

## Our outcomes report for 2019/20



## **Introduction**

This report is being produced at a time when the vulnerability of some older people in Sheffield and across the world is in the news every day of the week. We would never have wanted a situation as serious and as deadly as the coronavirus pandemic to shine a light on people living with long-term health conditions, whether at home or in a care home. However, we hope the importance of the work done by Age UK Sheffield, and many other voluntary sector organisations like us, who are here for older people, will become better recognised.

In 2019/20, we carried out recorded case work with almost 3,500 people in Sheffield. Our staff team helped 618 people to increase their income by £3.24 million during the year. These are numbers that keep going up and up, in spite of the ever-increasing pressure on us to find funding for this highly-professional staff team.

That increased income is just one of the ways in which we play our part in successfully keeping thousands of people living independently at home with improved outcomes. In turn, this protects the NHS by limiting unnecessary demand on local GPs and hospitals, and reduces the need for long-term residential care.

This report also reflects an exciting year of new activity for Age UK Sheffield, particularly in expanding our dementia services, our new Age Friendly awards, opening our first charity shops, and developing our Old Coach House project in Hillsborough Park.

As always, we pay thanks to our Commissioners, funding partners, Trustees, staff and volunteers, who all play their own vital part in improving the lives of people aged 50 and over in Sheffield, through their support for Age UK Sheffield.

A handwritten signature in black ink, appearing to read 'Steve Chu', with a stylized, flowing script.

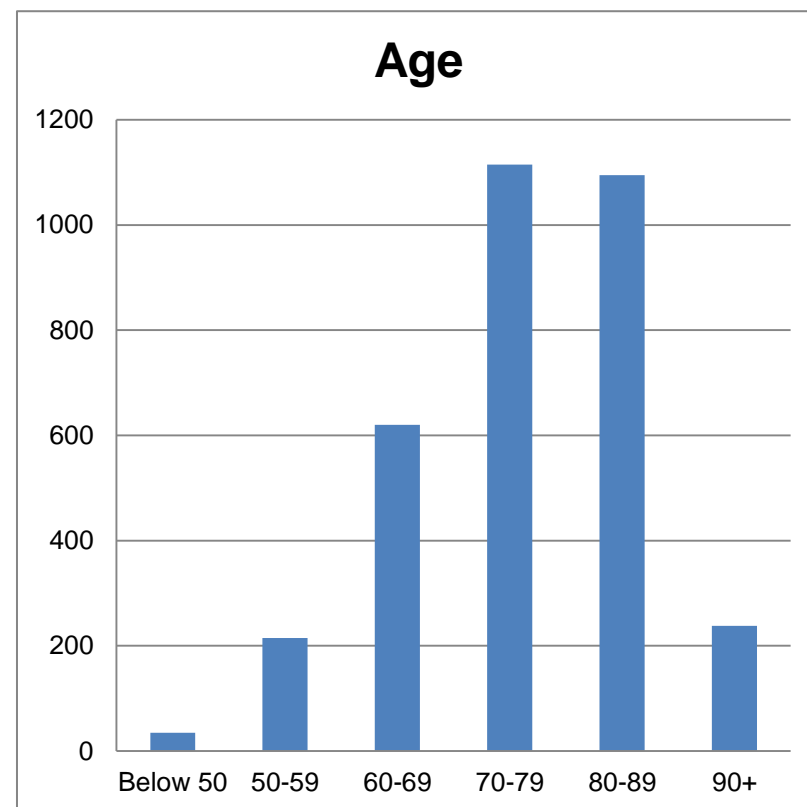
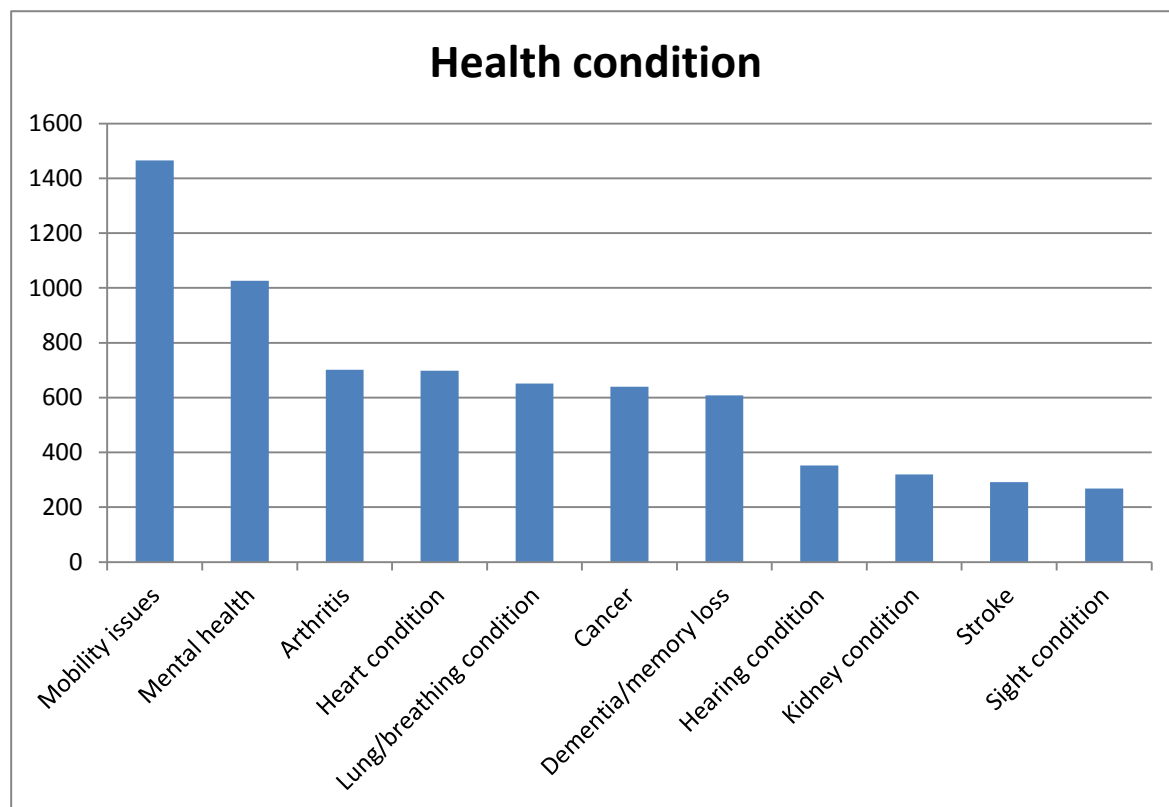
**Steve Chu**  
**Chief Executive**

May 2020

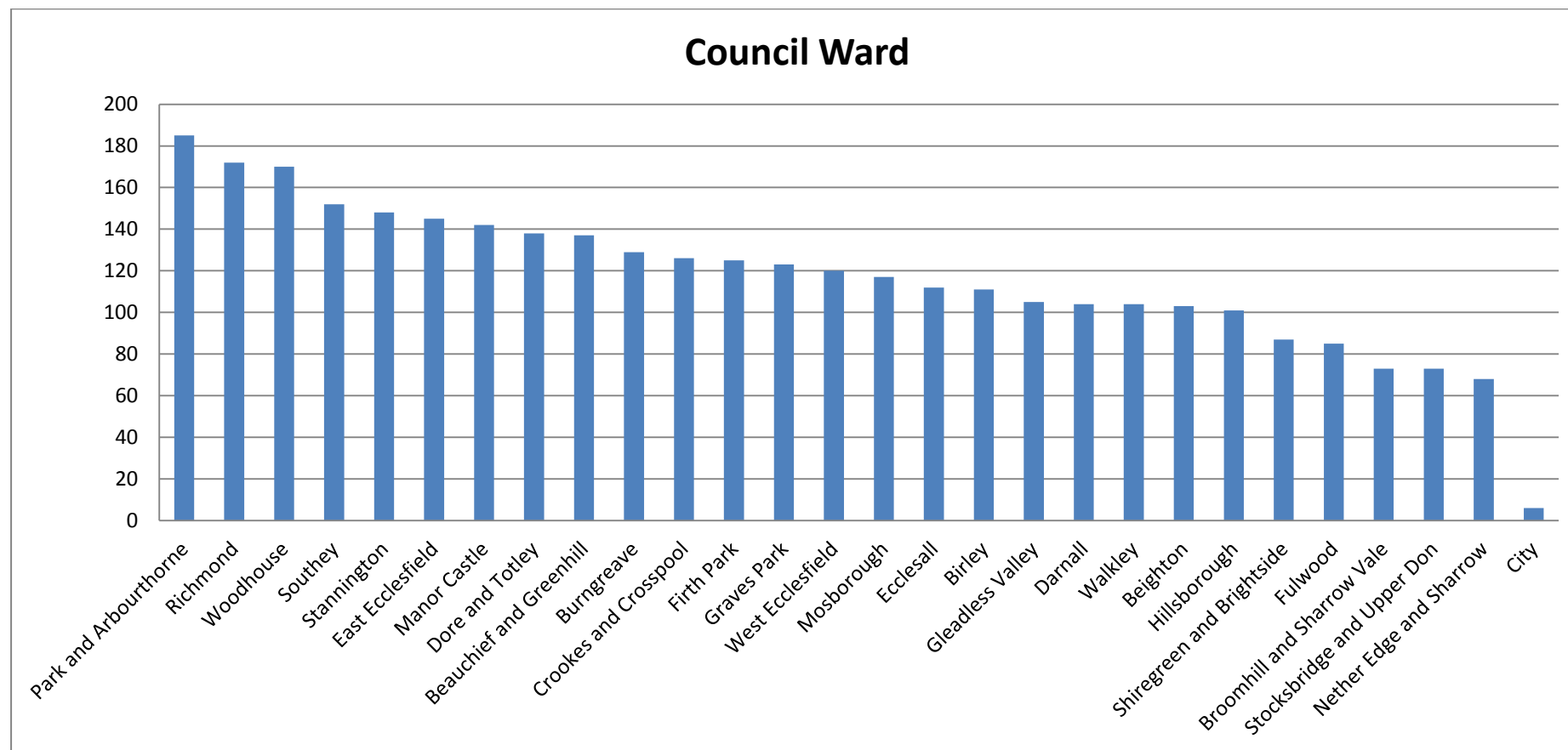
## Who we supported

As with all charities, everything we do, and every decision we make, has our beneficiaries at heart. Aside from the thousands of phone calls and e-mails we respond to every year, in 2019/20 we carried out recorded case work with 3,515 older people in Sheffield.

Our work is targeted towards those in the greatest need of our support. Over 70% of our beneficiaries are aged 70 or over, and the majority of our beneficiaries are living with multiple long-term health conditions.



As a citywide charity, our work is spread right across Sheffield, with the exception of the City ward whose population mostly comprises students.



However, we still find it very challenging to diversify our service offer to benefit all sections of our community, and continue to search for ways to better support Black and Minority Ethnic communities. Over 95% of our beneficiaries whose ethnicity we are able to record are White British.

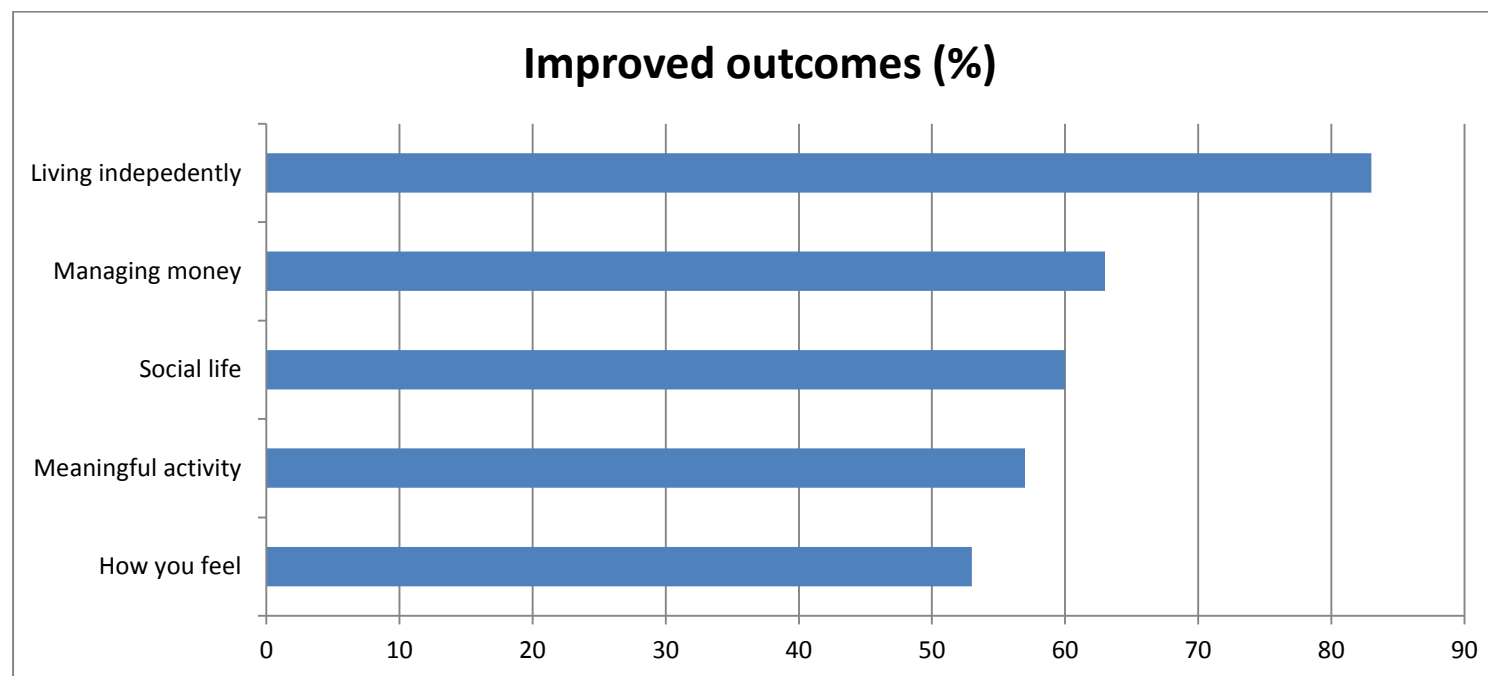
## Outcomes achieved

It is estimated that 24,000 people aged 65 and over in Sheffield are living in poverty.

During 2019/20, we supported 618 older people to be taken out of poverty by ensuring they are now claiming all the benefits to which they are entitled.

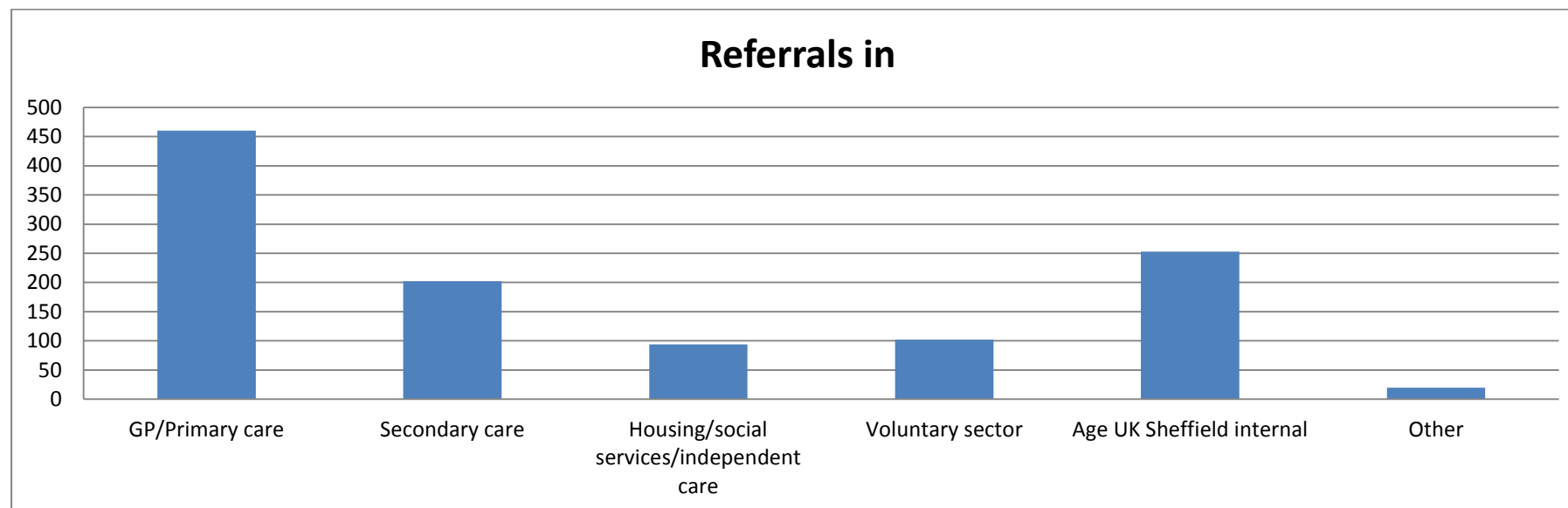
This work brought £3.24 million of extra income into their pockets during 2019/20. Whilst some of this income comprises one-off or backdated payments, the vast majority of this income will be received by those people for the rest of their lives. It is transforming their ability to buy basic food and supplies; heat their homes; get out and about to meet friends; and pursue their hobbies and interests.

Using the Outcomes Star assessment tool, we carried out targeted research into the wider progress achieved the older people we support. We found that people's outcomes improved across a large number of domains:



## Delivering for others

Because of our track record in improving the lives of older people with long-term health conditions, we are trusted by partners across Sheffield's health and social care sector, other statutory services, and our voluntary sector partners. During 2019/20, we received 1,133 external referrals into our services, or referrals between different Age UK Sheffield services.



### Healthcare referrals

We are particularly pleased with the consistent good feedback we receive from referring partners in Sheffield hospitals and GP surgeries, who recognise the positive impact of our work.

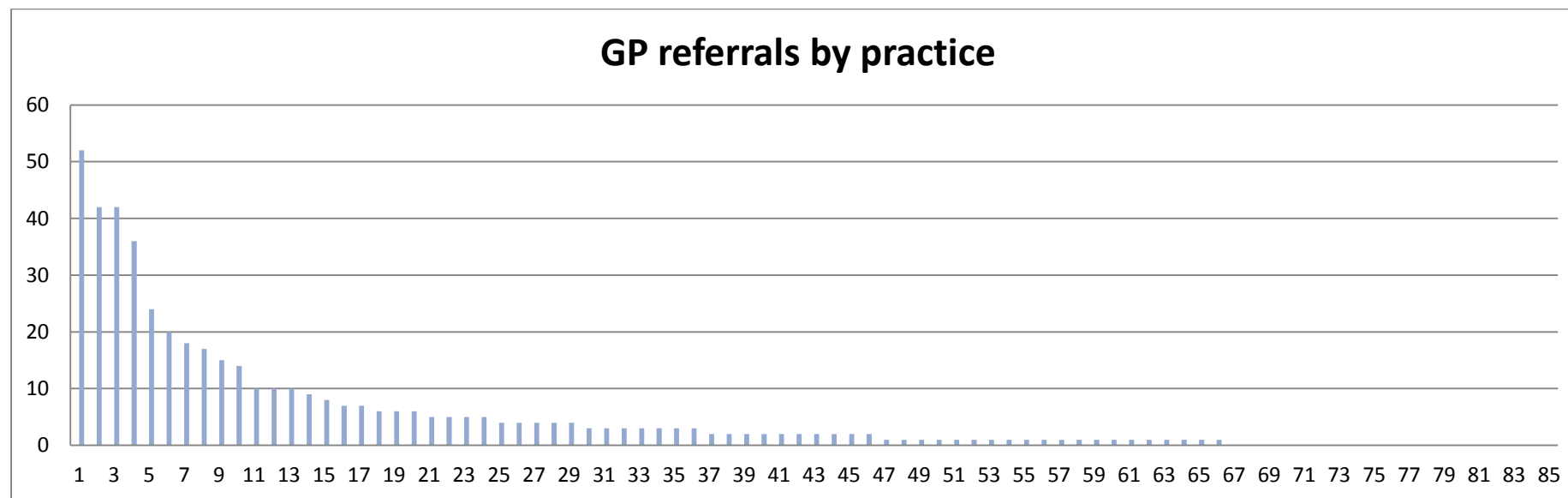
*Chris Stocks – Joint Managerial Lead, Network North GP Neighbourhood said: “As a Network of practices in the North of Sheffield known as Network North we have been working with Age UK as one of our key Third Sector Partners for a number of years.*

*“We were delighted that in 2019 we were able to secure some additional developmental funding which enabled us to work more closely with Age UK Sheffield and to fund a key worker whose role was to work with our key frail elderly population to assess if they were receiving the social care and financial help they required. Substantial additional benefits have been secured as part of this work.*

*“Feedback from patients is excellent as is the reporting back to practices by Age UK. We cannot praise them enough for the work they have undertaken for Network North.”*

*Paul Wike, Managing Partner at Dovercourt Surgery, said: “We continue to benefit from an excellent and responsive service from Age UK Sheffield which helps us to support patients’ needs in a holistic way. Medical care alone cannot achieve what is needed for our older people, but working with our colleagues from Age UK Sheffield we can provide an integrated service with better results and patient and carer satisfaction. Age UK Sheffield staff are responsive and supportive and have a ‘Can Do’ attitude which is really helpful and valued by our Team.”*

During 2019/20, most GP surgeries in the city referred patients to Age UK Sheffield.



## **What people said about us**

### Independent Living Co-ordination feedback

“From the very first meeting with you, you made me and my grandparents feel really safe and at ease. Your friendly and warm personality shone through as well as how amazing professional and organised you are.”

“We were worried we were not on anyone’s radar, and we were struggling to keep on top of everything. Thank you so much for what you have done for us. You have been so helpful.”

“I never thought we would get to where we are now. It was a minefield and even though you said we would get these benefits I didn’t believe it. It’s been brilliant and this money has made a hell of a difference to us.”

“We never realised there was so much help out there until we spoke to Age UK Sheffield. It has made such a difference to us to be able to get back out and do normal things again.”

### Wellbeing Centre feedback

“This isn’t a place for ‘the disabled’ or ‘people with dementia’, this is a place of love.”

“Mum’s life was enriched by you and all staff/volunteers. Mum often said it was the only place where people truly understood her; she was always happy and relaxed when she was there with you all, as was I. You will always have special place in my heart.”

### Dementia Advice Sheffield feedback

“This is the first time we feel things have started moving in the right direction. Up to now it has been a nightmare, but there seems to be a light at the end of the tunnel now for us. Thank you so much”.





#### At Home with Age UK Sheffield feedback

“Our Mum lives on her own and is fiercely independent, but as dementia limits that independence , daily visits by Age UK Sheffield carers mean we, as a family, know she is safe and not isolated . They look after Mum, but put all our minds at ease. We’d be lost without them.”

“I would like to say how we, as a family many miles away, appreciate the level of care Nicola delivered. She went well beyond her brief and is, simply, an angel.”

#### Information and Advice service feedback

“Thank you so much. You are life savers and angels from God and appreciated more than you would believe.”

“At some time in our lives we all need help and advice you gave us 100% to help us. A bright light in the darkness thank you so much.”

#### In Touch service feedback

“The joy and thrill of having a friendly face visit every week lifted my spirits, as it can often get quite dull in the care home. The visits are something to look forward to.”

#### Feedback on our charity shops

“Lovely clean shop, always happy staff with good quality items for sale.”

“Best charity shop in Sheffield! High quality items.”

“A brilliant shop! Always changing stock and brilliantly laid out!”

**\*You can see video interviews with people we have supported over the past year by visiting [YouTube.com](https://www.youtube.com) and searching for Age UK Sheffield**

## **New projects**

During 2019/20, we were delighted to begin some new Independent Living Co-ordination services targeted at people living with and beyond cancer (supported by Macmillan) and people living in fuel poverty (supported by the Energy Redress Fund).

We also started a service supporting people to live well at home following their discharge from hospital.

We remain extremely grateful to all our long-term funders, including Westfield Health, Marjorie Coote Old People's Charity Fund, Sheffield Town Trust, Sheffield Church Burgesses Trust, The Jusaca Charitable Trust, NHS Sheffield Clinical Commissioning Group, Sheffield City Council, and Age UK, who given us security in the delivery of our core services. This year, we are particularly grateful to Weston Park Cancer Charity, who funded a new three-year project.

## **Dementia services**

We have been so pleased to begin a wide range of new dementia services in 2019/20, including five dementia cafes and Sheffield City Council's new Dementia Advice Sheffield service, which supports professionals working with people living with dementia.

We are also providing management support for the Sheffield Dementia Action Alliance, as well as continuing the delivery of our Wellbeing Centre, providing outstanding dementia day care.



## A new era

To help support the long-term sustainability of our Age UK Sheffield, we opened our first two charity shops in autumn 2019/20. Located on Twentywell Lane, Bradway, and on Abbeydale Road, we hope these shops generate income which we can invest in providing charitable services in the future.

We couldn't have opened these shops without significant support from John Lewis' Golden Jubilee Trust programme, through which we benefited from the secondment of one of their senior managers for eight months in 2019.



## The Old Coach House

We have also spent much of the year developing our final bid to the National Lottery Heritage Fund to develop the Old Coach House building in Hillsborough Park to be a community café, supporting older people's activities which we will deliver in neighbouring buildings. A decision on the Lottery bid is expected in June 2020. If all goes well, construction work will begin in autumn 2020 and the café should be open in summer 2021.



### **Age Friendly Sheffield awards**

2019 saw the first ever Age Friendly Sheffield awards, which highlighted the outstanding contribution older people make to our local community, as well as younger people who help make Sheffield a great place in which to grow older. These awards were developed through our work with the Age Better in Sheffield programme.



### **A changed world**

As the 2019/20 year drew to a close, we all suffered the huge impact of the coronavirus pandemic. Within a week, we had re-shaped all our services to temporarily provide them without face-to-face contact. In addition, we launched a £50,000 fundraising campaign to deliver free emergency food parcels to older people who are isolating at home. Within a matter of days, through a new partnership with St Mary's Church and Community Centre, we began distributing dozens, then hundreds of parcels every week.

We don't know what the future will bring in terms of older people's services. But we do know that, with your support, Age UK Sheffield will continue to evolve and adapt to ensure it is in the best possible position to continue to provide outstanding, person-centred services to older people in our city.

### **Age UK Sheffield**

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