

# JUST.

## NEWS RELEASE

Wednesday 29 November 2017



### **Around 4 million 65-74 year olds delay residential care plans due to confusion over government policy**

- **64% of people aged 65-74 are confused by recent government announcements on the funding of residential care – 4.2 million people**
- **59% of people aged 65-74 are delaying making financial plans for residential care until new plans for funding long term care have been introduced – 3.8 million people**

New research from specialist UK financial services company **Just Group** provides valuable insights into public sentiment towards social care as the government begins work on a Green Paper due to be published in the first half of 2018.

Now in its sixth edition, the **Just Care Report 2017** reveals the majority of people aged over 45 have clear preferences about long term care. More than three-quarters (77%) stated that they would prefer to receive care in their own homes and, if they did have to go into a care home, 68% would like to be near their family.

While the majority of the 65-74 year old age group are putting off planning for long term care, now is when they should be thinking about it most seriously. People need time to prepare to make sure they can get the care that they want and where they want it, but delaying plans because of confusion over government policy is likely to be compromising people's choices and outcomes.

**Stephen Lowe, group communications director at Just**, believes that, although long-term care is a complex and sensitive socio-political issue, we cannot avoid tackling it indefinitely, commenting:

*"It is crucial that people can plan ahead and make positive choices about their care in later life but the Care Report 2017 shows there's a very real sense that confusion over government policy is stopping people from doing this. Delaying plans puts people at greater risk of having to make decisions at a point of crisis, when they are ill-prepared mentally, physically, and financially to get the outcome they want."*

*"The government has announced its plans to publish a Green Paper next summer. Ahead of that, our Care Report 2017 offers government and policy makers an invaluable insight into people's understanding about the current care system and how they feel it might be funded in future."*

*"Care is an extremely difficult problem that will require honest and clear public debate to resolve. It's time for policymakers to be bold and create a care policy that destroys the paralysing confusion that surrounds care and replaces it with an environment that encourages planning."*

**The Care Report 2017 is the authoritative resource on consumer attitudes to the long term care market containing research from 11,870 interviews. To read the full report please visit the media section of the Just Group website by clicking the link below:**

**[Just Care Report 2017: We need to talk about care](#)**

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## Enquiries

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### Notes to Editors:

#### Research:

Between 2012 and 2017, we interviewed 11,870 individuals. This includes almost 200 advisers, 24 powers of attorney (face-to-face) and the following tranches of over 40s: 1,088 (2017) - Index; 1,005 (2016) - Index; 1,592 (2015) - Index; 1,165 - August 2015; 1,005 (2014) - Index; 2,056 - December 2014; 841 (2013) - Index; 2,000 - July 2013; 894 (2012) - Index.

The 2017 research sample was 1,088 adults aged 45+ from the UK excluding Scotland and Wales, with the research conducted by Opinion Matters on behalf of Just Group.

The population figures were obtained in conjunction with [Population Estimates from the ONS](#) by single age group.

#### About Just

Just (Just Group plc) is a FTSE-listed specialist UK financial services company created by the merger of Just Retirement Group and Partnership Assurance Group.

A leader in the individual retirement income, care and defined benefit de-risking markets, Just has been trusted to manage over £15 billion of customers' retirement savings and has helped customers release over £3.5 billion from their properties.

Just provides the following wide range of products, advice and professional services to individual customers, financial intermediaries, corporate clients and pension scheme trustees:

#### Marketed Products:

- De-risking solutions for pension scheme trustees who want to remove the financial uncertainty of operating defined benefit pension schemes;
- Individually underwritten retirement income products delivering a guaranteed income for life and flexible pension plans offering customers the options to blend secured and unsecured income;
- Long term care plans that provide those people moving into residential care with peace of mind by knowing a regular payment will be made to the care provider for the rest of their life;
- Lifetime mortgages for people who want to safely release some of the value from their home.

#### Professional services:

- Regulated financial advice and guidance services for individuals wanting help in using their pension savings and/or releasing some of the value from their home; and

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- A range of business services tailored for our corporate clients, ranging from consultancy and software development to fully outsourced customer service delivery and marketing services.

Developed through the use of its specialist underwriting systems, Just boasts unrivalled intellectual property (“IP”) which provides it with competitive advantage in the markets in which it operates. We utilise this IP, alongside a capital efficient business model, to develop products and services to provide customers with better outcomes and to drive profitable growth.

Our scalable and responsive operating systems allow us to provide automated underwriting for the vast majority of cases, giving financial intermediaries confidence that they can rapidly get real-time guaranteed prices for their clients. This commitment to helping customers is reflected in our proud record of awards for innovation and service.

The companies within Just Group are authorised and regulated in the United Kingdom by the Financial Conduct Authority and / or the Prudential Regulation Authority.