

Comments and Queries received during Information Sessions

The overwhelming response of those who came along was very positive and appreciative and the following are just examples of some of the comments made.

- I really enjoyed myself – thank you!
- Very useful way of getting information.
- Could you run another one as I would like to get my neighbour to come next time?
- Having the bus was very helpful – I couldn't have come otherwise.
- Thanks for the tea and cake – are you sure you don't want any money?
- What a lot of hard work.
- I didn't realise I might be eligible for that benefit as I thought they were all means tested (Attendance Allowance).

A few people did make the point that they felt they had received much of the information already in the form of similar events or home visits from different agencies and this might have accounted for the low numbers in Curry Rivel and Langport.

Popular enquiries and stands centred on:

- Public transport
- Benefits available
- Handyman scheme
- Home safety visits from the fire brigade
- Health checks
- The free light bulbs!

Less common, but equally important were:

- An enquiry on behalf of an older sister who lives in another part of the UK. The lady was concerned that her sibling could no longer manage on her own but had been unable to find out about sheltered housing in that area. After a couple of phone calls, the housing department of that council offered to make direct contact with the person concerned to see how they could assist.
- Whilst talking to a couple of ladies, it became clear that they were both having difficulty coping with bereavement – one very recently and the other more long term – but did not know where to go for assistance. The Age Concern Advocacy worker was able to talk to the ladies and offer some advice.
- A lady who lives in Ash only leaves her house once a week to go shopping and wanted to know what else went on in the area. She had very specific questions and found the afternoon very helpful.