

Our greatest assets are our people. The workers - staff, volunteers and trustees - are mainly local people with local knowledge. All are skilled and committed and many have impressive levels of experience and qualifications. Many have been with us a long time and all care about Stockport communities and particularly the experience of growing older.



Assessors noted an exceptionally “client focused and committed workforce”.



### Client Feedback

‘Those I spoke to were so knowledgeable but also so caring and compassionate at a difficult time...’

‘They were able to give advice and reassurance and were very professional...’

‘Those I spoke to were always positive and upbeat and I felt they had much more understanding and knowledge of my situation.’

‘I encourage all to use Age UK Stockport – you listened and I felt you cared.’

‘Good is not high enough it was excellent - your worker was so calm, well informed and helpful.’

We increasingly work to be able to show the **wider social benefit, social value and impact** our work delivers.

Our Social Value Policy has enabled us to identify areas for further monitoring and reporting in the future:

- Two offices including a public office in the town centre
- Being good local employers of 80+ staff
- Supporting local Suppliers wherever possible
- Promoting participation and engagement in many ways including positive volunteering
- Being an engaged and active member of the local Voluntary Sector
- Seeking collaborative working wherever possible for benefit
- Local commitment to environmental awareness and sustainability
- Promoting equity and fairness across everything we do – and especially for older people



**An Assessor in 2018 “Age UK Stockport is an organisation always willing to listen learn and improve and consequently continues to change and develop”.**

## BEING ENGAGED

Age UK Stockport is always looking for new ways to work with people, communities and other organisations to help make a difference for local people. To contact us:

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# ACTIVITY & IMPACT 2018

Age UK Stockport is a local registered charitable organisation, established and respected in Stockport since 1984.

Our purpose, values and aims are clearly and positively stated, and were developed with those who work for us as well as those we work with and for. They drive everything we do and how we do it.

This highlight report relates to the period April 2017 to March 2018.



## COLLABORATIVE WORKING

AUKS delivers services directly but also increasingly works in partnership with other organisations in a number of different ways. In 2018 this included the major preventative services, The Prevention Alliance and the Wellbeing & Independence Network, and also Back Home and Placement as part of the Integrated Hospital Transfer Team at Stepping Hill Hospital. At the end of the year new additional collaborations were starting with the Active Ageing Project and investment in the Good Gym.



## DELIVERY

All Age UK Stockport's work is based on supporting local people's wellbeing. That is, to stay well, safe and living independently in their communities for as long as possible. The total number of people supported or contacted was just over 20,000 with the number of new referrals higher than previous years.

**'I went from feeling scared and anxious about the future to having a positive plan.'**

### LEVELS OF ACTIVITY (NOT INCLUDING THE TPA) SHOWED:



NEW REFERRALS UP TO 70%



5,499 CASES WORKED



31,845 TELEPHONE CALLS



7,547 HOME VISITS

**Community and social engagement** was given further investment in 2018 to continue to enhance people's sense of well-being through social interaction and many people benefited through events and activities throughout the year - for example our newsletter, regular groups such as the Travel Club, supported Tai Chi classes and regular groups for friendship and good mental/emotional health, plus one off events such as the Older People's Day and the annual Winter Warmth Day.

A particular focus on **reducing social isolation** can be seen in the numbers delivered by committed experienced local volunteers.

**Plans are in place for extending this work.**



9,744 PEOPLE BENEFITED THROUGHOUT THE YEAR



14,525 PERSONAL & TELEPHONE CONTACTS



3,600 BEFRIENDING SERVICES DELIVERED

Provide **INDIVIDUAL** and **CARERS'** Support through **STEP OUT** and **TANDEM CARE** charged services.

Many hours of direct support through trained and experienced staff to assist people as needed.

Step Out supported through offering day care sessions open Monday to Saturday year round apart from Bank Holidays.

748 carers were supported with direct assistance plus much more across all services.



4,560 HOURS OF DIRECT SUPPORT



9,312 DAY CARE SESSIONS

## QUALITY

Strong commitment to recognised, independent and externally assessed standards. We regularly put ourselves through rigorous and robust assessments to help us keep our quality and keep learning.



## IMPACT

We continued to provide a range of practical, emotional and social support to local people and their families, friends and carers through a flexible and holistic approach and person-led delivery. All of our varied work is focused on our overarching aim of **supporting wellbeing**.

Some **EXAMPLES** of Age UK Stockport work include:

- The busy Public Office supported 4,154 **benefit** claims which brought in £1,726,403 to individuals and was also a key point for Blue Badge applications as well as a wide range of general **INFORMATION AND ADVICE**.
- Overall the **WELLBEING AT HOME SERVICE** supported 12,047 people with a range of **practical support such as:** **HANDY HELP AND GARDENING** jobs with a total of 3,863 jobs and actions. Supporting people dealing with problems from **hoarding** - 153 people and increasing at the year-end.
- Supporting safe and positive **Hospital Discharge** as a focus in 2018 as well as avoiding unnecessary admission or readmissions. With Wellbeing at Home, the **BACK HOME** and general Age UK Stockport work this combined to support 4,988 people.
- THE **PLACEMENT SERVICE** provided experienced information, advice and support to people, their families or carers considering **long-term care** and had a particularly busy 2018 assisting 713 people with 538 actual placements and 99% positive feedback.

**'I hadn't realised that Age UK Stockport did such great work and could provide support at what was a bewildering and confusing time...'**



£1,726,403 WORTH OF BENEFIT CLAIMS PAYMENT



3,863 SUPPORT JOBS & ACTIONS CARRIED OUT



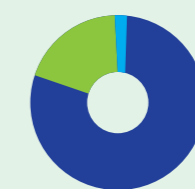
SUPPORTED DISCHARGE 5,526 PEOPLE

## We received nearly 100% Positive Feedback.

These were the most consistently used words.

KNOWLEDGEABLE  
GREAT LISTENERS  
RESPONSIVE  
FRIENDLY  
CARING  
PROFESSIONAL  
EXCELLENT  
RESPECTFUL  
INFORMATIVE  
LOCAL UNDERSTANDING  
COLLABORATIVE  
KIND  
RESOURCEFUL  
EFFECTIVE  
SUPPORTIVE  
EFFICIENT

Age UK Stockport has **strong GOVERNANCE** from an experienced group of local Trustees that was again strengthened in 2018. Spending is focused on charitable activities and maintaining low governance costs.

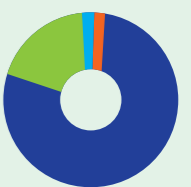


### Expenditure 2017-18

- 81% Charitable activities
- 17% Cost of generating funds
- 2% Governance costs

### Income 2017-18

- 81% Charitable activities
- 17% Activities for generating funds
- 1% Donations & legacies
- 1% Investment income



### AN EXTERNAL ASSESSOR 2018:

- 'novel and flexible approaches to planning with a living emergent planning process'
- 'Comprehensive Risk Management policy, register and process'
- 'Careful designation of funds and appropriate use and investment of reserves'
- 'robust governance and management in every area'