

London Borough of Barnet

Annual Report:

**Neighbourhood Services and
Later Life Planning Service**

2018

“Making the most of later life”



Welcome to this combined Neighbourhood Services and Later Life Planning Service Annual Report

Welcome to Age UK Barnet's Annual Report for Neighbourhood Services and the Later Life Planning Service. This year, April 2017–March 2018, brought an end to both these contracts between Age UK Barnet and the London Borough of Barnet, which had been in place since 2013 and 2014 respectively.

Although this marked the end of a chapter for our organisation, the year ended on a very positive note as Age UK Barnet was awarded a new contract to continue its work with older people. The new 'Neighbourhood Services' contract encompasses our Handyperson and Later Life Planning services, our work to prevent falls, including exercise classes, and wellbeing services including IT, social groups and befriending.

We are very pleased that we can continue to work with our friends in the Barnet Provider Group under the new contract. We'll tell you more later in this report.

Neighbourhood Services

In 2017–2018, as lead contractor for Neighbourhood Services, Age UK Barnet continued to work with the members of the Provider Group (other voluntary sector groups in the borough) to deliver programmes of activities and practical support for older people. As always, our aim is to encourage older people to improve their general wellbeing by keeping active and engaged with their local community and with the wider world. We want older people to make the most of their later life.

Digital Inclusion

Technology is all around us and with so many services and organisations switching to digital communication, it's more important than ever that older people don't get left behind. We've helped older people embrace technology, with 398 sessions held this year attended by 599 clients, over 90 of whom were taking the digital plunge with us for the first time. We continued our successful MiCommunity project, working with 82 young volunteers in eight schools who gave us over 700 hours between them. Along with our 21 adult volunteers, who run sessions in libraries, community centres and other venues, they've changed people's lives by introducing them to email, Skype, online shopping and social media or by helping them master their mobile phones, iPads and other tablets.

We set up groups in six new venues this year to widen the options available across the borough: Childs Hill Library, Friary House, Homefield Gardens and Wilmot Close in East Finchley, Kingsley Court in Edgware and St John's Close in Whetstone.

Cookery Classes

Thanks to our 15 cookery class volunteers, 125 older people have improved their culinary skills on 27 different courses around the borough. They've made vegetarian specialities, Indian dishes, international favourites and at Mill Hill International School they teamed up with students for our very own version of the Great British Bake Off. The students were volunteering as part of their Duke of Edinburgh Award, but they weren't the only ones to gain from the experience. *"The students were fun and interesting to chat to – but they learnt more from us cookery wise than we did from them!"* says participant Syd McGowan.

In March six of our cooks had a taste of show business when celebrity chef Ainsley Harriott challenged them to a cook-off in a 15 minute slot on BBC1's Holding Back the Years. This involved a day of filming with the BBC film crew at Hartley Hall in Mill Hill.



Ainsley Harriott and cookery client, Kanti

These classes, started by Age UK Barnet in 2013, were originally aimed at men as part of our work to alleviate loneliness and isolation which we knew had a particularly negative impact on men. Some of the sessions are now open to women too. There's no doubt the sessions have had a real impact on the lives of participants.

Roger Davidson, who attends men's cookery at Hartley Hall told us: *"I have always wanted to learn how to cook and now have the time to do that. I am fortunate to be in a group of nice people and I very much enjoy their company. It is easy at my age to sit in front of the TV or computer and not bother to mix. The great thing about the cookery class is not only that it gets you out, once you've made a recipe in the session it also encourages you physically to go out to get the ingredients and prepare the food at home."*



There are health benefits to the courses and some of the men have also made strong social connections with each other. Malcolm Sanderson was also a participant at Hartley Hall and told us....

“A consultant at the hospital who was seeing me for lung and heart issues referred me to a nutritionist who found this course at Hartley Hall.

“She said you don’t need to diet, you just need to learn to cook and eat properly. Since coming to my first session two years ago I haven’t looked back. I cook more at home and think more about what I eat.

“I’ve also made friends – and we now even go on day trips to galleries and museums.”

Falls Prevention

The benefits of physical activity as we get older are well known. Exercise improves wellbeing by increasing alertness and energy as well as positive mood. It also improves brain health and can increase connections made in the brain. Nearly 800 people took part in one of our 31 exercise class options last year, improving their fitness and making friends at Tai Chi, movement to music, low impact aerobics and yoga classes around the borough. There were more than 1000 exercise sessions in total.

Falls are not an inevitable part of getting older and it’s known that staying active is a key factor in reducing the risk of falls. Age UK Barnet works closely with the Falls Clinic at Finchley Memorial Hospital to provide tailored sessions for those who have had a fall and been discharged by its physiotherapy department. Once those are completed they are then able to attend classes in the community.

Our Nail Cutting Service is another part of our commitment to falls prevention and this year has seen 88 clients using it regularly. We also host sessions with a foot healthcare practitioner at our centre in East Finchley which are open to any over 55s.

Befriending Service

Our Befriending Service is a key part of our work to reduce loneliness and isolation in the borough and has been more in demand than ever this year. Our commitment to it was reflected in the decision to split the role of the Volunteering/Befriending Manager to enable the appointment of a Befriending Manager to focus solely on the service. We were delighted when the service was reviewed in October 2017 and it received the NCVQ Quality Mark.

The service receives more than 500 enquiries a year about people who are isolated and lonely. All of those are then given information on potential services that might be appropriate to their needs. This year 42 clients were referred to Age UK's Call in Time telephone befriending service, 48 were referred on to our partners in the Provider Group and another 30 to other befriending services. Many more were signposted to activities or to other isolation busting services, such as shopping or respite care.

Last year we received 257 new named referrals for our one-to-one Befriending Service. The service supports a maximum of 70 matches, supported by 65 befriending volunteers who last year provided 5300 contact hours. A further 10 volunteers assist the service, helping with office administration or driving. These drivers assist 30-40 clients per month to attend a music group where they have the chance to form new friendships and are introduced to further activities. A number of our befriending volunteers help their clients with paperwork, offer technical help with equipment or lend their ears, eyes and IT skills to help clients keep in touch with the wider world. A smaller number do short term or one-off visits to digitally challenged clients in collaboration with our Handyperson and Digital Inclusion services.

The Befriending Service could not function without its team of dedicated volunteers. We offer them extensive training, social opportunities to meet each other and out-of-hours telephone support. Having a Befriending Manager in place has meant they receive more one-to-one support and, as a result, more befriending volunteers are taking on additional roles. The service also supplies mobility training to other befriending services in the borough. We hope over the coming year to develop an informal network of those groups and organisations supplying befriending and isolation busting services to Barnet residents.

Estelle says of her befriending volunteer, Tom: *“I so look forward to Mondays as we get on so well. He is like a son but also a friend I can talk to about anything. He helps me with reading, the computer and little things. I was so touched when he took a day off work when my cat died to bury her in the garden for me. He also built a bird table so I would have something to look at and remember her by.”*

Our volunteer Peter tells us about Ruth: *“On alternate weeks I visit Ruth. She struggles with her eyesight and her mobility is poor. When I first visited her, she had no accessible relatives. Her son, who lived for many years in Yorkshire, moved back to London a few years ago, which is fantastic for Ruth. I regularly take her out for a meal, and she likes to tuck into a salt beef sandwich...nothing wrong with her appetite! She hates the prospect of going out but generally, once she is out, she loves it! I guess we are all a bit like that.*

“Ruth likes watching what people are doing and is happy to engage in conversation with them. I can’t say that I can recall any specific moment when I brightened up Ruth’s day (the concept would appal her), but we do regularly have a laugh together when I tell her about some of the mad things that my family gets up to.”

Handyperson Service

Age UK Barnet's Handyperson Service has run for fifteen years and has always been an essential element of our falls prevention service. The service has three staff, one part-time coordinator and two part-time handypersons, and helps older people in the borough to remain safe and independent, living in their own homes by carrying out small repairs, adaptations and improvements.

In 2017–2018 we completed 953 jobs for 639 clients, with a total of 311 new clients. Services that we commonly provide are: changing lightbulbs, fuses and plugs, and fitting key-safes, grab rails, locks, spy-holes and door chains. We also move furniture around people's homes where required to make space for equipment eg a hospital bed, so they can return to their homes following a hospital stay.

In addition to these practical skills, the Handyperson team can bring other benefits. The handyperson may be the only person that a client sees that particular day or even that week and so their visit can provide some social contact the client might otherwise not get. Where appropriate, the team can flag any issues with appropriate services or agencies and they can also provide information about our other services. One of Martin's clients had this to say:

"When I asked whether you could send someone to look at the catch on the door of my main oven I didn't really expect it to be repairable.

"I damaged the oven door some years ago and a 'specialist cooker engineer' was sent by a company that sells cookers. He did what he could but it wasn't a very successful job. However, the oven was still usable. Martin looked at the door and immediately told me what was wrong and that he thought he could repair it. And he did! My oven door closes as it did when it was new.

"I am more than thrilled. I use my oven a great deal and I have been feeling quite bereft without it. Martin has done a wonderful job. He also refitted the fire alarm so that it won't drop off from the ceiling as it did shortly after the fire service had fitted it.

"I am writing to thank you for sending Martin. Quite apart from his resolving a couple of problems for me, he is a very pleasant, friendly and obliging man. He has made today a very good day for me. I'm writing to express my appreciation to both of you."

Adam's client:

"Thank you very much, my room feels wonderful now that Adam has put up the pictures of my in-laws who have passed away. I feel really blessed to have these pictures up, thank you very much."



Handyperson, Adam (Centre) on the BBC's DIY SOS

Volunteers

Our volunteers, like Age UK Barnet clients, come from a wide range of backgrounds and range in age from 17 to 80 plus. Volunteers continue to make it possible for us to provide and maintain the variety and quality of our services.

This year we introduced a new volunteering role to support our new Scams Prevention and Support Programme. Volunteers received training in order to deliver simple information and advice sessions to clients about scams. We also recruited a team of five volunteer receptionists based at the Ann Owens Centre, who have provided a much needed service and helped relieve pressure on staff in our busy centre.

Our annual volunteer party in June was attended by 100 volunteers, who danced the night away to live music from Martyn Oram. The party was our treat to volunteers as a way of saying thank you for the wonderful contributions they all make. We were delighted to welcome the Mayor, Councillor Brian Salinger, who presented volunteers with a certificate along with beauty products and herbs, supplied by Finchley Nurseries. The event was generously sponsored by Specsavers Barnet.

We held our first Dementia Friends session, which provided volunteers with an insight into what it's like to live with dementia. We're looking to increase our engagement with corporate volunteers and our thanks go to the team at Santander for their continuing support, which is greatly appreciated! Age UK is one of Santander's national charity partners until the end of 2018, as voted by the bank's staff. Starting with a fundraising tea party at Brent Cross in May, the staff at branches across the borough have subsequently repainted the hairdressers room at the Ann Owens Centre, run a session on how to avoid financial scams for a group of clients and even helped make chutney to raise funds for us.

This year 191 volunteers supported Age UK Barnet's activities and services across the borough and a further 82 young people gave up their time to help older people with IT as part of our MiCommunity project.

We know that volunteering brings benefits to people who choose to get involved with organisations like ours, it gives them satisfaction; it broadens their circle of friends; it boosts their confidence; reduces stress; makes them healthier; and teaches them new skills.

Receptionist, Roberta

"My life has changed since I started the role in Age UK Barnet. It feels good when you are appreciated for what you are doing and also being helpful for a cause which I am passionate about."

Activity Centre

We continue to offer activities on Tuesdays and Thursdays at the Ann Owens Centre in East Finchley. The programme includes exercise, a freshly cooked lunch and social activities such as bingo, games and quizzes. This year we also enjoyed a number of musical events - supported by Grange Big Local – where clients enjoyed listening to light opera, string quartets and jazz.

Age UK Barnet also expanded into Edgware with a new service at Wood Court, supported by Metropolitan Housing. This later moved to their Deborah Lodge scheme. The programme there on Wednesdays and Fridays is similar to Ann Owens and both have a regular group of 30 or so attending each session.

The sessions are popular with older clients, many of whom have long term health conditions or are living with early dementia which makes getting out and about difficult. Most rely on our transport or Dial-a-Ride to get them out of their homes and for many it offers a much needed break for carers or loved ones.

Provider Group 2017–2018

Age UK Barnet has worked with the members of the Provider Group since 2013 and it has been cited as a model of good practice for partnership working. We have met regularly this year to discuss new ways of engaging with older people in the borough as well as challenges faced by our clients and ways we can work together to meet the needs of an older population with increasingly complex issues.

We will continue to work with the groups as external providers to deliver services and activities under the new contract which began April 2018.

Who is in the Provider Group?

Barnet African Caribbean Association (BACA) is a specialist activity and lunch group helping to meet the needs of people from African and Caribbean cultures within Barnet.

BACA provides a drop-in service, activities including exercise classes, preventative and education activities and health checks as well as organising outings and holidays and supporting involvement in community initiatives and consultations.

New clients this year	13	New volunteers this year	4
Total number of clients	68	Total number of volunteers	4
Clients left service	1	Volunteers left service	1

Barnet Asian Women’s Association (BAWA) meets on Tuesdays and Fridays at Friary House in Friary Park in Whetstone and is open to women of any Asian background. They enjoy social activities including exercise, Bollywood dancing and arts & crafts as well as lunch.

New clients this year	25	New volunteers this year	2
Total number of clients	72	Total number of volunteers	8
Clients left service	20	Volunteers left service	1



Barnet Elderly Asians Group (BEAG) also meets at Friary House on Mondays, Wednesdays and Fridays. Attendees can enjoy yoga, walks in Friary Park or aqua aerobics at Copthall Leisure Centre. There are a number of social groups which meet to chat over coffee, discuss current affairs or enjoy a quiz or game together.

New clients this year	12	New volunteers this year	3
Total number of clients	128	Total number of volunteers	28
Clients left service	6	Volunteers left service	4

Chipping Barnet Day Centre (CBDC) continues to provide a lively day out for its clients, and plays a vital role for older people in the High Barnet area. Clients have enjoyed day trips, reminiscence and exercise activities as well as time spent with young students from nearby QE Boys School who come in to play board and card games.

New clients this year	6	New volunteers this year	5
Total number of clients	33	Total number of volunteers	31
Clients left service	5	Volunteers left service	2

Colindale Community Club meets on Tuesdays for Tai Chi followed by coffee at the Hyde Church in Colindale. They are a very friendly group who enjoy talks and knitting as well as the occasional lunch together.

New clients this year	6	New volunteers this year	2
Total number of clients	40	Total number of volunteers	9
Clients left service	8	Volunteers left service	0

The Cultural Recreational Organisation for Tamil Elders (CROFTE) meets on Mondays and Fridays at Watling Community Centre in Burnt Oak. They focus on wellbeing, with exercise on both days and a healthy lunch made by volunteers. The group also enjoys social activities, games and outings.

New clients this year	11	New volunteers this year	0
Total number of clients	61	Total number of volunteers	7
Clients left service	6	Volunteers left service	0

Friend in Need (FIN) has three strands to its Neighbourhood Services provision:

Active Adults Health and Social Club has a varied programme of activities operating five days a week. It includes exercise classes such as yoga and Tai Chi, massage therapy and IT club as well as lunch, arts & crafts and reading groups.

Good Neighbour Scheme Neighbourly support for older people in East and New Barnet. This includes a befriending service, help with shopping and gardening as well as lifts to hospital and other appointments.

Helping Hands A charged for service which includes shopping, banking, paying bills, collecting pensions or prescriptions and managing documents/paperwork.

Vintage Volunteering closed this year. FIN took over managing its volunteers and many of its services such as reading groups, knitting sessions and activities in some of the boroughs residential homes.

New clients this year	56	New volunteers this year	107
Total number of clients	243	Total number of volunteers	186
Clients left service	59	Volunteers left service	20

The Good Neighbour Scheme for Mill Hill and Burnt Oak provides a very valuable service to older people in these two very different parts of the borough. As well as three thriving lunch clubs, it has a film club, gardening service, and a busy foot care clinic. A key part of the scheme is providing lifts to medical appointments. With the cost of a missed GP appointment estimated to be around £45 and a missed hospital appointment around £108 that represents valuable support to the NHS.

New clients this year	142	New volunteers this year	15
Total number of clients	262	Total number of volunteers	65
Clients left service	0	Volunteers left service	6

High Barnet Good Neighbour Scheme (HBGNS) serves older people in the High Barnet area and supports them with shopping and other errands, gardening, a befriending service and afternoon tea get-togethers at a local pub. Like their counterparts in Mill Hill, they also provide lifts to medical appointments.

New clients this year	52	New volunteers this year	5
Total number of clients	165	Total number of volunteers	24
Clients left service	0	Volunteers left service	2

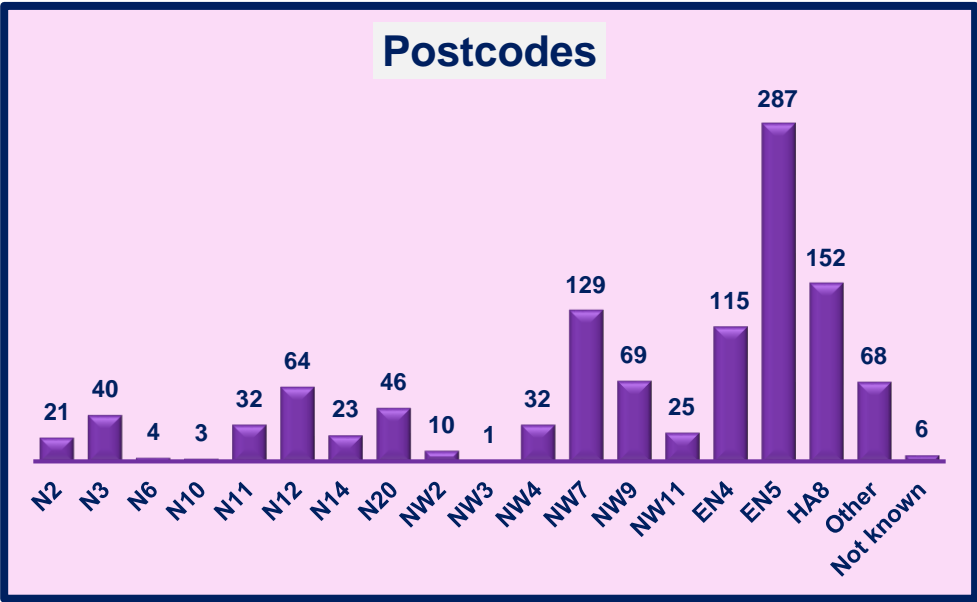
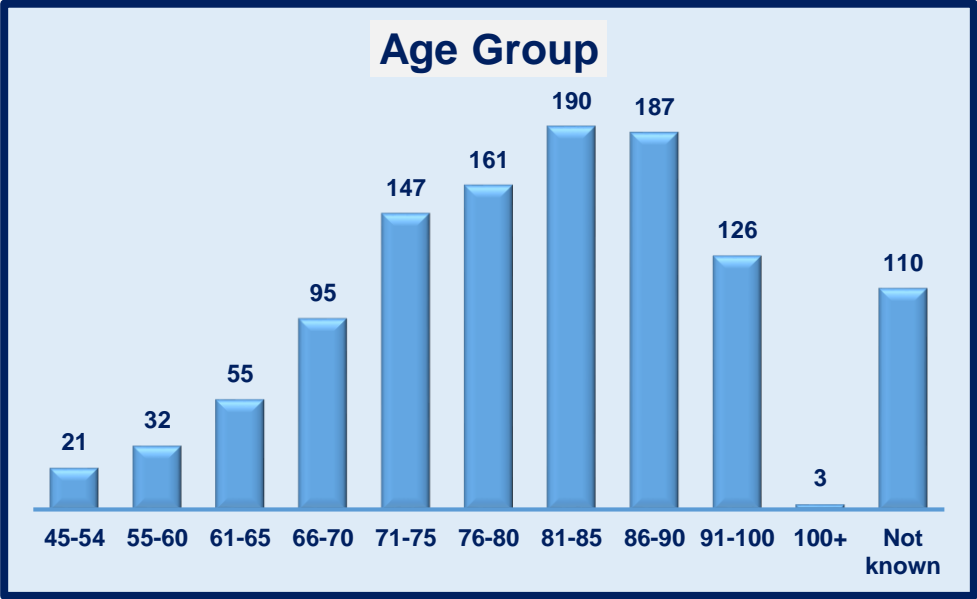
Jewish Care continues to offer a programme of stimulating activities for people with memory impairment or a diagnosis of dementia from [their](#) Sam Beckman Day Centre in Friern Barnet.

New clients this year	58	New volunteers this year	0
Total number of clients	64	Total number of volunteers	6
Clients left service	8	Volunteers left service	0

New Barnet Community Association meets in Victoria Road on Mondays for a social afternoon and Tuesdays and Fridays for a home cooked lunch. Post lunch entertainment often includes lively discussion and sometimes a game of bingo.

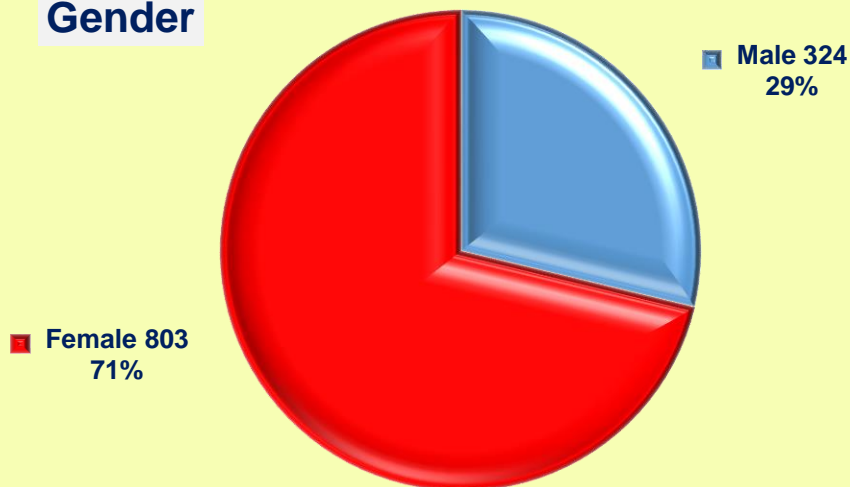
New clients this year	3	New volunteers this year	0
Total number of clients	28	Total number of volunteers	6
Clients left service	2	Volunteers left service	0

Provider Group Client Data

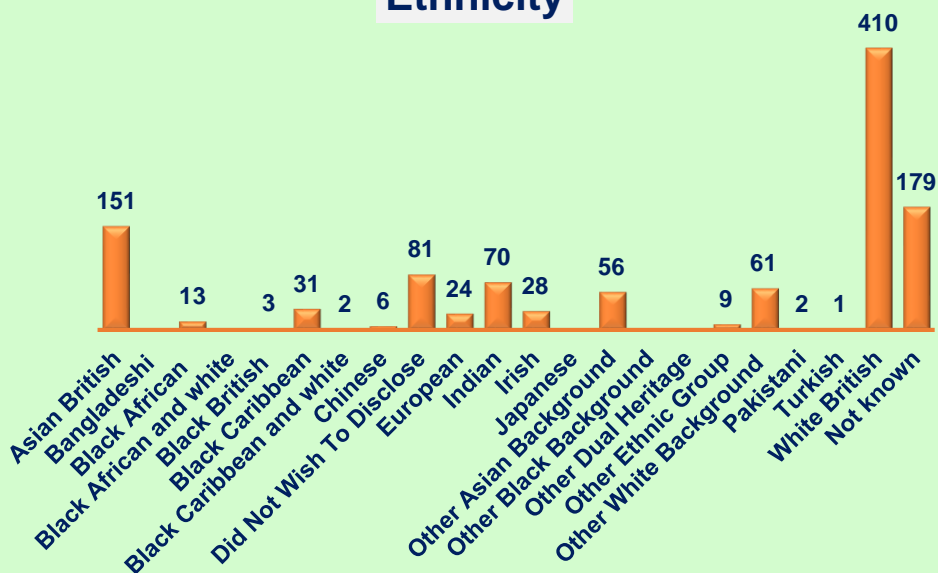


The postcode analysis reflects the areas with the highest proportions of older people in the borough. The “Not Knowns” in Age Group, Postcodes and Ethnicity also include those who “Prefer not to say”.

Gender



Ethnicity



Age UK Barnet – What next?

March 2018 marked the end of the original Neighbourhood Services contract which had begun in April 2013. During those five years we increased the numbers of older people taking up exercise, getting to grips with IT, meeting new people or getting some much needed information or advice by 150%. This year we saw 8769 people using our services or attending our activities.

We know that demand for these services will only increase. Barnet is the largest borough in London by population and is continuing to grow. The over 65 population is forecast to multiply three times faster than the overall population by 2030, and the rate increases more in successive age bands. For instance, the 65+ population will rise by 34.5% by 2030, and the 85 and over population will increase by 66.6%.

Age UK Barnet was awarded the new Neighbourhood Services contract in April 2018, which enables us and our partners from the Provider Group to continue our work with these older people in the borough. We will work together to reach even more older people, with a continued commitment to reducing loneliness and social isolation and empowering older people to make the most of later life.

As we move forward, our core values remain the same:

- To involve older people and their carers fully in the planning and delivery of services.
- To be creative and fast-footed in responding to needs and opportunities.
- To work in a committed way with partner organisations.
- To promote equality by treating staff, colleagues, volunteers and stakeholders with respect.
- To reach older people from all cultures and backgrounds.

We have revisited our fundraising strategy and are looking to raise our profile still further in the borough as part of this. We will explore appropriate grant and trust opportunities that will enable us to offer additional programmes of activity to enhance our core services.

Partnerships are at the heart of all we do, working together with other organisations, statutory services, community groups and volunteers means we can get the best possible service to the greatest number of people.

It means achieving positive results for older people, supporting them to find ways to engage in their community and be as active in later life as they can be.

Some facts and figures

New Provider Group clients	384	New AUKB clients	2213
Total number of PG clients	1164	Total number of AUKB clients	7605
PG clients left service	115	AUKB clients left service	139
New PG volunteers	143	New AUKB volunteers	61
Total number of PG volunteers	374	Total number of AUKB volunteers	191
PG volunteers left service	36	AUKB volunteers left service	34
We estimate our wonderful volunteers have given over 100,000 hours to us this year. THANK YOU!			

Working in Partnership

The Neighbourhood Services Provider Group continues to work closely with other organisations in the borough. These include:

- Action on Hearing Loss
- Alzheimer's Society Barnet
- Barnet Carers Centre
- Barnet Clinical Commissioning Group
- Barnet Integrated Locality Team
- Barnet Homes
- Barnet Library Service
- Barnet Mencap
- Barnet Seniors Association
- Central London Community Healthcare
- Cherry Lodge Cancer Care
- Community Barnet
- Community Focus
- Contact The Elderly
- The Falls Clinic at Finchley Memorial Hospital
- 60+ Farsophone Group
- FareShare
- Grange Big Local
- Greenwich Leisure Limited
- Healthwatch Barnet
- Home Instead Senior Care
- Inclusion Barnet
- Made in Hackney
- The Memory Assessment Service/The Springwell Centre
- The Metropolitan Police
- Metropolitan Housing
- Middlesex University
- National Westminster Bank
- Opening Doors London
- The Reader Organisation
- Santander Bank
- Saracens
- Stroke Association
- Waitrose and the John Lewis Partnership
- The Wellbeing Hub
- Westminster University

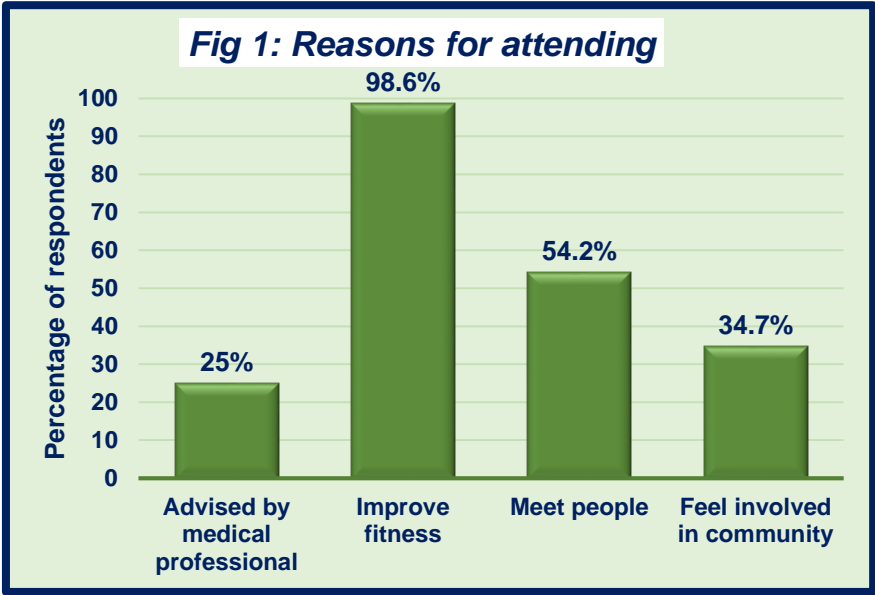
Age UK Barnet Neighbourhood Services

Neighbourhood Services provided by AUKB	New clients this year	Total number of clients
Befriending	257	126 active matches
Cookery	66	125
Digital Inclusion	93	235
Exercise and Falls Prevention	372	789
Group Activities	122	285
Handyperson Service	311	639
Information and Advice	730	1062
Lunch Clubs	34	94
Nail Cutting	48	88
Signposting	180	213
Community Events	-	441
Casual Attendances	-	2186
Outreach Activities	-	1227
TOTALS	2134	7605

Age UK Barnet Exercise Class Evaluations

We asked 91 clients, attending nine different exercise classes, a number of questions. In response to the question, “Are you happy with the class you attended today?”, 100% of respondents said “Yes”. All respondents also stated that they attended the class regularly. Just under a quarter (24.4%) said that they attended other Age UK Barnet groups or activities.

When asked their reasons for attending the class, the most popular response was because it would improve their fitness (98.6%), followed by meeting people (54.2%), feeling involved in the community (34.7%). Only a quarter of participants were attending because they’d been advised to by their practitioner, which suggests that Barnet residents are taking proactive measures to look after their own health and stay connected to their community (see Fig 1 for a breakdown).



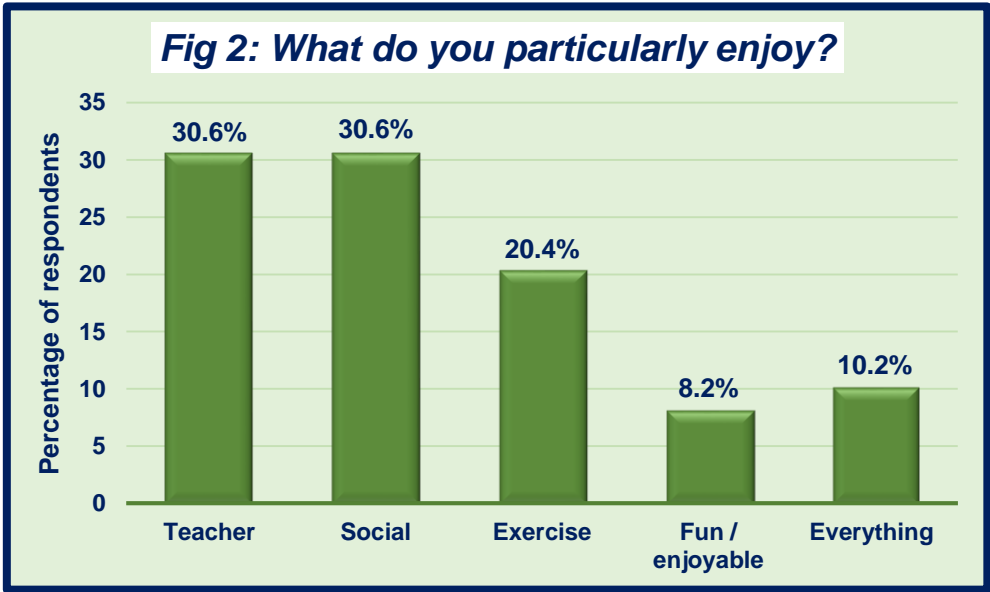
The majority of clients felt that the class was at the right level for them, with none stating that it was too difficult and only five saying that it was too easy. Everyone else said that it was at the right level

for them (69 people, 78.4%) or that it was challenging but they enjoyed it (13 people, 14.8%).

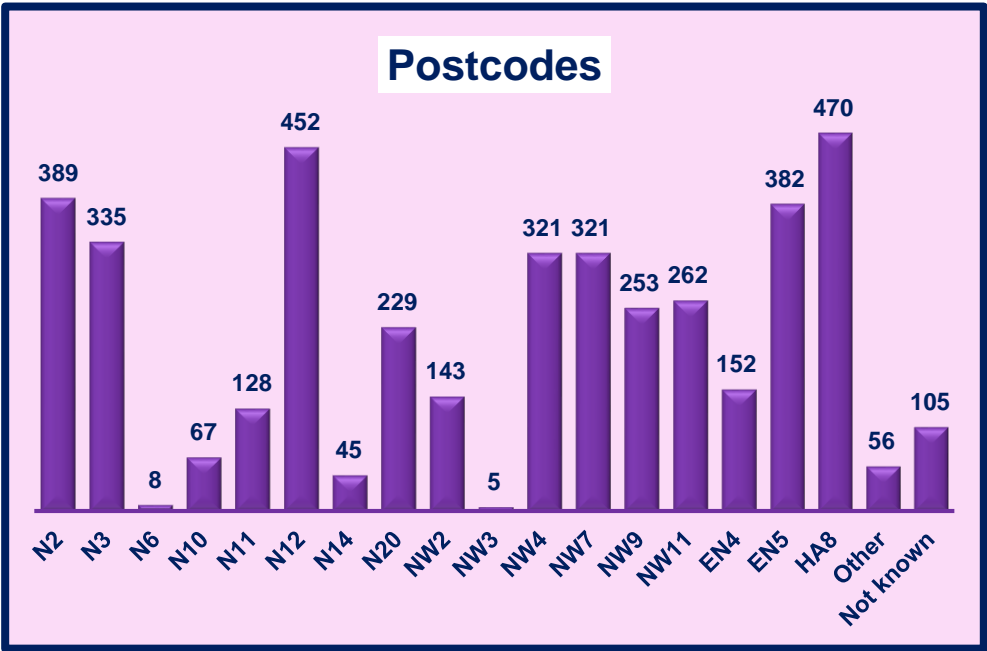
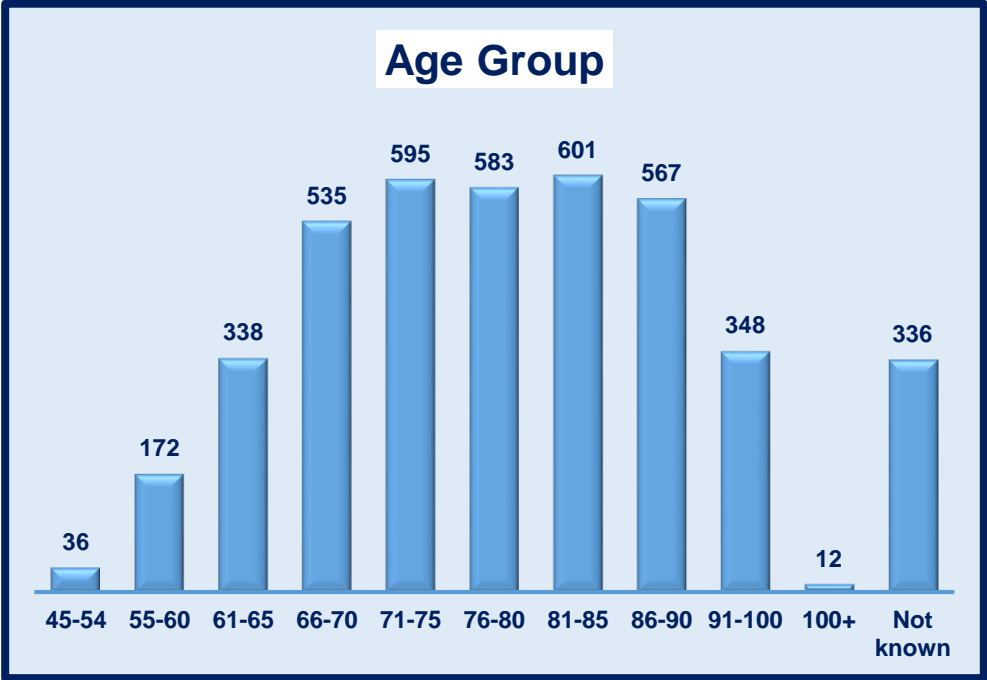
In terms of wellbeing and fitness, 86 people (94.4%) said that they had noticed an improvement since coming to the class, with two people saying it hadn't and three not responding. When asked if they had any suggestion for improving the classes, most said they didn't have any suggestions and were happy with it the way it was, although three suggested they'd like a new routine. There was also a high level of contentment with the venues, with no-one offering negative feedback and a number of general positive comments about it being convenient, nice and friendly.

When asked to state what they particularly liked about the class, responses fell into five broad categories; the teacher, the social element, the exercise, that it was fun/enjoyable, or simply "everything".

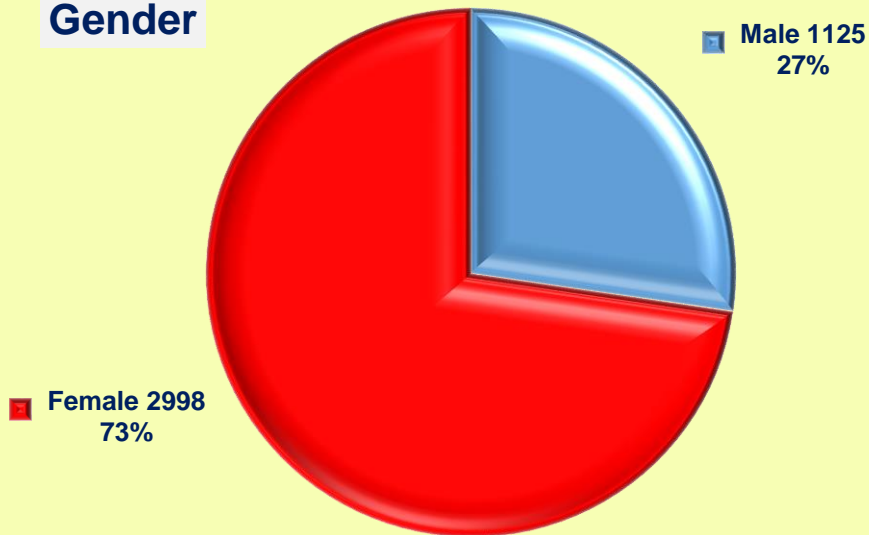
Most importantly, all respondents said that they would recommend the class to others.



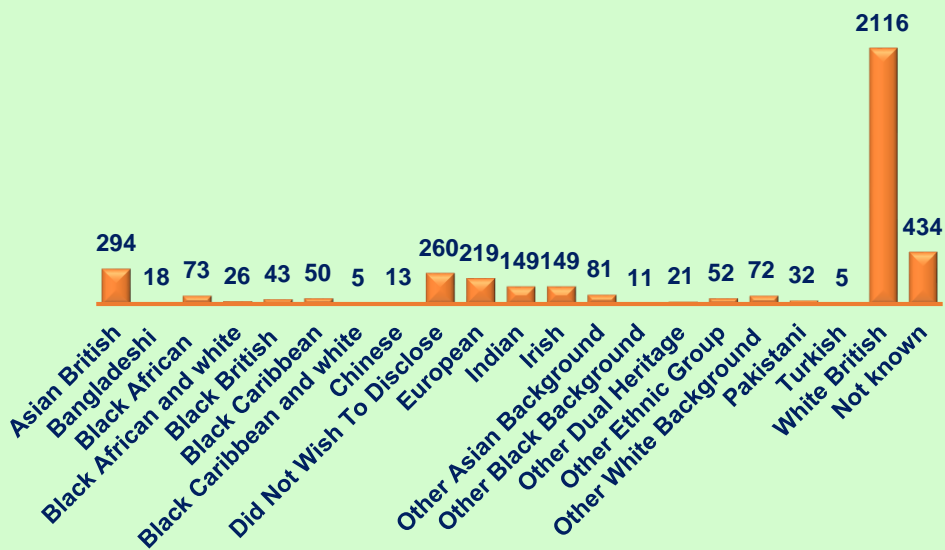
Age UK Barnet registered users data



Gender



Ethnicity



Later Life Planning Service

Age UK Barnet's Later Life Planning Service continued to support clients during 2017–2018 with a diverse range of complex enquiries and, in particular, helping clients to claim in the region of **£553,000** in welfare benefits. The team, one Manager and three advisers, relies heavily on its 14 volunteers to help deliver the service out in the community. Their time is mainly spent with people who are housebound and living with long term health conditions who need support to complete complex benefit forms. Where claims are successful and clients are awarded extra money, it often goes towards paying for care, paying for a cleaner, buying healthier food or simply towards general household costs. When working with their clients, the Later Life Planning team use a holistic approach and are able to identify signs of isolation, safeguarding concerns, housing needs or adaptations needed in the home. The team works closely with local partners and makes referrals where necessary.



Later Life Planning team (left to right) Zenda, Andrew, Jenny and Bala

The Later Life Planning Service has dealt with an increasing number of enquiries about Universal Credit as it was rolled out in Barnet. The service has worked closely with the Department for Work & Pensions and Barnet Council to ensure that our clients receive adequate support and information.

The focus for the Later Life Planning Service during 2017–2018 was to reach clients out in the community and we have held a number of talks and information events. These events have been well received out in the community and often led to enquiries about welfare benefits, wills, Powers of Attorney, grants and housing. The Later Life Planning team strive to ensure that the service is accessible and visible to their clients.

Case Study 1

Brenda says *“I was so anxious and worried when I first met you, with a broken boiler and big heating bill, it seemed like I had a huge mountain to climb”*.

Our client Brenda attends our falls prevention classes and each week she would walk past the Later Life Planning office. *“I wasn’t quite sure what the Later Life Planning team did but they always looked very busy”*, said Brenda. But one day she decided to pluck up the courage and knock on the office door and ask for help with this big problem which was causing her concern. Brenda said that her boiler was faulty and as a result causing her heating bills to escalate.

The adviser explained to Brenda that she may be entitled to a grant via the Decent Homes Grant scheme which is administered by Barnet Council. The adviser then put together an application for a grant request to Friends of the Elderly for help with paying off some of Brenda’s heating bill, as Brenda had set up a repayment arrangement which was not sustainable with her current income.

We were delighted when we were informed that Brenda was entitled to a grant from both the Decent Homes Grant scheme and Friends of the Elderly, who granted £300 towards Brenda's heating costs.

Brenda's boiler is now working perfectly but the service didn't stop there. The team noted that Brenda had not been claiming disability benefits and so supported her with completing an Attendance Allowance form. They also arranged for Brenda to be assessed by an occupational therapist from Barnet Council, because we noted that Brenda had difficulty getting upstairs to the bathroom and moving around safely in her home.

Brenda says *"I can't tell you how grateful I am to you and Age UK Barnet, the payment from the charity towards the heating bill on top of the grant towards repairing my boiler seems like an extra bonus, I can't thank you and the charity enough".*



The Later Life Planning Service has been accessed by 1062 clients during 2017–2018 and our volunteers gave us in the region of 2000 hours of their time.

Our volunteers say *“we just want to make a difference to people’s lives”*.

During 2018–2019 the Later Life Planning Service is seeking to forge stronger partnerships with local partners and our intention is to set up a local information and advice hub with these organisations. We will continue to raise awareness amongst the community of the hot topics locally and nationally. These include for example welfare benefits, end of life planning, housing options and supporting those who wish to continue working later in life. We will ensure that our team of staff and volunteers have all they need to deliver a quality service by making sure they continue to be trained and well informed.

Scams Prevention and Support Programme

As an extension to our Later Life Planning Service, we are pleased to announce that at the end of March 2018 we were successful in obtaining funding from the City Bridge Trust, delivered by Age UK Barnet in partnership with Age UK and Action Fraud Economic Crime Victim Care Unit for a year-long Scams Prevention and Support Programme.

The project has already helped over 500 Barnet residents by providing them with information on scams awareness, either in a group or on an individual basis, particularly on how to identify, prevent and report a scam. With our victim support element of this pilot project it is encouraging to see clients who have been a victim sharing their experiences, regaining their self-confidence and engaging in activities through the wider services and events of Age UK Barnet.

Scammers continue to operate throughout the borough and scams awareness continues to be highlighted and alerted to us from a range of our networks such as Action Fraud, Community Police Officers, Trading Standards and Adult Social Services. This information is shared on our website and through the Scams Prevention and Support Programme's outreach work with the local community.

A recent evaluation of the project so far brought together residents who had been victims of scams and they were able to share the experiences, give feedback on the support they received, and make suggestions for the project potentially going forward. We expect the results of this evaluation to be issued in late autumn and look forward to sharing the results in due course.

Case Study 2

Liz, 81, lives alone in Barnet. Independent and in good health, she is regularly in touch with family who are scattered around the London suburbs. Having lived in the area for over 30 years, she has a good relationship with her neighbours.

Liz popped into the Age UK shop in High Barnet and spoke to an Age UK Barnet adviser who was doing outreach work from there that day. After discussing another matter, the client disclosed that she had been a victim of a rogue trader scam.

A roofer and an assistant had knocked on her door and offered to fix what he said looked like a leak on her flat roof. After starting at a high price the trader came down to a price of £600, which she refused to pay and the traders became more insistent with an aggressive tone. Liz felt intimidated and agreed to the £600 fee for the work. She agreed to go to the bank to withdraw the money but refused a lift there from the traders. She soon realised that they were following her however. Having drawn the £600 out, the traders then insisted that they needed £1200 to complete the work

and waited outside the bank. Liz was now very fearful and wanted to get rid of them. She withdrew the rest of the money which the traders took without doing any work. One of the gang came back a few days later with a van, later claiming there was more to do but Liz told him to go away. Sadly, Liz did not report anything to the bank teller that she was under pressure to withdraw this money as she was very fearful of recriminations. Liz became nervous about tending to the front of her garden, answering the door, and going for walks and she continued to have traders knocking on her door, which she didn't answer. Her family installed a security camera where they could view callers to the house and they believed that her house was being targeted by several tradesmen.

Age UK Barnet visited her at home. The adviser spent time with Liz, going through the Age UK Avoiding Scams booklet, sharing information about common scams in the borough and together they watched the short Age UK film about doorstep traders. Liz was also advised about the importance of reporting the scam and how Trading Standards could be able to help with identifying and apprehending unscrupulous traders.

We explained to Liz how she could find trusted and recommended traders using Age UK London's Business Directory. We also offered Liz a benefits check if she needed financial support. Liz has agreed to look into accessing our Befriending Service, which is being organised.

We continue to be in contact with Liz as she regains her confidence and trust. We were pleased to see Liz recently attending our musical activities at the Ann Owens Centre and it is particularly encouraging that she is booking herself into these activities, engaging with staff and other clients and clearly enjoying herself.

Liz remains wary of doorstep traders, but is aware of how to identify a scam and who to report it to.

Partnerships

The Later Life Planning Service will continue working closely in partnership with other community and voluntary organisations including:

- Advocacy in Barnet
- Alzheimer's Society Barnet
- Barnet Carers Centre
- Barnet Clinical Commissioning Group
- Barnet Homes
- Barnet Mencap
- Barnet Neighbourhood Services Provider Group
- Barnet Seniors Assembly
- Citizens Advice Barnet
- Contact the Elderly
- Department for Work & Pensions
- Elderly Accommodation Counsel
- Financial Conduct Authority
- Finchley Charities
- Friends of the Elderly
- Healthwatch Barnet
- Inclusion Barnet
- Jesus Hospital Charity
- Jewish Care
- London Borough of Barnet statutory services
- Mind in Barnet
- My Care My Home
- Outreach Barnet
- Relatives and Residents Association
- Reed in Partnership Work Routes 50+
- Social Care Direct
- Stroke Association
- Twining Enterprise

These strong working partnerships are integral to ensuring that older people have the right support at the right time during their intervention.

Welfare Benefits

- *Age UK says that nearly three million people over 65 are struggling financially, while government figures show that 1.9 million pensioners are living on a low income. Despite this, the benefits targeted at older people are the most likely to go unclaimed.*

Age UK Barnet are trying to make a difference by running benefit checks, identifying those people who are eligible to claim a disability benefit do so with our support and help.

- *The Government estimates that up to 1.4 million pensioners do not claim one of the most important benefits for the retired – Pension Credit – with up to £3.3 billion unclaimed every year. The average amount unclaimed is significant – £2000 per family.*
- *Each year up to £3.5 billion of Pension Credit and Housing Benefit goes unclaimed by older people.*

Age UK Barnet are striving to ensure more people apply for Pension Credit.

- *300,000 more pensioners living in poverty.*

Age UK Barnet has helped people to apply for personal grants, Attendance Allowance, Personal Independence Payments, Housing Benefit, Council Tax Support, Pension Credit, Job Seekers Allowance, Employment and Support Allowance, and Universal Credit. We know there are many more people living in Barnet who are still not claiming all their entitlements; we will strive to reach those people in 2018–2019.

This year the Later Life Planning Service assisted people to claim benefits to the annual value of **£552,625.84**

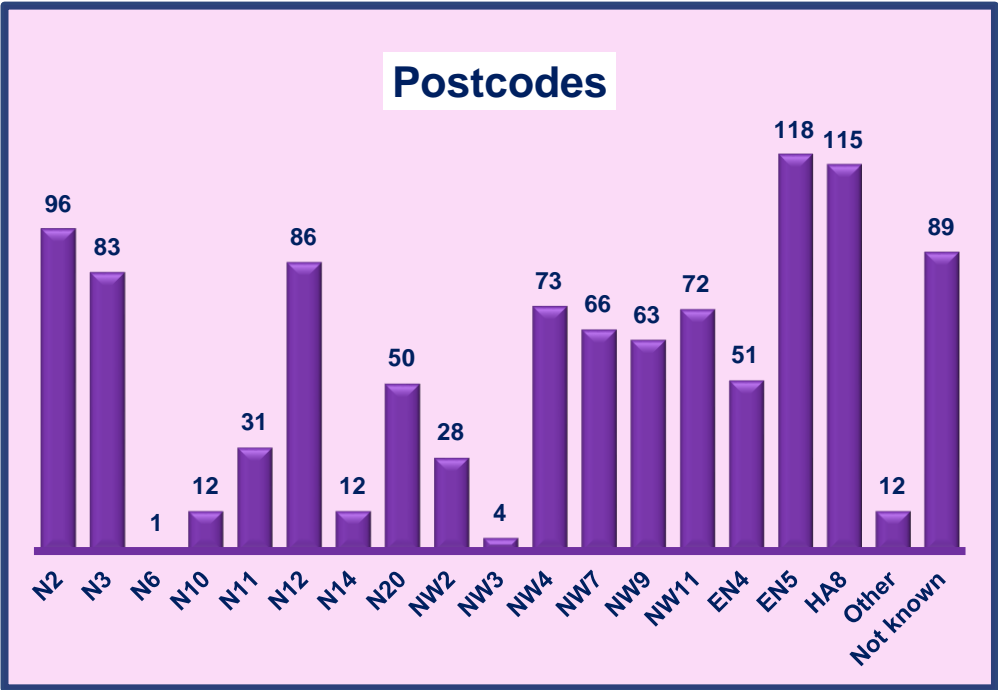
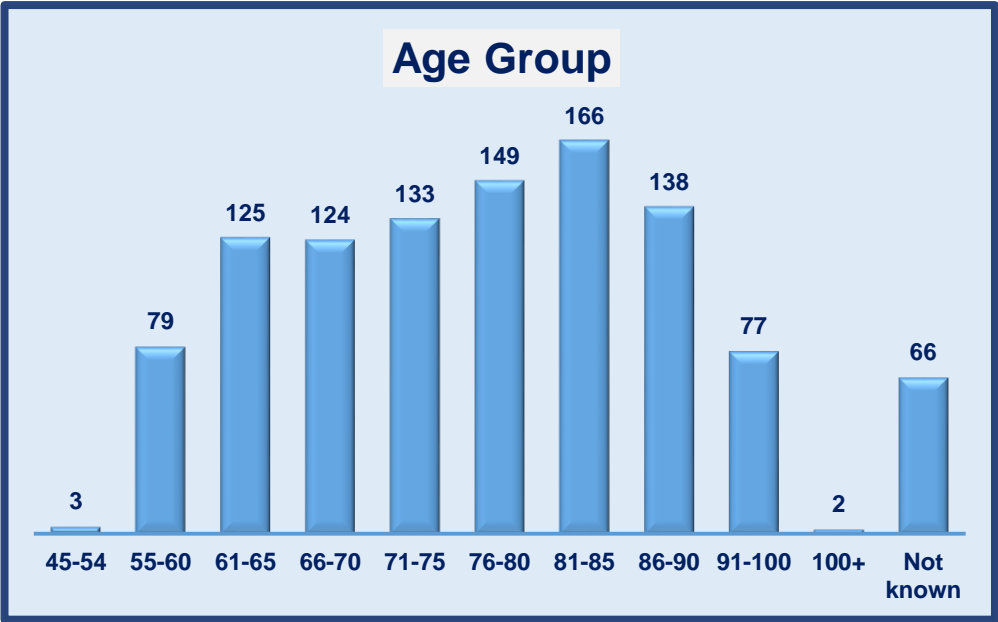
(The above statistics were provided by Age UK).

Welfare Benefits report and totals claimed

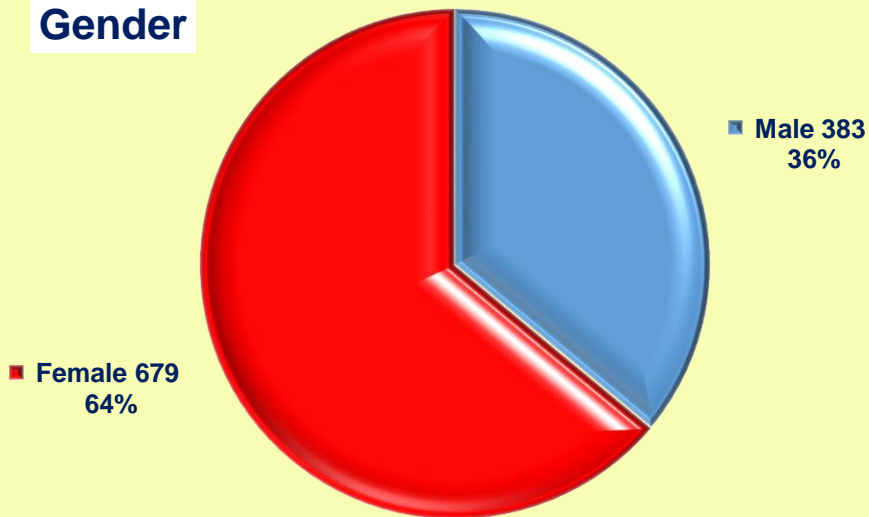
2017–2018

Benefit	Number of Claimants	Weekly Benefit Value	Monthly Benefit Value	Yearly Benefit Value	Benefit Arrears	One-off Payments
Attendance Allowance	117	7,497.45	29,989.80	389,867.40	33,332.00	0.00
Council Tax Benefit	2	27.52	110.08	1,431.04	0.00	0.00
Housing Benefit	2	177.17	708.68	9,212.84	0.00	0.00
Income Related ESA	2	313.00	1,252.00	16,276.00	0.00	0.00
Pension Credit Guarantee	7	514.21	2,056.84	26,738.92	1,134.88	0.00
Contributory ESA/IB	2	109.65	438.60	5,701.80	0.00	0.00
State Pension	2	264.85	1,059.40	13,772.20	0.00	0.00
Carer's Allowance	3	127.30	509.20	6,619.60	0.00	0.00
Disability Living Allowance	2	225.55	902.20	11,728.60	0.00	0.00
Severe Disability Premium	3	137.20	548.80	7,134.40	0.00	0.00
PIP	12	1,233.52	4,934.08	64,143.04	7,073.34	0.00
AUB Personal Grant	1	0.00	0.00	0.00	0.00	529.99
Other Charitable Grant	2	0.00	0.00	0.00	0.00	2,696.22
	Number of Claimants	Weekly Benefit Value	Monthly Benefit Value	Yearly Benefit Value	Benefit Arrears	One-off Payments
	157	10,627.42	42,509.68	552,625.84	41,540.22	3,226.21

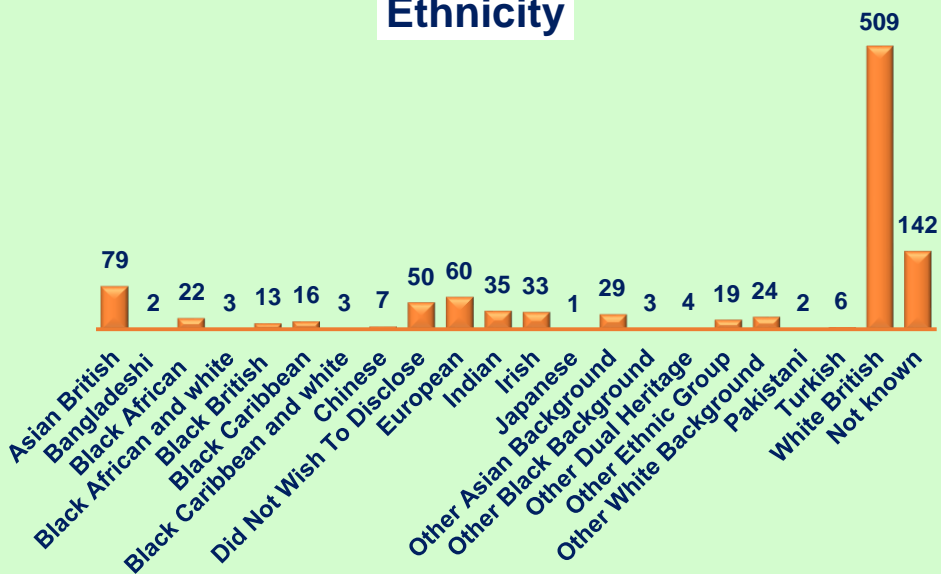
Later Life Planning Service Client Data

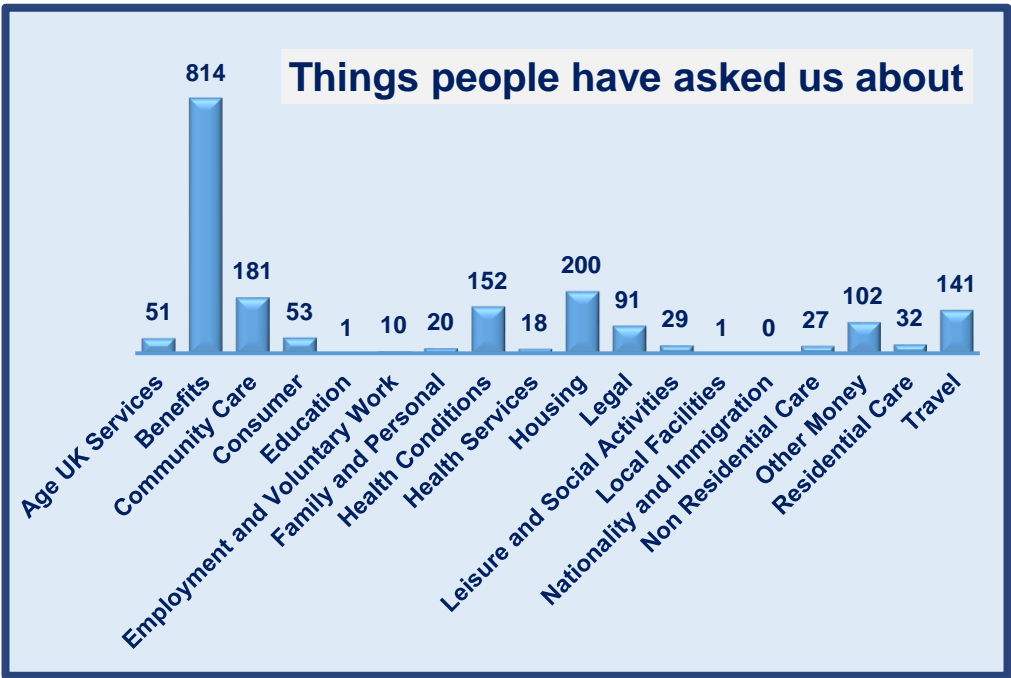


Gender



Ethnicity





Client Evaluations

We asked **180** clients who had used the Later Life Planning Service a number of questions. The percentage of those who said “Yes” to each question is outlined below.

Did you find the service helpful?	100%
Has your quality of life improved?	68%
Do you feel better informed?	86%
Has it made a financial difference?	23%
Were you satisfied with the service?	100%
Would you recommend the service to others?	100%

The average score rated for the Later Life Planning Service on a scale of 1 to 10 was **9.5**

About Age UK Barnet

Age UK Barnet is a voluntary organisation existing to serve and promote the interests of all older citizens of the London Borough of Barnet, from all walks of life and ethnic communities.

We provide many activities, services and information about issues of interest to older people through our centres and in the community.

Activities and services include:

- Later Life Planning including benefits advice
- Scams Prevention and Support Programme
- Fitness and exercise classes
- Befriending Service
- Handyperson Service
- Computer training and assisted computer access
- Lunch clubs, social groups and other activities

Age UK Barnet

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Our strategic aims and objectives

- To provide, commission or support others to deliver a range of quality services and initiatives that address those issues which are important to older people in the London Borough of Barnet
- To reduce isolation and promote an independent lifestyle for older people in the London Borough of Barnet
- To promote a positive view of the contribution that older people make to society
- To help older people in the London Borough of Barnet to remain living in their own homes for as long as they wish to do so
- To campaign to improve services locally

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Age UK Barnet



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