

We are excited to be launching our new 'Home Admin Service' in Cornwall.

What is it?

This service aims to **ease the anxiety and stress** that can come when organising paperwork at home. The service aims to make sure bills are paid on time and a person's day to day affairs run more smoothly.

Bereavement, illness, a house move or any change of circumstances can lead to a person being unable to keep their paperwork in order. Whatever the trigger, our **Home Admin Service** can create an **organised, easily accessible filing system** within an individual's home. We also offer a number of other tasks which can alleviate anxiety, such as;

- Calendar and address book completion
- Card writing
- Gift wrapping and posting of gifts
- Appointment making
- Assisting to set up direct debits and standing orders
- Call assistance to relevant organisations and utility providers
- Getting online

Where did the idea come from?

"During my role as a 'Living Well Co-ordinator' I would come across clients whose paperwork would be in great piles randomly stacked around the house. Hiding amongst old newspapers and take away menus would be unpaid bills, final notices & demanding letters."



"On one occasion I recall an unpaid council tax bill and subsequent court summons. The person was unexpectedly admitted to hospital, which caused a delay in payment, meaning extra stress and financial strain during a difficult time."

"To combat these challenges, we created an understandable filing system for the client. This system reduced their anxiety and provided peace of mind to family members who live far away. It also assisted our Information and Advice volunteers and other organisations to apply for benefits & entitlements" **Rebecca Kevorn**

How else could a person benefit?

-Documents can be organised to be presented to a Solicitor and aid the following;

- Buying or renting a home
- Preparing 'Power of Attorney'
- Probates & wills

-Collated information could be used to apply for benefits and entitlements.

-Ordered insurance policies to compare tariffs.

-Gaining control, allowing for better budgeting and financial planning.

-Aids planning and applying for future care.



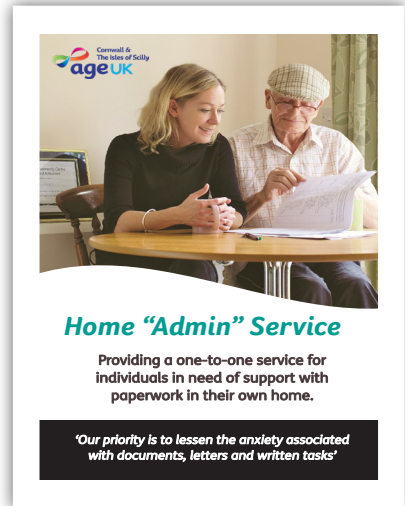
How is this Service delivered?

- 1) Initial communication received to the Helpline team.
- 2) **The Helpline team** will take the relevant details and **refer to a Service Consultant**.
- 3) The Service Consultant will call the client to arrange a home visit to discuss their **administration needs and priorities**. If the customer is an existing Age UK Cornwall and IOS client, they will discuss these needs on the telephone.
- 4) Following the discussion, a **'Home Admin Co-ordinator'** will visit the individual for **four hours** to complete the initial 'tidy up' tasks, leaving the individual with an **organised and efficient filing system** plus any other tasks requested.
- 5) Individuals can then book in **'after care appointments'** for the year ahead to keep on top of any **administration tasks**. These are booked as hourly blocks.

What is the cost?

An initial **£75** for a **4-hour** 'tidy up & review' session. This price includes the **filing system, a welcome pack & a calendar**.

The **After Care Service** will be priced at **£18 per hour**.



What is the vision for the future?

After a **3 month period** of delivering this service, we will then review & reflect what has worked well, what hasn't and any service improvements we can make to **improve ongoing delivery**.

We are already discussing additional elements for the service. Can we provide support for **online shopping solutions, reminder telephone calls and/or a moving house package** that bolts onto the service as we move forward.

All these ideas are being investigated, but we would **love to hear some ideas from all our staff, volunteers & trustees**. Remember! All suggestions & thoughts are welcome.

Contact **Rebecca Kevern or Lee Davies**, or send your suggestions & ideas to; **email@ageukcornwall.org.uk**