

London Borough of Barnet Annual Report Neighbourhood Services 2018–19

“Improving older people’s lives in our borough”



Welcome to the Neighbourhood Services Annual Report

Neighbourhood Services 2018–19

Age UK Barnet was delighted to be awarded a three-year contract by the local authority to provide Neighbourhood Services in the borough, beginning in April 2018. It meant we could build further on the successes of the previous contract where we had seen older people's participation in activities and services increase from 3,470 in 2013 to over 10,000 in 2018.

It also meant we could continue to fund smaller groups in the borough and through them reach into its diverse communities, both geographically and demographically.

Together we've worked with older people to extend, or in some cases create, social networks and reduce the risks of loneliness and isolation. They've increased their wellbeing and exercised choice and control over issues that matter to them such as finance, housing, care, facing retirement and end of life planning.

Contract

The specification for the new contract was defined by a range of outcomes, and outlined priorities for the future which the council said were inextricably linked to a renewed approach to Intervention and Prevention strategies, as outlined in the JSNA (Joint Strategic Needs Assessment).

At the core of this aspiration were key themes which provided the structure of the procurement. *"Within these themes, we have brought together core principles and requirements which we consider to be fundamental to creating a system that properly supports the needs of people in the London Borough of Barnet."* LBB November 2017.

In summary, the themes were laid out as:

- Promoting resilience, prevention and early intervention
- Improving access to effective support – a system without tiers
- Care for the most vulnerable
- Accountability and transparency
- Developing the workforce

Age UK Barnet has delivered on these key themes during this first year through the four core elements of the contract: Wellbeing, Later Life Planning, Handyperson and Falls Prevention. We have added extra value to the contract by:

- Recruitment and deployment of volunteers – 309 in 2018-19 fulfilling over 400 different roles.
- Increasing the skills of these volunteers and improving their employment prospects – Roberta came to us as a volunteer receptionist and, having increased her confidence and experience, is now working at another Barnet organisation.
- Successful funding applications to complement our council funded work. The National Lottery Community Fund has funded Barnet Connect for three years – the aim is to increase the number of volunteer led activities for older people in the borough. This would not be possible without the existing network of providers and partnerships.
- Securing funding for a new minibus from grant giving organisations and through community fundraising. This will enable us to offer transport to the frailest older people in the borough, including those living with dementia who are not eligible for Dial-a-Ride, to be able to attend activities. Transport as we know is a barrier for many of our older people when it comes to leaving their homes.
- Targeting hard to reach groups – We work hard on outreach across the borough, recruiting a BAME (Black, Asian and Minority

Ethnic) Coordinator and funding of smaller groups such as Barnet Asian Women's Association where clients are at risk of language related isolation.

- Working with local business – this year we've teamed up with EcoWorld, Waitrose and John Lewis whose staff have volunteered to support our events in the borough, we've also placed collecting tins in pubs and shops and worked with supermarkets to put surplus food to good use.
- Intergenerational work – National Citizen Service, Hertfordshire University, Barnet sixth forms and colleges, students on work experience. We have linked with Tinies Finchley Day Nursery and JOY (Joining Old and Young), with each making regular visits.
- Partnerships – e.g. Mind in Barnet to reduce stigma around older adults with mental health issues, Barnet Mencap supporting older adults to attend activities to prevent loneliness and isolation.
- Increasing older people's income – Our Later Life Planning Service supported older people to claim over £780,000 in 2018-19. Attendance Allowance awards have been used by older people to maintain their independence, reduce the risk of loneliness and isolation and increase their wellbeing. It also reduces the need for statutory interventions.
- Providing support for carers – Activities attended by clients provide a vital break for carers; time out from their responsibilities reduces their risk of developing carer stress.
- Falls prevention – Targeted exercise classes, education and awareness raising, nail cutting and handyperson support all reduce the need for interventions from statutory services.
- Reducing the risk of homelessness and tenancy.
- Producing What's On – Used as a Directory of Service for older people by LBB staff, GPs and other NHS professionals, other VCS organisations and Barnet residents.

Why it's important

We are fortunate to be able to call on research such as Age UK's Index of Wellbeing in Later Life, which identifies these key factors for increasing wellbeing:

- Participation
- Physical activity
- Support for carers

It also identifies the external factors affecting those with the lowest wellbeing:

- Low income
- Poor health
- Bereavement
- Multiple health conditions

And the best means of supporting these people are proven to be:

- Group activities
- Transport support – for social groups and appointments
- Assistance with benefits

All our activities and services support these aims.

What do older people think?

Age UK Barnet worked with the University of Westminster on an evaluation for clients measuring KPIs (Key Performance Indicators) for our Neighbourhood Services contract but also using measures from the World Health Organisation (WHO) wellbeing index.

Devised by the WHO to measure levels of mental health and wellbeing, our evaluation was completed by a sample of clients who have taken part in activities and used Age UK Barnet services.

It showed our clients scored 15% higher than the average older person in the UK.

Lower scores in the WHO questionnaire have been linked with greater risk of conditions such as heart disease, diabetes and depression and can mean that people take longer to recover from illness.

Age UK Barnet clients not only scored higher than average on general wellbeing, those people who take part in our activities such as exercise, lunch clubs and cookery were 10% happier than our clients who don't.

And 93% of those who have taken our IT sessions said that they felt less lonely. Loneliness and isolation can have serious consequences for a person's health – studies say it is as bad as smoking 15 cigarettes a day.*

**Source: www.campaigntoendloneliness.org/references*



Feedback:

“Thanks a billion - I can walk again!” A client who said every step was painful left the Ann Owens Centre with a spring in his step after his nail cutting session with Linda. (Twitter)

“Volunteers’ night for @ageukbarnet. So proud to be involved with this amazing charity and be a befriender, I adore the two people I visit, a highlight of my week. Happy Volunteer Week to all that give their time and love to charity #ageuk #nationalvolunteerweek” (Twitter)

“If I hadn't got my money back I'd have killed myself.” Our client Susan spoke movingly on @itvnews about the distress and shame she felt after falling for a phone scam. Our amazing Helen (who ran our Scams Service) helped Susan get all her savings back from the bank! (Twitter)

“I never realised Age UK Barnet did so much for older people. Their help has been important to make life easier now. A big thank you.” (Client comment)

“My daughter says how much more confident I am and my consultant tells me that since starting this exercise class six months ago my blood pressure has come down.” A happy participant of our @OneStoneGrove gentle exercise group (Twitter)

Neighbourhood Services

Wellbeing is one strand of the Neighbourhood Services contract and encompasses our social activities and services intended to reduce the risk of loneliness and isolation. Here we focus on a few elements of our Wellbeing programme.

Digital Inclusion

From booking GP appointments and applying for a Freedom Pass, to finding a bargain or researching family history, more and more of our lives are touched by technology. Age UK Barnet continues to work

with older people to ensure they are not left behind. Last year we held 442 Digital Inclusion sessions – 44 more than last year – and we welcomed 89 new clients to help them get online and increase their confidence with smartphones, laptops and iPads. The total number of clients who were involved in our Digital Inclusion sessions was 599.

Once again, our older people were welcomed into Barnet schools and sixth forms who took part in our MiCommunity project for the eighth successive year. We are grateful to the 86 students who gave us 670 hours of their time.

Our sessions in the community continue and we have held sessions in 11 libraries and other public venues. 17 volunteers have given us over 800 hours to explore email, internet browsing, apps and online shopping.

Cookery Classes

In the sixth year of our cookery programme, we have had 80 new clients plus 154 different people have attended a session. There have been 20 classes and 126 sessions, which have included men's beginners cookery, Indian cookery, international cuisine, cookery masterclasses, festive cookery, jam making and a cookery demo at Kings Lodge sheltered accommodation in North Finchley.

Participants have found themselves media stars as news outlets have been keen to find out about the sessions and their effectiveness in combatting loneliness and isolation, particularly among older men.

In January BBC News filmed celebrity chef Levi Roots as he led one of our men's cookery sessions at Hartley Hall in Mill Hill.

Our participant Don, 86, went on ITV News to talk about attending our cookery classes when his wife fell ill. *"I was looking after her and it gave me a break to come here for a couple of hours to cook and chat,"* he said. *"Since she died, the cookery has been a lifeline. I have made some very good friends."*

BBC Breakfast spoke to our participant Frank, 90, at home where he looks after his wife who has Alzheimer's. *"I pick up cooking skills to help me care for my wife and it's the highlight of my week,"* he told them. *"It also gives me a break from caring which can be very hard at times."* Volunteer cook Nancy who runs sessions and another participant Malcolm were also interviewed live on the BBC Breakfast couch.



Indian cookery session

New for this year was a 12 week men's beginners cookery class at Wren Academy in North Finchley. The 10 participants were assisted by Year 11 children taking their Duke of Edinburgh Award.

This scheme was hugely successful. The participants enjoyed chatting to the students who also gained from the experience which backs up research showing intergenerational contact is more effective in combating loneliness than contact with one's own age group.

Case study

Robert started attending the men's beginners cookery classes in East Finchley after his daughter Lucy urged him to go

"He really wasn't keen at first – I have to push hard to get him to do anything. My dad had to give up work about year ago because he was seriously ill. Although he's ok now, it had been hard to get him to go out and I was worried he was going to get stuck in his ways. After a lot of persuading he reluctantly agreed to go along to the men's cookery class. And he was so glad he did. I've never seen him enjoy anything so much," Lucy told us. "It wasn't just the cooking, it was having lunch together and chatting and getting to know the other people that he loved. And this has now opened up a whole new world to him – he now volunteers for a homeless shelter and has given him the confidence to try out new things. We have seen such a huge difference to his confidence since starting the class and we are all very grateful."

Befriending

Our Befriending Service takes a holistic approach and works closely with other internal and external providers to make sure isolated clients know what is available to them and are offered support appropriate to their needs

This year we have established the Befriending Links network, which brings together a range of voluntary sector and community groups offering befriending to older people as well as colleagues from statutory and health services. Meeting twice a year, the aim is to offer mutual support as well as shared ideas on training, best practice and funding information. The group has established cross-referral systems to avoid duplication and make sure the client gets the most appropriate service.

The service dealt with over 400 enquiries last year for those who were isolated and lonely in addition to 303 new referrals. All those making

enquiries receive information on potential services across the borough that are most appropriate to their needs.

In 2018-19, the service supported 70-80 one to one matches between clients, made possible by 60-70 befriending volunteers who logged 5478 contact hours with 166 clients over the period. There were 47 new matches.

A further 33 clients were referred for Age UK's Call in Time telephone befriending service, 202 to other organisations offering befriending services in Barnet and many more were signposted to activities or other 'isolation-busting' services. As demand exceeds capacity the service aims to increase the number of clients who are matched by other agencies, especially those like GoodGym. Some very successful matches are sustained over a number of years and reach a point when our formal input is no longer required. Often they still keep in touch and sometimes return for our support, especially at end of life.

A further 10 drivers, relief and admin volunteers supported the Befriending Service in 2018-19 through the monthly musical afternoons at the Ann Owens Centre. This group matched isolated frail clients with volunteer drivers so they could get out of the house to attend monthly concerts ranging from classical violinists to jazz bands and choirs and make new friends in the process.

In addition to companionship and emotional support, over half the matches involve volunteers regularly assisting the digitally challenged and disabled clients to use modern technology, access information or assist with paperwork and appointments. Some befriending volunteers do short term or one-off visits in collaboration with our Later Life Planning and Digital Inclusion services.

The service could not function without its team of dedicated volunteers who receive training, social opportunities to meet each other and out of hours telephone support. A volunteer assistant works as part of the

team to log new referrals and triage enquiries while other trained volunteers are joining us to help with volunteer support.

BAME (Black, Asian and Minority Ethnic) Activities

Age UK Barnet recognises the value of specific activities for our diverse communities in the borough and employs a coordinator tasked with ensuring a varied programme.

With the success of the pilot Bollywood dancing programme run by Barnet Asian Women's Association, Age UK Barnet started two classes, one on a Thursday morning at Watling Community Centre and the other on Monday evenings at the Ann Owens Centre from March 2018.

Both of these sessions have proved to be successful and are attended by people of various ethnicities, including three adults with learning disabilities.

Our Monday Social Group at Manor Drive Methodist Church offers social activities and lunch for Asian elders. It has also made a good connection with the Greek community in Whetstone, a number of whom attend the exercise session on a regular basis.

Age UK Barnet has weekly exercise sessions at the Green Man in East Finchley which also incorporates our Muslim ladies group on a fortnightly basis.

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 900 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, Bollywood dancing and Yoga classes around the borough. There were more than 1200 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.

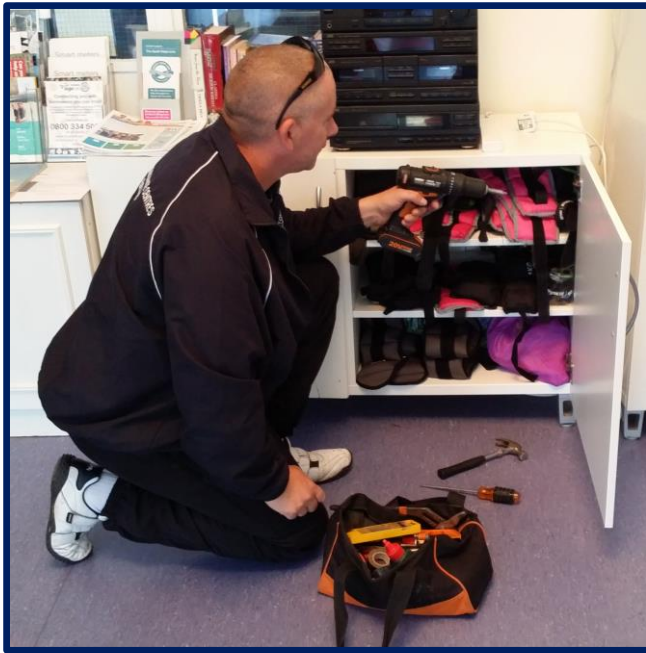
Our Nail Cutting Service is another part of our commitment to falls prevention and this year has seen 80 clients using it regularly. We also host sessions with a foot healthcare practitioner at our centre in East Finchley which are open to any over 55s.



New classes this year include Tai Chi at Colindale Library and the Ann Owens Centre, which also hosts one of two new Bollywood dancing sessions. The other takes place at the Watling Community Centre in Edgware.

Handyperson Service

Age UK Barnet's Handyperson Service offers support with a wide range of small repair jobs in the home to support older people to live safely and independently. Our friendly and trustworthy staff have experience working with older people, who we support in key areas such as hospital discharge, home safety and falls prevention. The team is comprised of three staff: one part-time coordinator and two part-time handypersons.



During 2018-19 we completed 1048 jobs for 723 Barnet residents and registered 350 new clients to the service. Small jobs which we commonly provide services for are: changing lightbulbs, fuses and plugs, and fitting key safes, grab rails, locks, spy-holes and door chains. We also support hospital discharge through close liaison with our Social Care and NHS colleagues to move furniture in people's homes to allow for hospital equipment such as beds and hoists. This can help to speed up the discharge process and reduce hospital stays.

In addition to these practical skills, the Handyperson team bring additional benefits, such as some social contact to clients who might otherwise not see anyone. They also disseminate information to the community about other services Age UK Barnet and our partner agencies offer. Where appropriate, the team can highlight and identify issues or concerns with other services or agencies to help safeguard vulnerable clients.

We have consistently received excellent feedback from older people who have benefitted from the service and here are some of those comments.

John said *“Thank you so much for that phone call we had today, it is so nice to know that there is someone out there that can acknowledge anything.”*

“A wonderful service for people who really need help with those jobs that we can’t handle because of disability and poor health.” Said Raymond.

Myrtle said thank you and *“Adam has made my life easier at the age of 91. It means a great deal and Age UK have never failed.”*

“Thank you Martin and Age UK Barnet for your help. I could not manage without. There always seems to be so many jobs to do and Martin is a very nice person too!” Avis said.

The Handyperson Service received a 100% satisfaction rate in 2018-19.

Volunteers

Volunteers at Age UK Barnet are a fundamental part of the organisation and we are very fortunate to have so many dedicated and skilled volunteers in every part of our service.

This year we have had 309 individual volunteers who between them have contributed more than 17,000 hours of volunteering support.

We are constantly reviewing and introducing new volunteering roles and looking at new areas where volunteer support could benefit the organisation and also be of interest and value to individuals. We have developed some new roles in fundraising, and have expanded our pilot project in our reception area at Ann Owens Centre which has been extremely helpful to the smooth running of our centre. Two of our regular reception volunteers have gone on to find permanent jobs, having volunteered in this role. Teresa one of our reception volunteers says *“Volunteering with Age UK Barnet is the best thing I have done since returning to London. Helping here has given me the confidence to successfully apply for a permanent job.”*



Some of our Activity Centre volunteers this year took part in training provided by Morrisons/Age UK “Get Active Feel Great” programme to develop skills in running active and stimulating activity sessions for

older people. They have since run a number of afternoon sessions which have been appreciated by our Activity Centre clients.

Marks & Spencer in Muswell Hill nominated us as their charity of the year and supported us by providing a number of volunteers to attend our Wellbeing Day in July, who helped with a wide range of tasks and provided some much appreciated refreshments for people attending the day.

In June, to mark Volunteer's Week, we held a "Thank You" event for our fabulous volunteers at the Ann Owens Centre. Nearly 100 volunteers and staff attended, and enjoyed music and dancing to celebrate the contribution of the volunteer team.

We have continued to benefit from the support of some local corporate volunteers, as well as some council employees who have given their two days volunteering time to Age UK Barnet. Particular thanks to Tim Hoyle from Barnet Council who ran a very useful two-day Mental Health First Aid Course for the staff team in November. We also enjoyed hosting staff from the Council's Prevention and Wellbeing Team who helped make our clients' Christmas lunch a festive event.

Several partners from Waitrose in North Finchley have contributed their time to help at the centre during the year, assisting with everything from cookery classes to singing.

We have been very fortunate to have the support of our volunteer Pete Tiley and his team of staff and students at Barnet & Southgate College, who have supported us with catering for a number of our quiz nights and fundraising events this year. This has helped us enormously as we have been able to focus on other aspects of events and enjoy their great food.

Several schools across the borough have also worked with us this year to support both cookery classes and digital inclusion work as well

as for work experience, all of which have been enjoyed by clients benefitting from intergenerational projects.

Age UK Barnet are very fortunate to have such a devoted set of volunteers – from befrienders, Later Life Planners, cookery volunteers, digital inclusion volunteers, exercise class assistants, receptionists and activity volunteers to name just some of them – All provide invaluable support to the organisation.

External Providers 2018–2019

Age UK Barnet continued to work with a group of 11 organisations around the borough who offer services and activities for older people. These are:

- Barnet African Caribbean Association
- Barnet Asian Women's Association
- Barnet Elderly Asians Group
- Chipping Barnet Day Centre
- Colindale Community Club
- Cultural and Recreational Organisation for Tamil Elders
- Friend in Need
- High Barnet Good Neighbour Scheme
- Good Neighbour Scheme for Mill Hill and Burnt Oak
- Jewish Care
- New Barnet Community Association

Together they reach Barnet's diverse communities, offering activities and services including exercise classes, health checks, arts & crafts lunch clubs, discussion groups, befriending, advice, reminiscence, and intergenerational activities. The Good Neighbour schemes in High Barnet, East Barnet, Mill Hill and Burnt Oak provide very valuable services including foot care, gardening and 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.

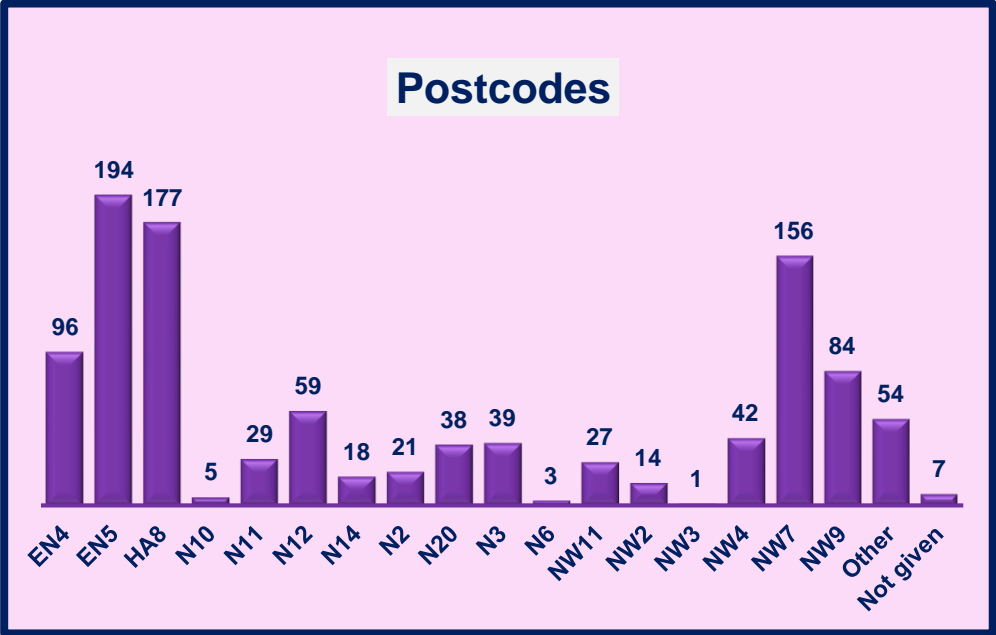
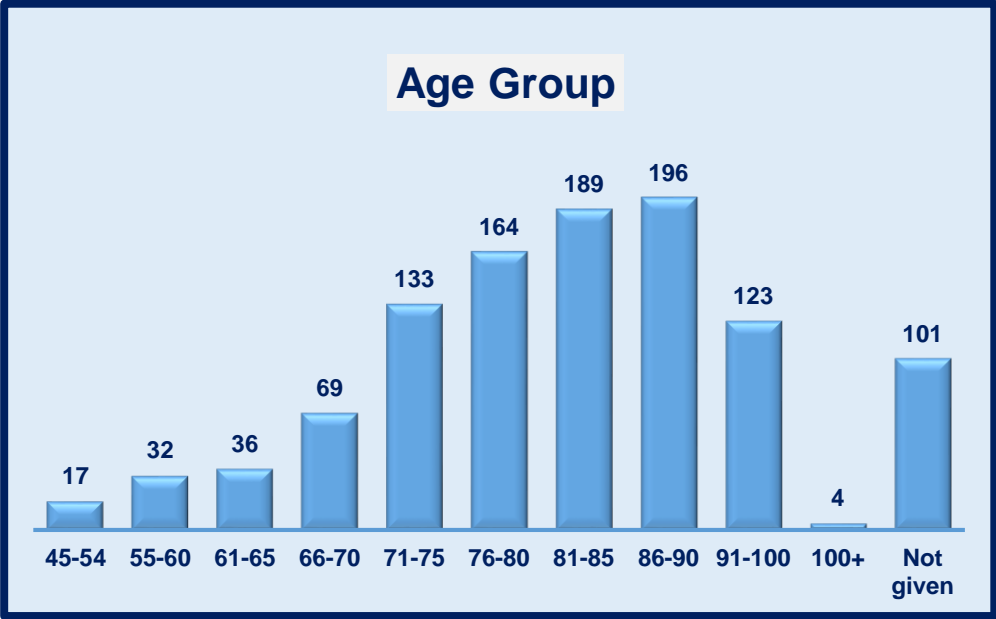


Services and activities offered by the External Providers are aimed, like those of Age UK Barnet, at reducing the risk of loneliness and isolation and increasing older people’s wellbeing.

Some facts and figures

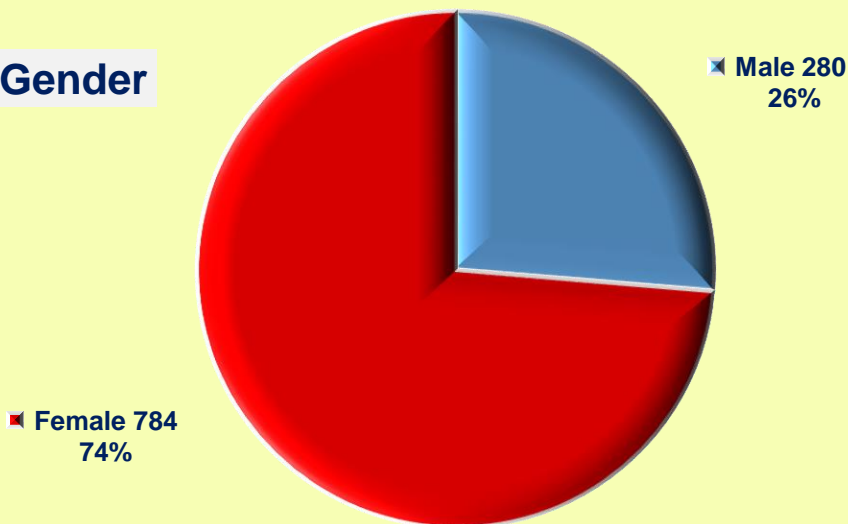
New Provider Group clients	248	New Age UK Barnet clients	2315
Total number of PG clients	1466	Total number of AUKB clients	6133
New PG volunteers	38	New AUKB volunteers	84
Total number of PG volunteers	467	Total number of AUKB volunteers	309
We estimate our wonderful volunteers have given over 100,000 hours to us this year. THANK YOU!			

Provider Group Client Data

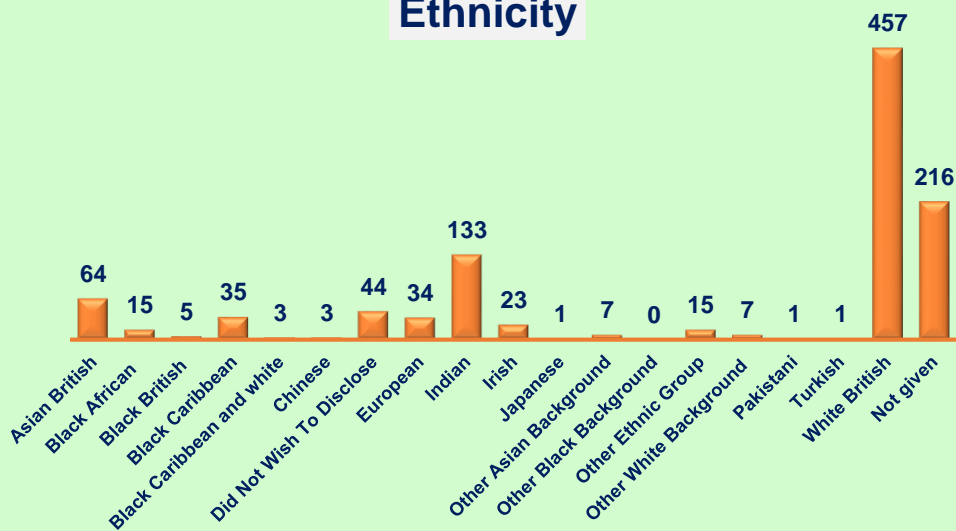


The postcode analysis reflects the areas with the highest proportions of older people in the borough.

Gender



Ethnicity



Working in Partnership

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

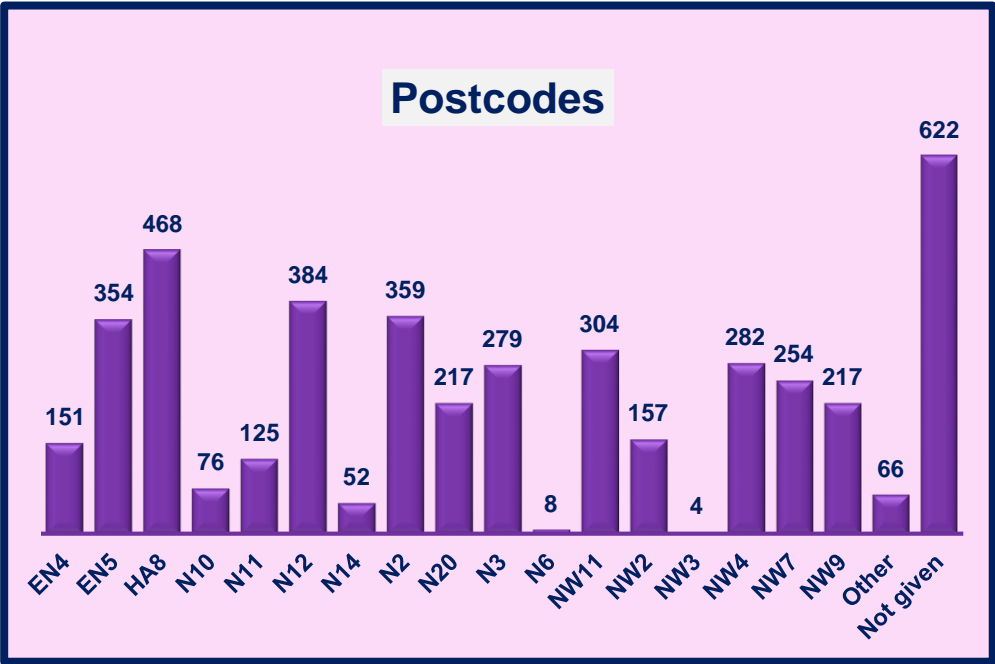
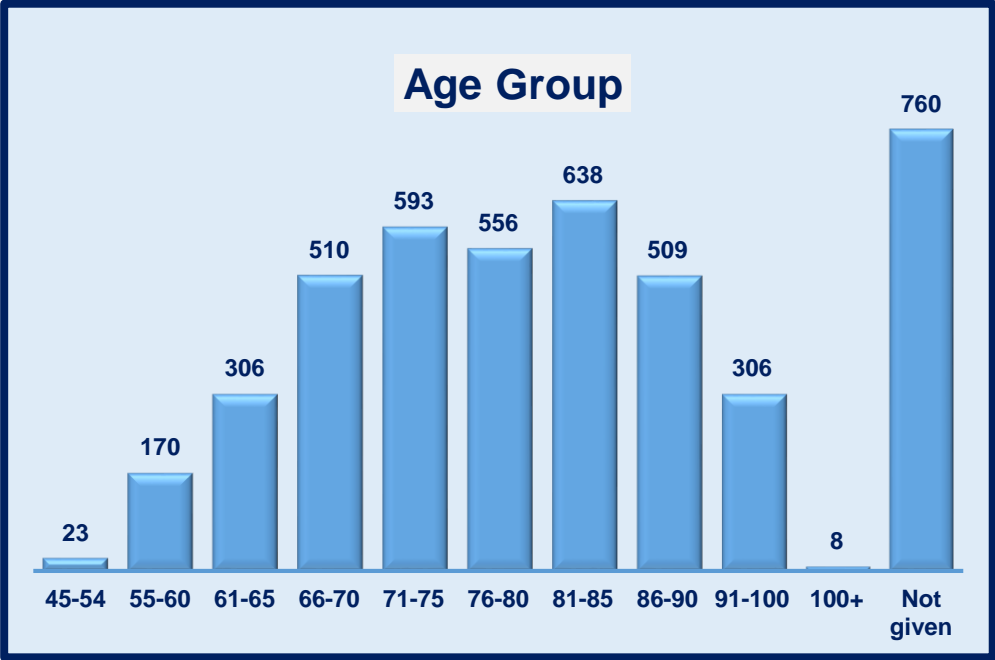
- Action on Hearing Loss
- Alzheimer's Society Barnet
- Barnet Carers Centre
- Barnet Clinical Commissioning Group
- Barnet Integrated Locality Team
- Barnet Homes
- Barnet Library Service
- Barnet Mencap
- Barnet Seniors Association
- Central London Community Healthcare
- Cherry Lodge Cancer Care
- 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**	557	750
Cookery	80	120
Digital Inclusion	89	185
Exercise and Falls Prevention	396	862
Group Activities	83	231
Handyperson Service	350	736
Information and Advice	870	1234
Lunch Clubs	31	92
Nail Cutting	30	80
Signposting	81	81
Community	-	1583
Casual Attendances	-	5362
Outreach Activities	-	2073
TOTALS	2567	13389

**The Befriending total number of clients includes 80 active matches

Age UK Barnet registered users data



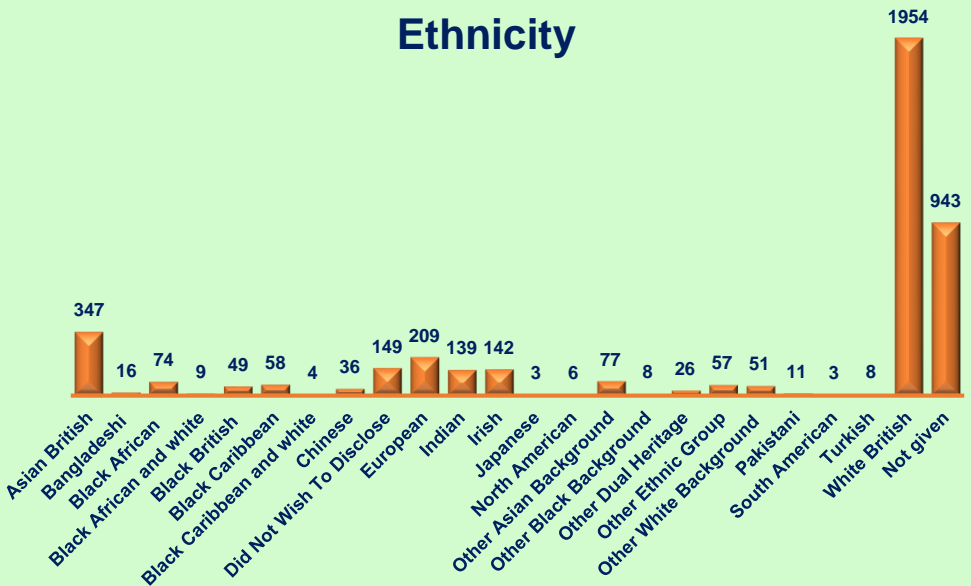
Gender

Female 3046
70%

Male 1333
30%



Ethnicity



Later Life Planning Service

Getting older doesn't come with a manual and the Later Life Planning Service continues to support Barnet residents seeking advice and information on issues affecting older people. The number of people we have helped has increased this year by 16%, from 1062 in 2017-18 to 1234.

We've seen an increase in demand, mainly from people in need of advice about welfare benefits, in particular Universal Credit, concerns about the new state pension age, Pension Credit where couples are of mixed ages and people requiring home visits to help with form filling.

This specific support provided by the Later Life Planning Service has assisted people to claim an increased annual welfare benefit value of **£787,498.92**.

The service has achieved this with a team of three staff and 14 volunteers. Age UK Barnet ensures that volunteers and staff attend a wide range of training from mental health, first aid, dementia awareness and safeguarding to name a few. We are committed to ensuring that our staff and volunteers have the right skills to support our community.

Volunteers support the service in a number of ways, helping in the office, answering queries, attending outreach events and we are particularly indebted to our home visiting volunteer team, all of whom have generously given us around **1800** hours of their time this year. The feedback from people who have been supported at home by our team of volunteers is overwhelmingly positive, *"Please thank Diana for putting me at ease"* and *"I am so pleased to tell you that I have been awarded Attendance Allowance, this has changed my life."*

The team continues to work with people using a flexible and holistic approach and our aim has always been to empower people later in life to make informed decisions about their futures. We continue to support people with a range of issues and have highlighted the most pressing topics which people have asked us about during 2018-19.

We have provided a case study below which clearly identifies the holistic nature in which we do things, partnership working and the way in which we can help people to develop themselves.

Later Life Planning Service client, Mrs RA

Mrs RA, aged 61, came along to the Ann Owens Centre with her mother who is living with dementia and who she has been caring for during the past nine years. Her mother also has mobility issues and is currently in remission from cancer mobility.

However, this was not always the way things were; Mrs RA had to give up her career in catering to look after her mother and also live separately from her husband for several years when he had to leave the UK to care for his father overseas. Mrs RA also has her own long term health conditions which affect her daily.

Mrs RA told us she has been living with her mother and her son and daughter-in-law until recently. She said that she felt this was unfair on her son and his wife, as the living accommodation was a one-bedroom flat. Mrs RA said that she has now managed to acquire a one-bedroom flat for her and her mother.

She went on to say that caring for her mother was challenging on a daily basis but added that she felt it was her responsibility to do so. Prior to her caring for her mother, Mrs RA had lived independently and enjoyed her job. However, she had herself gone through operations to alleviate problems with her back.

Mrs RA came to Age UK Barnet for help with a grant to assist with the purchase of some small items for the kitchen in their new home.

The Later Life Planning adviser offered to carry out a benefits check. However, Mrs RA said that one had recently been carried out and there were no further entitlements.

The Later Life Planning adviser decided to look into applying for a personal grant on behalf of Mrs RA and, following a review of her income and expenditure, the adviser was able to submit a grant

application to the Trustees at Age UK Barnet. The application was successful and Mrs RA was awarded £250 towards buying small items for their new flat.

The adviser also provided Mrs RA with information on 'Hospitality Action' who provide support for people who work or previously worked within the catering industry.

She said she was very interested in the other services provided by Age UK Barnet and would like to somehow give back to the community by volunteering.

Mrs RA said that the flat now feels like a home and they can now put their clothes away in proper sideboards and enjoy being able to use their new electrical items in the kitchen.

Mrs RA is also looking forward to volunteering and has already established links with an existing volunteer from Age UK Barnet who also came to the UK from Romania.

"Thank you so very much for everything, you have made such a difference to helping me and mum feel like we have a real home now."

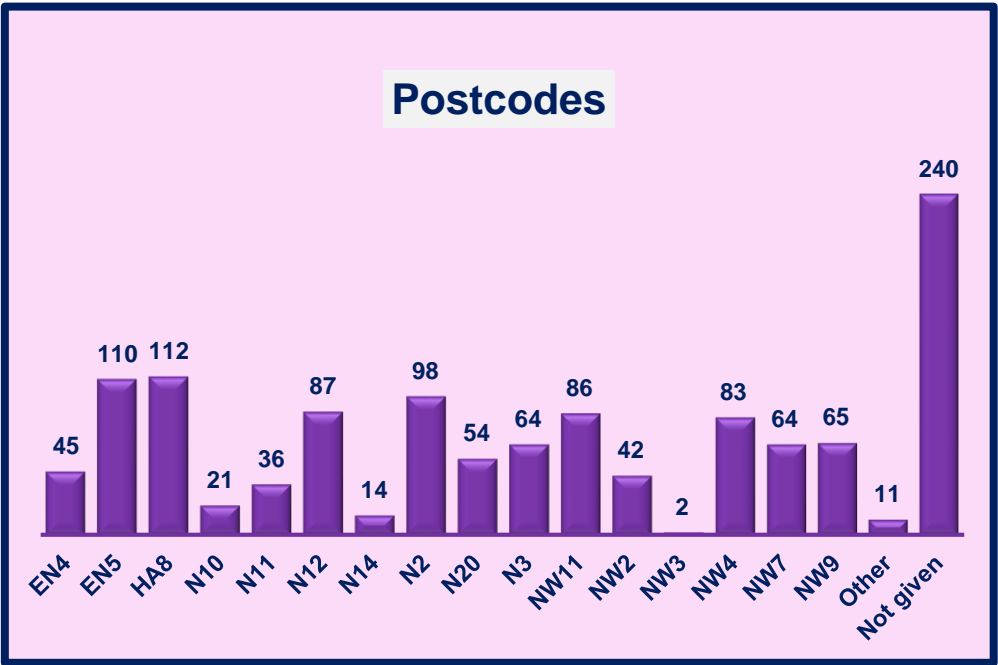
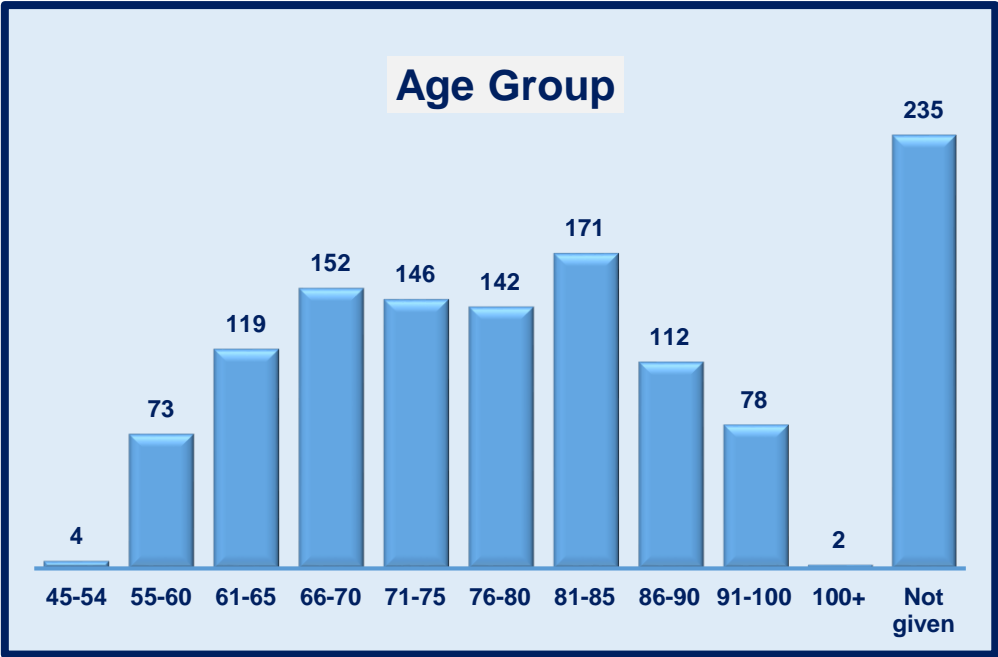
Going forward

- We are committed to continue with our work to support the most vulnerable people resident in Barnet, who we identify by their individual circumstances, and not just their age.
- We will continue strengthening our partnership working with statutory services and voluntary organisations.
- We are aware that transport is an issue within Barnet and we will continue supporting residents to access transport by helping people to apply for Dial-a-Ride, Taxicard and Blue Badges where applicable.
- We will continue our outreach work to ensure that those most underprivileged are not left at a disadvantage due to barriers such as financial or physical, or without someone to support them.

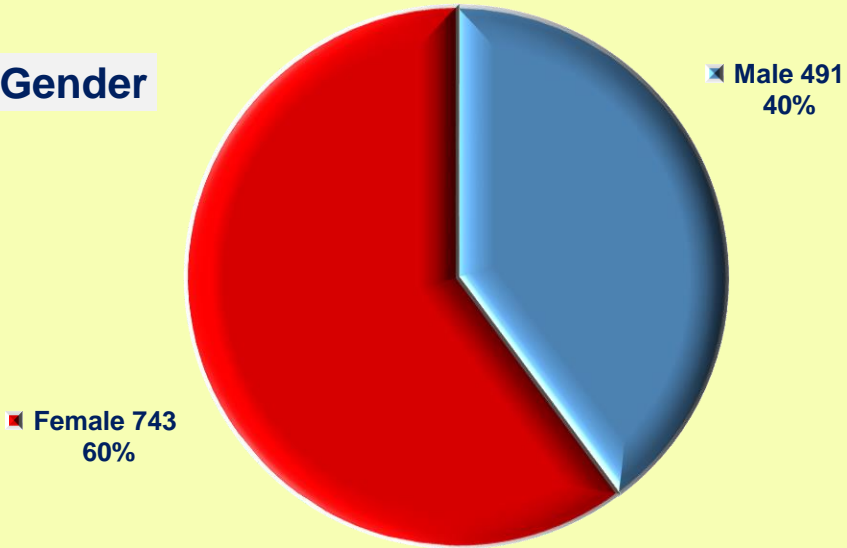
Welfare Benefits report and totals claimed 2018–2019

Benefit	Number of Claimants	Weekly Benefit Value	Monthly Benefit Value	Yearly Benefit Value	Benefit Arrears	One-off Payments
Attendance Allowance	164	9,803.40	39,213.60	509,776.80	39,938.35	0.00
Carer's Allowance	4	138.80	555.20	7,217.60	1,898.44	0.00
Contributory ESA/IB	1	183.00	732.00	9,516.00	0.00	0.00
Council Tax Benefit	7	80.79	323.16	4,201.08	524.33	0.00
Disability Living Allowance	1	108.25	433.00	5,629.00	2,203.25	0.00
Housing Benefit	5	714.73	2,858.92	37,165.96	0.00	0.00
Income Based JSA	1	110.00	440.00	5,720.00	0.00	0.00
Income Related ESA	9	1,055.02	3,928.08	51,065.04	0.00	0.00
Pension Credit Guarantee	7	739.22	2,956.88	38,439.44	1,353.00	0.00
Pension Credit Savings	1	4.03	16.12	209.56	0.00	0.00
PIP	29	2,100.16	8,400.64	109,208.32	515.77	0.00
Severe Disability Premium	2	128.60	514.40	6,687.20	1,400.00	0.00
State Pension	1	51.21	204.84	2,662.92	6,742.00	0.00
AUB Personal Grant	7	0.00	0.00	0.00	0.00	2,020.00
Other Charitable Grant	10	0.00	0.00	0.00	0.00	2,844.00
	Number of Claimants	Weekly Benefit Value	Monthly Benefit Value	Yearly Benefit Value	Benefit Arrears	One-off Payments
	249	15,217.21	60,576.84	787,498.92	54,575.14	4,864.00

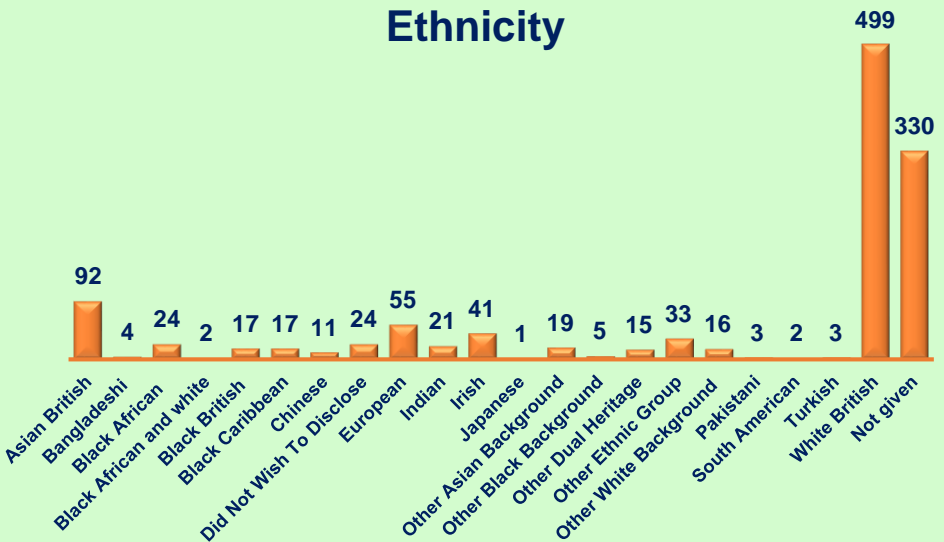
Later Life Planning Service Client Data



Gender



Ethnicity



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
- 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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East Finchley
N2 8LT

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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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@ageukbarnet

