

londonage

Age UK London Magazine Spring 2016



Age Friendly London

Does the capital work for older Londoners?

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Comment



Samantha Mauger
Chief Executive
Age UK London

Age UK London is committed to making London age friendly and in this edition of London Age we explore the topic extensively.

Anna Dixon tells us why the Centre for Ageing Better wants to see London become age friendly - so older people's contribution is valued and encouraged.

We hear from Cllr Stephanie Cryan who tells us what Southwark are doing to make the entire borough age friendly, and we hope more boroughs across the capital are inspired by the story.

Anne-Sophie Parent, from AGE Platform Europe, shares experiences from across the continent while we also have a summary of a King's College London Report about how age friendly London is.

Finally we have information about a new scheme from the Mayor of London and we meet Catherine Morrison who works on Healthwatch City of London's new City Health online directory - something that's very exciting if you live in the Square Mile.

We hope you enjoy the latest edition and ask for your ongoing support as we try and make London a great place to grow older.

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Top news

Age UK Lewisham & Southwark win award



Age UK Lewisham & Southwark has received recognition for the positive impact they have made on the community of Southwark by winning the Building Sustainable Communities Award at the City of London's Sustainable City Awards. The London-wide award recognises voluntary organisations whose work makes a tangible difference to the sustainability of their local area by bringing people together, especially across different communities. The award was received specifically for the work of the staff and volunteers at Stones End Day Centre in Borough.

Vulnerable Consumers

The UK Regulator's Network (UKRN) has published a new leaflet for vulnerable consumers seeking support services such

as gas, electricity, water, phones and public transport are not luxuries. We need them every day to look after ourselves and participate in society. If you're older, ill or have a disability, or you've suddenly found yourself in vulnerable circumstances, you may require extra support when engaging with these services.

Find out more by viewing the leaflet online at <http://bit.ly/1S5Z7ll>

TfL Campaign

"London's the one place in the world I actually feel less disabled"

Robyn, 29. An author and trumpet player with Asperger's syndrome and cerebral palsy.

Transport for London have launched a new accessibility campaign. They want to give more people greater confidence to take new journeys across London, making the most of what the Capital has to offer. The campaign uses real-life stories and experiences, highlighting journeys disabled people can now make due to accessibility improvements recently introduced.

Find out more by visiting www.tfl.gov.uk

London of the future must be age friendly

Anna Dixon is Chief Executive for the Centre for Ageing Better. Here she discusses the importance of London becoming age friendly so that the contribution of people in later life is valued and encouraged.



The World Health Organization is working towards an 'age friendly world'. One in which people of all ages actively participate in their community, it is easy for older people to stay connected, for people to stay healthy and active even at the oldest ages and appropriate support is available to those who need it. The Centre for Ageing Better supports these aims and so as well as working across England on specific topics, we want to work with communities to become age friendly.

In February, Age UK London launched 'Making London a Great Place to Grow Older', its manifesto for the mayoral candidates. If London truly committed to just one of the goals set out in the manifesto - to Make London an Age Friendly City - many of the other issues would have to be addressed. By engaging with people to help design the solutions and working with other organisations, including businesses and employers, local councils, and housing developers, the Greater London Authority and the next Mayor of London will be able to create a sustainable city which can harness the opportunities of an ageing society.

Making London's housing age friendly is a key priority in the manifesto. We also believe that homes and neighbourhoods are vital

components of living a good later life, as well as helping to reduce the strain on our health and care system. 'Ageing London' launched by the Mayor's Design Advisory Group, calls for the development of innovative new models of housing for older Londoners, the establishment of "lifetime high streets" to support older residents in starting new businesses and new intergenerational community spaces.

Ageing Better is keen to ensure that more people can enjoy later life and remain in the communities they know. We will work with others to draw together and use the evidence

Ageing Better is keen to ensure that more people can enjoy later life

to enable more people to live in homes and neighbourhoods that are age friendly. Evidence from Foundations, the national body for home improvement agencies, found that adapting your home can delay a move into residential care by four years. We want to understand how spending money on home adaptations can bring benefits not just in terms of reduced costs (to health care and residential care) but also how they can im-



prove the experience of later life.

In March, we announced our partnership with Greater Manchester Combined Authority (GMCA) to develop and share innovative approaches to tackling social, economic and health inequalities in later life. The City of Manchester is already recognised internationally for its achievements in creating an age friendly city, through our partnership we will support Greater Manchester to develop into an age friendly region. The partnership represents a major opportunity to harness GMCA's devolved powers and budgets, alongside evidence and good practice from the region and beyond, in order to improve later life for 2.8m people across Greater Manchester.

We will start by developing and testing a new approach to supporting people aged 50 years and over re-enter the labour market. Being

out of work in one's 50s is a key risk factor for a poor later life; associated with poor health, financial insecurity and social isolation. With everything we do, we will share the learning and success with other localities so we can all benefit from what works.

Working with Greater Manchester is the first of our locality partners. We are looking to partner with more localities that share our ambition to create a society in which everyone enjoys a good later life.

We hope that the new Mayor of London commits to London becoming an age friendly city. We look forward to working with the new Mayor to achieve this vision.

Find out more about the Centre for Ageing Better by visiting www.ageing-better.org.uk. You can follow Anna on Twitter using @DrAnnaDixon.

Ageing well together

Cllr Stephanie Cryan, Southwark Council cabinet member for adult care, talks to us about what Southwark is doing to make people think differently about older age, breaking down any misconceptions and helping make things more age friendly.



As many older people in London choose to stay in their inner city homes close to family, friends and local communities they have always known, it falls to councils to respond and look at creating a more inclusive community for the future.

In Southwark, our vision is for a joined up cross-council programme, to make the whole borough age friendly, so people can live, stay and grow old in their communities. We recognise and value the contributions that older people make to our borough – be it passing on experience, working or volunteering in the community, caring for relatives or providing childcare. It all matters, keeps people actively involved in community life, and it's these contributions in our support network that we know can help keep working families for example ticking over.

We know that while the population of Southwark is currently younger than the London average and the percentage of older people is lower than the London average – the borough is expecting to see a 63% increase in the number of over 65s in the next 17 years. Thanks to advances in medical science and people choosing healthier lifestyles, such as quitting smoking, we're living longer and we want to celebrate ageing well. We have an opportunity to influence the

quality and experience of later life in our borough and are committed to seizing it.

Over the last few months we have been running a borough wide community conversation, to help us gauge the views of residents of all ages and find out what they think is important to ageing well. We want the people who will be using Southwark services in the future to have their say in re-shaping the community services that we know make all the difference to older people. For example, local care networks that integrate

We have been running a borough wide community conversation

health and social care services. We have also made great progress with our extra care housing in the borough; they are becoming increasingly popular among residents who can no longer live entirely alone. By 2018 a new more responsive day centre will be completed in Cator Street, Peckham, with 80 extra care units on site for people in need of assisted living, such as those with dementia, offering them a better quality of life and cost of living. As London's largest social housing landlord, council programmes such as 'warm



"I started my career as a school teacher then became headmaster of three schools. I retired early and have been retired nearly as long as I worked as a teacher. I developed many interests before retiring so I had continuity. I think people treat me better as I get older. I'm very fortunate that I have an excellent GP and have fantastic support and care. Family for me brings a commitment and friendship; living together and supporting each other. I will always be available for my family. Every moment is an adventure – life is quite exciting."

George

and dry' are also delivering high quality housing, with a direct impact on health and wellbeing. An interlinked approach is absolutely the way we see the future of our local offer to local residents.

We have also been looking at stepping up the ways we can cater for older people in our

other key strategies, such as commissioning targeted employment support for over 50s who might experience barriers back into work, and agreeing our first age friendly housing strategy. In June 2015 the council was given international recognition by the World Health Organisation for its age friendly policies, joining a global-network of cities



“I feel at my age I’ve still got a lot to offer. Keeping fit and socialising with friends at the weekend keeps me energised for the week ahead. We use the library and leisure centre regularly. It’s important to keep up with technology and mix with young people to feel knowledgeable and up to date with the world today. I enjoy refreshing myself spiritually at different church groups. Feeling part of the community you live in helps throughout life.”

Stella

that share information, experience and best practices, will help Southwark to continue pushing for innovative solutions for its older residents. Southwark is also moving towards being recognised as a dementia friendly community.

In terms of care and support for older people, we consider that the needs of people are best met by people whose own needs are met. Family carers will significantly benefit from our re-commissioned support services, as local care workers already have from the

innovative Southwark Ethical Care Charter, which has given more job stability and support to home care workers, with significant knock-on benefits to people receiving care and support. Recruitment and retention has improved, as has continuity of care. As part of the Charter, we introduced the London Living Wage, payment for travel time and guaranteed hours, as an alternative to zero hour contracts. All this has meant that home care workers have been able to provide better care and support, and while some other councils have already signed up to their own care charters, we would encourage everyone to consider changing the way they do things to fit these more comprehensive ethical care principles.

We consider that the needs of people are best met by people whose own needs are met

Making Southwark an age friendly borough extends to all areas of the work we do as a local council, and integrating the health and wellbeing of older people into Southwark’s sport and leisure strategies has been another

exciting step. In 2015 we rolled out our first ever free swim and gym pilot programme, which gave over 60s free access to sessions in Southwark Council leisure centres all week. While we already had a dedicated ‘silver sessions’ programme in place, we are confident that taking this extra step to encourage physical activity by removing any cost barriers, can only be a good thing as you get older. We believe in investing in the health and wellbeing of our residents at all ages, helping them to keep active throughout their lives, which is why we are extending free access to all residents in the borough this summer.

While these initiatives are only a snapshot of the work we have been doing locally, hopefully they give some good insight into how we see the future in our community. By embedding the aims of an age friendly borough across all council work, it can become a part of everything we do, and alongside talking with local people, we think it is the best way to start co-creating a fairer, better, more inclusive and brighter future for all Southwark residents.

For more information please visit: www.southwark.gov.uk



Launch of the new European Covenant on Demographic Change

Anne-Sophie Parent, Secretary General, AGE Platform Europe tells us about a boost to the age-friendly cities movement in Europe.



One may think that because London is a “young” city, in particular Inner London where a quarter of the population was aged 25-34 in 2014, it does not need to address the needs of its current and future older population. That would be a big mistake given the city’s rapid demographic evolution, and we hope that the new London plan will be inspired by the work done by the Mayor’s Design Advisory Group on Ageing London and will pay due attention to the needs of its increasingly large and diverse group of senior citizens who wish to remain actively involved in their communities and enjoy a dignified old age.

Awareness on the need to adapt local housing, public space, transport, health and social care programmes to the need of their greying urban populations is echoed in several other parts of Europe and has gained high visibility at European level through the work that has been done since 2008 by AGE Platform Europe in close cooperation with a large group of stakeholders committed to pool their forces together and promote age-friendly environments across Europe.

In December 2015, after two years of hard work in the framework of the AFE-INNOVNET,

they launched the European Covenant on Demographic Change. This new network gathers public authorities at local, regional and national level, committed to developing and implementing an action plan on age-friendly environments based on WHO Age-Friendly Cities’ Guide and in the spirit of the 2013 Dublin Declaration on Age-Friendly

We hope that the new London plan will be inspired by the work done by the Mayor’s Design Advisory Group on Ageing London

Cities and Communities in Europe. Other stakeholders, such as universities, research centres, civil society organisations, and businesses can also join the Covenant to share their expertise and learn from others’ experience.

The Covenant counts already 132 members among which more than 40 public authorities. Almost 30 cities have joined including Manchester City Council and Stockport Metropolitan Borough Council in the UK, Amsterdam, Stockholm and all Irish counties through Age-Friendly Ireland. Thanks to an agreement with WHO Age-friendly cities and communities network,



cities and communities which join the Covenant have the right to join the WHO Global network of age-friendly cities and communities with no additional procedure. They only need to tick the box to indicate their choice in their online application form.

Inspired by the WHO concept of age-friendly cities and communities, the Covenant supports very much the co-production of age-friendly environments which means “a partnership between the local authorities, older people and older people’s organisations, working together to design and deliver opportunities, support and services that improve wellbeing and quality of life”.

As was rightly highlighted by the Mayor’s Design Advisory Group, designing environments and services for our ageing population will benefit all age groups. Various interesting examples exist across

Europe of local initiatives that have proved efficient and are well received by the local population. The most popular ones are those which create opportunities for generations to live, mix, work and have fun together while

Designing environments and services for our ageing population will benefit all age groups.

feeling safe and valued as individuals. Well designed age-friendly environments can play an important role in reducing inequalities and in creating opportunities for local businesses. Age-friendly cities are also often greener cities and good places to live in at any age.

Since London is committed to become more age-friendly, we would like to call on older Londoners to get actively involved in the



design of their city's age-friendly action plan and to encourage their city council(s) to join the European movement of age-friendly cities through the European Covenant on Demographic Change. Everyone has a role to play and can become an active actor of change to help our societies adapt to the changing needs our ageing population.

AGE Platform Europe (AGE) is a European network composed of 150 organisations representing directly more than 40 million senior people in the European Union (EU). AGE aims to voice and promote the interests of the 190 million citizens aged 50+ living in the EU and to raise awareness of the issues that concern them most. AGE was established in 2001 to give a voice to older people in relevant EU policy debates through the active participation of their representative organizations in the platform's governing bodies and expert groups. Since its creation, AGE's work has been funded by grants from EU programs and membership

fees paid by its member organizations. AGE's vision is that of a society "for all ages" based on solidarity and cooperation between generations, a society where everyone is empowered to play an active part in society and enjoys equal rights and opportunities in all stages of life regardless of age, sex, race or ethnic origin, religion or belief, social or economic status, sexual orientation, physical or mental condition, or need for care.

For more information on:

**AGE: www.age-platform.eu
European Covenant on Demographic Change:
www.agefriendlyeurope.org**



How far has London come?

In 2007 a report for the World Health Organisation's Age Friendly Cities Project was published by King's College London. Here we share a summary of the follow up, 'An Age Friendly City – how far has London come?' by Professor Anthea Tinker and Dr Jay Ginn, also published by King's.

There have been considerable improvements since the last report due to the efforts of London's public sector organisations, older people's organisations, individual older people and others. For example parts of the city have benefited from the accessibility improvements made for the London 2012 Olympic and Paralympic Games and the GLA has ensured the volunteering legacy through the Mayor's Team London programme.

Other GLA actions, such as the adoption of the Lifetime Neighbourhoods concept and the Green Grid are enhancing people's neighbourhoods and London's outdoor environment in some areas. Programmes such as the London Living Wage and the Mayor's Know Your Rights campaign are helping some older Londoners obtain a better income. That, combined with the public sector focus on reducing health inequalities, through the Mayor's Health Inequalities Strategy, and his Digital Inclusion Strategy are designed to keep older people socially and digitally connected.

An internet survey carried out by the GLA to inform this review indicates that older people and their organisations frequently cited enhancements to public transport as the top improvement in London since the last report. This refers in particular to the increased accessibility of public transport and the extensions to when the Freedom Pass

can be used and the age of eligibility. Positive changes to the public realm were also acclaimed.

Resources are clearly important for improving the material aspects of older people's lives. However it is also crucial to change the attitudes of society, so that older people are seen not as a homogeneous group, but as individuals, with diverse lives and varied contributions to make.

We acknowledge that many of the decisions affecting the wellbeing of older people are taken by central government and are therefore beyond the scope of the GLA or local authorities. However we strongly believe that older people are a valuable - but sometimes unrecognised - resource, to their families, to community groups and to the economy and wider society. Their contribution is maximised if they are valued and supported by suitable policies at national and local level. The government, GLA, local authorities, service providers, employers and each and every one of us need to work towards making London a more age-friendly city.

Recommendations

Our major recommendations are that older people should be consulted, by a variety of means, to enable their views to be taken into account; and that LAs should have sufficient



resources to maintain their local services and facilities, since these are essential for older people's health, safety and social inclusion.

To improve housing options for Londoners as they age, we recommend more provision of a variety of Lifetime Homes, including specialist housing, within each neighbourhood; homes to be close to shops and transport, at affordable prices or rents; and improvement of the energy efficiency and condition of older people's homes through refurbishment.

To alleviate London's current housing crisis, where demand outstrips supply, more affordable social housing is urgently required. We recommend that available public land be transferred to LAs (Local Authorities) and HAs (Housing Associations) at low prices and LA borrowing limits eased enabling them to build new social housing and to refurbish existing stock to a decent standard. To retain these valuable assets for future generations, we recommend LAs and HAs should be able to choose not to sell. For

a sustainable housing policy that ensures sufficient decent affordable homes for all Londoners in future, housing demand must be stabilised by discouraging overseas buyers from using 'Buy to Leave' and 'Buy-to-Let'. We recommend disincentives to using London housing as an investment for capital gain and policies at national and regional level to distribute employment opportunities more evenly across the UK.

To make neighbourhoods more 'walkable' and exercise more attractive for residents, we recommend that LAs ensure pavements are safe for walking and provide sufficient free accessible public toilets. To ensure that urban renewal has beneficial effects for neighbourhoods, we recommend that LAs involve older people in any changes being planned for their neighbourhood and work with local residents in creating more public gardens and small parks.

To make London's streets healthier, safer for walking and more pleasant, we recommend

the GLA encourages reduction of traffic, especially daytime use of Heavy Goods Vehicles (HGVs) on London's roads; brings in cleaner engines for buses and taxis as a matter of urgency; adheres to EU requirements for air quality; and encourages boroughs to introduce 20mph zones.

For older people in particular, we recommend TfL continue to provide shelters and seats at bus stops where possible; that Transport for London (TfL) seeks government funding to accelerate making all Underground stations stepfree; and that Legible London signs include information on which routes are not wheelchair accessible.

To facilitate social and cultural participation, we recommend LAs recognise the importance of community centres, libraries and other cultural facilities; support the community and voluntary groups that engage and assist older people, and continue to seek innovative ways to do so.

To combat age barriers to employment, we recommend the GLA works with The Age and Employment Network (TAEN) in efforts to convince employers that employing and training older workers is a sound investment. Government action is needed to address the difficulties experienced by the many older people struggling on inadequate incomes in an expensive city. This includes restoring the Winter Fuel Payment to its original value relative to fuel prices, maintaining universal benefits and allowing older people to opt into the new single tier pension, the latter to be raised above the poverty threshold. We recommend the GLA seek to retain more of the revenue generated in London, to ease the situation of older Londoners in poverty through funding LA service provision. Since health inequalities indicate the po-

tential for improving health, we recommend tackling the social and environmental determinants of ill-health at all ages; in London, this includes reducing air pollution and improving housing conditions, access to transport and green spaces, social cohesion and access to social engagement opportunities. To enable older people to remain in the community as long as is practical and to support informal carers, we recommend that LAs restore an adequate level of home care services for older disabled people, including those with 'moderate need'. In the light of the poor standards and even abuse of older people in some care homes, we recommend that governments require raised training standards for care staff; and ensure compliance with the Human Rights Act in regards to all care home and nursing home residents.

To ensure people of all ages can access information, services and consultations, we recommend that digital communication, especially in the public sector, should always be supplemented by other means. To expand internet capability among older people, suitable mentoring sessions should be provided through libraries, adult education centres and community centres. To prevent financial exclusion due to lack of a passport, a basic digital ID card acceptable to banks should be made available to older Londoners.

To tackle negative attitudes towards older people we recommend that the GLA publicises and celebrates older people's multiple contributions to society; that, in general, upper age limits be abolished; and that all public sector organisations should commit to anti-ageist policies, with the media encouraged to follow suit.

You can read the full report by visiting: <http://bit.ly/1YviuEW>.

'Making London a Great Place to Grow Older'

Age UK London's latest publication calls for decision makers in London to prioritise making the capital age friendly.

Each and every one of London's 2.2 million older people deserves to have their voice heard when it comes to the future of their city.

In early 2015, before the General Election, Age UK, our national partners, published their ambition for the next Parliament. Age UK wants older people to feel well, be safe at home, have enough money, be active in communities and have access to quality health and care services. We feel our manifesto for London reflects what older people want across the country.

We have consulted with hundreds of older people, as well as organisations representing thousands more individuals, across every London borough to ensure we best represent what they want to say to the candidates.

This is not the first time we've published a manifesto before a London mayoral election. Four years ago we called for the successful candidate to raise awareness of the contribution of London's older population, work with Transport for London to ensure buses were fit for purpose and promote intergenerational activity in communities. We also work with the Mayor of London, on programmes like Know Your Rights, which are essential in giving older people in the capital what they need. We trust programmes like this will continue into the future.

We are delighted to be able to say the voice of older Londoners was heard on these issues. Research reports on older Londoner's economic contribution to the capital, bus driver training programmes and a host of intergenerational projects are to be commended. The London Plan has also set standards for age friendly housing.

However, much remains to be done. Some areas have seen policy changes, but a question remains over whether practical changes to real life have taken effect. Other areas were ignored. In a city as fast-paced as London, it should be unsurprising that new challenges have presented themselves since 2012. Not everything is positive for older Londoners.

Areas for action include digital inclusion, making London's housing age friendly and making transport in London accessible to all.

Loneliness and social isolation remain an issue for older people in London, while poverty and equality are two more areas in which more needs to be done. Age UK London propose that a Deputy Mayor or Mayoral Adviser to an Age Friendly London portfolio be appointed.

We have called for a commitment to older people, from the candidates, throughout

this manifesto. We ask them to listen to what older people want to say to them, and pledge to act on that.

Older people have pointed out that changes are needed in housing, that more needs to be done to get them online, that London needs to become more 'age friendly' in terms of attitudes and that the physical environment can be modified and designed to be better to age in.

We want the candidates to hear what older people are saying. We simply want London to be a great place to grow older

Age UK London's Mayoral Hustings

Age UK London hosted four leading London Mayoral Election 2016 candidates, held at the offices of law firm Clifford Chance, to answer older people's questions and tell them how they aim to make London 'A Great Place to Grow Older.'

Over 150 older people listened as the candidates debated issues that are important to older Londoners, answering questions from older people for an hour as they tried to convince voters to side with them on 5 May 2016.

Sian Berry, Green Party councillor for Highgate, Camden Council, said, if elected, she wanted to build 'more homes more quickly', give free social care to all aged 65 and over, make sure pedestrian crossings gave everyone enough time to cross and that she was a 'Dementia Friend'; she urged the other candidates to join her as a 'Dementia Friend'.

Zac Goldsmith, Conservative MP for Richmond Park and North Kingston, said, if elect-

ed, he wanted to celebrate London's success story, but also protect those who make the city so great, including older people. He said he wanted 'more homes, better transport, safer streets and a cleaner environment.'

Sadiq Khan, Labour MP for Tooting, said he had enjoyed meeting 1000s of older people in London during his campaign, and that he is 'passionate about tackling loneliness'. He also promised that, if elected, he would appoint London's first ever 'Chief Digital Officer' to promote digital inclusion across London, and particularly among older people.

Caroline Pidgeon, The Leader of the Liberal Democrat London Assembly Group, said the only solution to London's housing crisis was to increase supply and that she had 'a costed plan for that.' She also said she supported Age UK London's call for the new Mayor to appoint a Deputy Mayor or Mayoral Adviser to an Age Friendly London portfolio.

All four candidates promised that they would keep the Freedom Pass.

To read the Age UK London manifesto please visit www.ageuk.org.uk/london.



From left to right: Caroline Pidgeon, Liberal Democrats; Sadiq Khan, Labour; Zac Goldsmith, Conservative; Sian Berry, Green.

£400 cashback for your old boiler

The GLA give us all the information you need to take advantage of the Mayor of London's 'London Boiler Cashback Scheme'.

The Mayor of London has launched the London Boiler Cashback Scheme, providing £400 cashback when an old and inefficient boiler is replaced with a new energy efficient one. Home owners and tenants across the city can take advantage of the scheme to help cut their fuel bill by around £340 per annum and reduce energy consumption by around 20 per cent.

The scheme will not only save Londoners thousands of pounds it will also reduce carbon emissions, improve air quality and reduce the risk of carbon monoxide poisoning. On average, each home benefiting from the scheme will save enough energy each year to power a fridge-freezer for 17 years, and will reduce its carbon emissions by an amount equivalent to a return flight from London to San Francisco.

Can I apply for the scheme?

The London Boiler Cashback Scheme is open to London's both to home owners and to private landlords accredited by the Mayor's London Rental Standard. To qualify:

- your current boiler must be 70 per cent or less efficient (typically a G rated boiler that is either gas, LPG, solid fuel or oil fuelled), in

working order and the main boiler used to heat the home

- the replacement must be a gas boiler that is A rated (at least 90 per cent energy efficient) or a renewable/low carbon heating technology
- the installer must be a Gas Safe (formally CORGI) registered installer, a Microgeneration Certification Scheme (MCS) certified installer or equivalent, or a member of a competent persons scheme (such as OFTEC or HETAS).

The scheme is very popular and is available on a first come first served basis.

Apply now to avoid disappointment by visiting www.london.gov.uk/boilers.



In The Hotseat...

Catherine Morrison, Sessional Worker for Healthwatch City of London on their online City Health Directory, shares her thoughts on her role.

How do you come to be working for CityHealth?

I was looking for a creative role in the charity sector and thought that managing a website would be a great new skill set to learn. I was also interested in setting up the social media for the directory.

What projects do you run?

I look after the CityHealth website which is an online directory of health and wellbeing services in the City of London Square Mile. We recently held a focus group to find out what City dwellers wanted from the directory. We have taken these ideas on board and are currently redesigning the website to make it more user-friendly. Keep a look out for the relaunch – coming soon!

What has been your best experience in working with older people?

Taking part in a Music and

Dementia workshop was great fun – we drank tea, sang and played hand made musical instruments. I enjoyed trying out some of the ideas on my nana afterwards.

What is your vision for your work at Age UK London?

My vision is a big one - to make the CityHealth website more popular than Google for people in the City of London researching health services! tall order, but it's what we're aiming for!

If you're a resident in the City of London you can visit the CityHealth directory at www.city-health.org.uk and find health and wellbeing services in your area. You can follow them on Twitter through @CityHealthLDN. You can also visit the Healthwatch City of London website at www.healthwatchcityoflondon.org.uk.



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London Age highlights issues which affect older people in the capital. It is produced to support Age UK London's mission to improve the quality of life for older Londoners and to enhance their status and influence.

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Age UK London works across the capital to improve the quality of life for older people and to enhance their status and influence.

If you have any comment on the magazine content or ideas for the next issue, we'd love to hear from you: delliott@ageuklondon.org.uk

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