them.

Concern regarding access to health and social care has increased by 17% over the last two years of the Pensioners Parliament, and the parliament's voting and discussion helped pinpoint what areas of healthcare cause the most concern.

Robert Hasson, Chair of Age Sector Platform's Health Campaign Committee, commented: "Earlier this year we travelled the province hearing the views of older people in every county of Northern Ireland and we know that health and social care is a cause for concern for many of them. Some of the issues raised were age discrimination in the treatment of older patients, inadequate domiciliary care, crisis in our A&E departments and unfair employment conditions for carers."



Robert Hasson speaking at the parliament

"We are concerned about the resources and strategies in place to deliver *Transforming Your Care*. Minister Poots has claimed that patient safety could be at risk if his Department's funds are not increased; this is extremely alarming, considering the fact that older people are the biggest users of the health service."

"At last year's Pensioners Parliament we raised concerns regarding the closure of statutory residential care homes and emphasised the need for proper

consultation with older people. Whilst we welcome the Health Minister's assurance that all statutory residential care homes will remain open for now, it is not clear how future admissions policy will change, if at all."

The 'Reforming Health and Social Care' session at the Northern Ireland Pensioners Parliament heard from a number of key speakers including Pamela McCreedy, Director of *Transforming Your Care*; John McVey, NIPSA's Policy/Research Officer; and Professor Mark Lawler from Queen's University Belfast.



Pamela McCreedy and John McVey speaking at the parliament

Pamela McCreedy provided an update on the progress of *Transforming Your Care*, whilst John McVey from NIPSA outlined his organisation's position in relation to privatisation of the health service.

Professor Mark Lawler from Queen's University Belfast, gave a presentation on age discrimination in the treatment of cancer, emphasising the need for legislation to be introduced in Northern Ireland to address this matter.

Joining the panel for the Q&A session were Claire Keatinge, the Commissioner for Older People for Northern Ireland and Duane Farrell from Age NI.

Four health and social care motions were passed at the parliament, and one in relation to age discrimination legislation. These will be published in the Northern Ireland Pensioners Parliament Report in the autumn.



Professor Mark Lawler and the 'Reforming Health and Social Care' panel

Heating Costs Survey Launched

A new report launched on the final day of the Northern Ireland Pensioners Parliament has revealed that one in two pensioner households in Northern Ireland has to cut down on other essentials, such as food, in order to cover the cost of heating.

The research formed the basis of discussions and voting during the final day of the Northern Ireland Pensioners Parliament in Belfast, with a number of fuel poverty experts and a panel of politicians responding to the concerns of around 200 older people from across Northern Ireland.



On the back of the report, Age Sector Platform, is calling on the Northern Ireland Executive to do more to address static incomes and rising energy costs being suffered by pensioners across the province.

Francis Hughes, Chair of Age Sector Platform, commented: “We have often heard the phrase ‘heat or eat’ being used in the fuel poverty debate, but our research has confirmed that this is the stark reality for pensioner households in Northern Ireland. During the last four years of the Pensioners Parliament, the biggest worry for older people has been keeping warm in winter. The Executive must do more to assist older people with their heating bills.”



Francis Hughes presents the findings of the Heating Costs Report at the Northern Ireland Pensioners Parliament

“During the Pensioners Parliament we passed a number of motions which call upon government to address issues such as Northern Ireland’s reliance on oil, government’s focus on energy efficiency schemes and the lack of financial assistance for pensioners here compared to the rest of UK and the Republic of Ireland.”

“Currently, older and vulnerable pensioners in both Great Britain and the Republic of Ireland are entitled to an allowance towards their annual electricity bill. Pensioners in Northern Ireland receive no such assistance and

we believe this is totally unjust. Pensioners here have to choose between heating and eating whilst our Northern Ireland Executive stands back and offers excuses as to why it can't help. That is unacceptable. Our devolved government must take responsibility for the welfare of some of its most vulnerable citizens.”

“We understand that the Northern Ireland Executive is due to meet in the coming month to discuss a new budget. A scheme entitling older and vulnerable pensioners to an allowance towards their electricity bill needs to be introduced here, in the meantime we call on our Executive to ensure older people are protected from the worst energy price hikes by providing a one-off payment to the most vulnerable. Otherwise, more older people will die because of the cold this winter.”



Members of Age Sector Platform's 'Making Ends Meet' Campaign Committee launch the Heating Costs Report at the Northern Ireland Pensioners Parliament
L-R: Francis Hughes, Nixon Armstrong, Martin Gallagher, Thelma Dillon, Seamus Lynch, William Hutchinson and Ross Bailie

The report found that on average, pensioner households spend £1,602 per year on heating costs. It also found that pensioner households that rely on oil for heating their homes are paying, on average, £405 per year more than those relying on gas, and that pensioner households in rural areas are paying £209 per year more, on average, than pensioner households in urban areas.

A copy of the Heating Costs Report can be viewed and downloaded from the Age Sector Platform website at www.agesectorplatform.org; just click on 'news'.

101 Non-emergency Number

The telephone number for calling the PSNI in a non-emergency situation has changed to 101.

Assistant Chief Constable, Alan Todd, speaking at the NI Pensioners Parliament on Thursday 29 May said the number should reduce the pressure on the 999 emergency system, and provide members of the public with a more memorable number to ring in a non-emergency situation. The 101 number will be available 24-hours a day, seven days a week, 365 days a year.



Assistant Chief Constable Alan Todd from the PSNI speaking about the new 101 number at the Parliament

Frequently Asked Questions

Why is 101 non-emergency number being introduced?

The 101 non-emergency number is the new number to call to contact the PSNI in non-emergency situations only. It's more memorable and will bring Northern Ireland in line with the rest of the UK

Why should I call 101?

Use the 101 non-emergency number for situations that do not require an immediate police response which helps keep 999 available for when there is an emergency. If a crime is taking place, or somebody is in immediate danger, always call 999.

Where will my call be answered?

Calls will be answered at a number of venues. If you live within the Urban policing area they will be answered at the Urban Contact Management Centre at Castlereagh police station. If you live in the Rural policing area your call will be answered at Maydown or Armagh police stations.

What will happen when I call 101 non-emergency number?

Callers will be able to choose from three pre recorded options, giving them the opportunity to report something to police or make another type of enquiry. Advanced call routing will help trained Police Service of Northern Ireland personnel to deal with enquiries. Should local call handlers be busy, the enhanced technology will find someone else within the Service who is qualified to answer the call.

When I call the police will an officer be sent immediately?

Before any officers are deployed, call handlers will assess the nature of the call and grade its priority. If the call is an emergency an officer will be sent straight away. If it is not an emergency, an officer will be sent accordingly.



How much do calls cost to 101?

Calls to 101 non-emergency from landlines or mobile phones cost 15p, regardless of the length of time you are on the phone or the time of the day you call. Tesco mobile and giffgaff mobile network users will not be able to dial the 101 non-emergency number. Those network users should dial 02890 650222.

English is not my first language, can I still call 101?

Yes, translation services are available in such circumstances.

If I have difficulties with my hearing or have speech impairment, can I call 101?

There is a specialist text line for use by the deaf, auditory and speech impaired only which is 028 9090 1300.

What will happen to the previous number, 0845 600 8000?

Once 101 non-emergency number has been established through public usage, the current 0845 600 8000 telephone number will be phased out by the Police Service of Northern Ireland.



Members of Age Sector Platform's 'Fear of Crime' Campaign Committee at the Urban Contact Management Centre in Castlereagh. Pictured with Chief Inspector Clive Beatty, and ASP staff Eddie Lynch and Seamus Lynch

Campaigning Matters

‘Hands Off’ Builds Support!

Since the last edition of *aspire*, the ‘Hands Off’ campaign has continued to gather support, and a paper petition has been created so that those without access to the Internet can back the campaign. The paper petition, which can accommodate thirty signatures, has proved to be very popular with thousands of people already having supported the campaign through this method.

‘Hands Off’ was launched in December 2013 and aims to safeguard benefits such as the winter fuel payment, bus pass, free prescriptions and TV licences after the 2015 general election.

Following comments made by the main political parties at Westminster indicating these benefits may be under threat, the campaign has been emphasising their importance in achieving a decent standard of living for millions of pensioners across the UK, whilst also highlighting the costs and barriers associated with means-testing such benefits.



At the Northern Ireland Pensioners Parliament on Friday 30 May, representatives from pensioner organisations across the UK explored how the campaign will build support during the next year. Representatives included Neil Duncan-Jordan from the National Pensioners Convention (NPC), Jimmy Miller from the Scottish Seniors Alliance (SSA), John Vincent from the Welsh Senate of Older People (WSOP), Malcolm Booth from the National Federation of Occupational Pensioners (NFOP) and John Jarvis from the Civil Service Pensioners Alliance (CSPA).

As a UK-wide campaign, Age Sector Platform (ASP) is working in partnership with these pensioner organisations to ensure the campaign reaches every corner of the nation.



www.handsoff.org.uk

Day of Action

1st October is International Day of Older People. This year, it has been suggested that it should become 'Hands Off' Day, with a UK-wide day of action co-ordinated by partner organisations.

Age Sector Platform, as the organisation leading the campaign in Northern Ireland, is eager to raise the profile of the campaign here as much as possible, and will be in touch with member organisations and Pensioners Parliament participants regarding any potential event or rally.

In the meantime, put the date in your diary! Wednesday 1st October 2014 is 'Hands Off' Day!



'Hands Off' partner organisations gather at NI Pensioners Parliament L-R: Malcolm Booth from NFOP, John Vincent from WSOP, Nixon Armstrong from ASP, John Jarvis from CSPA, Jimmy Miller from SSA, Neil Duncan-Jordan from NPC and Eddie Lynch from ASP

Support

The online 'Hands Off' petition closed on Saturday 10 May with 26,679 signatures.

To date, partner organisations have collected 40,870 signatures through paper petitions, with more coming in every day!

With the initial target of 100,000 signatures not too far away, every individual supporting the campaign is encouraged to print or request a batch of paper petitions and distribute amongst family, friends and neighbours.

Does your local community have groups or venues that could help distribute the petition? Why not leave a batch in places where you know older people frequently visit, like your local GP surgery, community centre or church? And remember, the petition can be signed by individuals of all ages!

Visit www.handsoff.org.uk and click on 'support' to download and print the paper petition. Alternatively, you can collect batches from Age Sector Platform's office in Belfast during office hours or phone 028 9031 2089.

Up for a laugh?

The Beach Boys walk into a bar.

One says to the other "Round? Round? Get a round? I get a round?"

What do you call a Frenchman wearing sandals?

Philippe Philoppe

Two cannibals eating a clown.

One turned to the other and said: "Does this taste funny to you?"

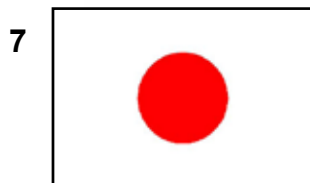
Sudoku

	8					2		
					3			4
2			7			6		
		6		3				5
8			5		9		7	
			2					
			1		4			8
	4	2			7			
							1	

World Cup Trivia Answers:
 1. Spain 2. Algeria 3. Argentina 4. Belgium
 5. Cameroon 6. Greece 7. Japan 8. Portugal

World Cup Trivia

The 2014 World Cup will commence on Thursday 12 June. In keeping with the World Cup theme, some of the qualifying countries and their corresponding flags have been listed below. Can you match the flags with the corresponding country?



Japan

Argentina

Portugal

Greece

Spain

Algeria

Belgium

Cameroon

Answers at bottom of page 16

The Fuel Poverty Trap

Jonathan Martindale, Business Development Manager at Phoenix Natural Gas, outlines the issues and how Northern Ireland can navigate its way out of the fuel poverty trap with the help of natural gas.



The picture is pretty bleak when looking at the energy efficiency of homes in the UK when compared with other European countries (Association for the Conservation of Energy, 2013).

It is widely reported that the regional fuel poverty rate in Northern Ireland is currently around 42 per cent despite the fact that according to the most recent Transparency report published by the Utility Regulator, the UK as a whole has amongst the lowest domestic gas and electricity prices in Europe and relatively high household incomes compared to the other countries.

In this context, the poor energy efficiency of our housing stock emerges as a major contributor to these problems.

What is currently being done to tackle the situation?

There are a number of energy efficiency schemes that directly target those households that are worst affected and with close to £30

million being made available to Northern Ireland homeowners annually, in theory we are not short of funds to make inroads into tackling the problem.

The Warm Homes Scheme has been the Department for Social Development's lead tool in tackling fuel poverty since 2001 and looks set to continue in its current format providing a range of energy efficiency measures to those that meet the means tested eligibility criteria.

The NI Sustainable Energy Programme (NISEP) is an additional fund which provides support to homeowners via a wide range of energy efficiency schemes that include central heating replacement schemes, insulation packages and water saving devices.

Managed by the Utility Regulator these range of schemes focus 80% of their annual 7 million plus spend on lower income households. The 2014-15 schemes have just recently been launched with information available on the Utility Regulator website www.uregni.gov.uk.

What additional work can be done in the area of fuel poverty?

Given the particularly high level of fuel poverty locally it's no surprise that there are a number of influential bodies and personnel with a range of opinions on how best to help the situation.

Although it is positive to have a diverse range of opinions it is a concern that with such a mixed set of views and no one clear path being offered, homeowners can often be paralysed in making a decision and end up making no improvements to the energy efficiency measures in their home.

For this reason there is a desperate and urgent need for investment into a 'one stop' energy advice campaign from the Northern Ireland Executive that challenges homeowners to take action on the one factor

of fuel poverty they can influence – the thermal efficiency of their home.

The campaign should be multifarious and overtly target action from homeowners on the most appropriate energy efficiency measures for their homes.

The organisation tasked with delivering this ‘one stop shop’ should be highly skilled in all areas of energy efficiency and be capable of making direct recommendations to homeowners as well as steering them through the process to take affirmative action. This includes introducing them to any grant assistance schemes that may be available and a follow up mechanism to ensure that those most in need take action.

There has been no better example of government being able to stimulate action from homeowners than the local Boiler Replacement Allowance introduced in September 2012 and on-going until April 2015. The maximum grant allowance for this scheme is less than 50 per cent of the typical install price. However over 12,000 homes have taken action and replaced a 15-plus year old boiler, typically contributing an average of £1,000 to do so.

Role of Natural Gas

Natural gas is currently available to over 360,000 properties in Northern Ireland and with the continued development of existing networks and plans in place to bring natural gas to the west of the province it is likely that in 2016 it will be available to over 430,000 properties in Northern Ireland.

The region’s current reliance on home heating oil has often been recognized as the principal

driver for the high fuel poverty levels in NI however close to 200,000 homes in NI with access to the natural gas network remain unconnected.

There are many reasons why Northern Ireland have such a high predominance of fuel poverty, but the principal driver has been demonstrated to be the region’s reliance on oil for domestic heating (Liddell, Morris, Rae & McKenzie, 2011)

With NI homeowners spending an average of 50% of our total energy costs on space heating and hot water requirements it is vitally important to ensure that the boiler powering these needs is fit for purpose.

Given the widely accepted economic, environmental and lifestyle benefits of natural gas homeowners who are concerned about their current fuel use or indeed are aware that their current system is not operating as efficiently as it once was should consider installing a natural gas boiler.

Phoenix’s highly trained team of energy advisors carry out over 200 energy audit’s in the Greater Belfast area each week, offering homeowners general energy efficiency advice as well as specific advice on the benefits of natural gas and grant schemes available locally.

With the wide range of schemes available that meet the needs of both those in extreme fuel poverty and those that have the ability to contribute towards measures it is important that homeowners in NI grasp these opportunities.

Jonathan Martindale can be contacted at jonathan.martindale@phoenixnaturalgas.com



Age Sector Platform Members

ABC Seniors Network
Age NI
Age North Down and Ards Over 50s Forum
ALLY Foyle
Belfast East Seniors Forum
Carers NI
Castlereagh Lifestyle Forum
Civil Service Pensioners' Alliance (CSPA)
COAST (Causeway Older Active Strategic Team)
Communications Workers Union (NI Regional Retired Members)
Engage with Age
GMB Retired Members
Greater Shankill Senior Citizens' Forum
Hoi Sum Chinese Elderly Group
ICTU Retired Workers Committee (NI)
Indian Community Centre 50+ Club
Mid and East Antrim AgeWell Partnership
Mid Ulster Seniors Network
NASUWT Retired Members Association
National Federation of Occupational Pensioners
National Pensioners Convention (NI)
Newry and Mourne Senior Citizens' Consortium
Newtownabbey Senior Citizens' Forum
NIPSA Retired Members Association
North Belfast Senior Citizens' Forum
North West Ageing Well Together (NNAWT)
Older Women's Network NI
Public Commercial Services Union (Associate and Retired Members)
South Belfast Lifestyle Forum
South West Age Partnership
UNISON Retired Members
Unite Retired Members
West Belfast 50+ Forum

If you have any feedback or would like to request additional copies of this newsletter, please get in touch.



Age Sector Platform
Merrion Business Centre
58 Howard Street
Belfast
BT1 6PJ

Tel: 028 9031 2089
Fax: 028 9033 2273
Email: info@agesectorplatform.org

Supported by:

The
ATLANTIC
Philanthropies