

2022 – 2023

Annual Review and Impact Statement

1st April 2022 to 31st March 2023



Foreword

Chief Executive Summary



Melanie Wicklen
Chief Executive

What's inside

- 5 **How we help**
- 6 **Our Impact**
- 9 **How we increase choice and control**
- 12 **How we increase resilience and independence**
- 18 **How we reduce isolation and loneliness**
- 22 **How we value our community and reach more beneficiaries**
- 25 **How we are the 'go to' organisation for older people**
- 29 **How we are funded**

Over the course of 2022 to 2023 the challenges facing society have naturally been at the forefront of the support we have provided for older residents of Cambridgeshire and Peterborough. We continued to feel the legacy of the Covid Pandemic with individuals still feeling uncertain about going out and about, especially having lost confidence after such a long time being at home, often alone.

Unfortunately, our Day Services had to remain on half capacity for the duration of the year due to the need to monitor ventilation. This meant our waiting lists for certain centres grew and some service users had to reduce the number of times they attended each week. Thankfully the situation has now improved, and we are able to open our doors up to more individuals.

The Cost of Living Crisis has affected most people and this has been extremely notable in the number of people having to reach out for financial support, often for the first time. The past winter was particularly cold and with increasing energy costs people were suddenly in a position of having to navigate an unfamiliar system.

Our strength in partnerships with Cambridgeshire County and Peterborough City Councils grew as we undertook the administration of the older persons' element of the Household Support Fund, the central government fund for those in financial difficulty.

Our aim has been to support the immediate financial needs by awarding grants, subsequently helping individuals to improve their income for the longer term through our Information and Advice Service, effectively reducing the risk of financial crisis. We estimate that we helped older people claim more than £2,800,000 in welfare benefits and grants, of which nearly £900,000 was through the Household Support Fund.

As an addition to the Information and Advice provided over the phone and by email, in October we introduced our 'Chatbot' Pam, enabling those able to access the internet, to get quick responses to their questions. Whilst still in its infancy, this tool is gradually becoming an integral part of our gateway to help and support. Pam is Welsh for 'Why?', a perfect name for this online Information and Advice giving tool.

Sadly, we were unsuccessful in our bid to take on the Visiting Support Service for Older People (VSSOP) contract for a second term. This service provided support for individuals at difficult times of life, such as poor health, financial and housing matters and difficulties accessing health and social care in the districts of Fenland, East Cambridgeshire and Huntingdonshire. This resulted in the loss of valued, experienced colleagues from September 2022, yet still we supported nearly 800 people in the months April to August. Unfortunately, funds for the Peterborough VSSOP service also ceased in March this year.

In Autumn 2022 we began positive conversations with Care Network Cambridgeshire and Caring Together, working with the Integrated Care System to create the Voluntary Sector Alliance, receiving funds to develop a Single Point of Access Hospital Discharge Service, enabling timely discharges from hospital to get patients home, with support from the voluntary sector.

The service is currently in development, and we hope this is the just the start for the VSA. It is our aim to identify other areas for development with local voluntary sector providers. Additionally, over the winter we worked closely with Integrated Neighbourhood Teams to offer support plan discussions with patients of GP surgeries, identifying suitable services and helping to increase interventions.

Over the past year we have helped in excess of 2000 people each week across our services and support, with over 80% aged 75 plus. Later this year we will be working with all our colleagues, the Board of Trustees and most importantly our service users to begin planning our April 2024 Strategy.

Looking ahead with the needs of the ageing population forms an integral part of our future direction as well as working with key stakeholders to influence the importance, understanding and difference that commitment to preventative services makes and how we can contribute so significantly to ensuring individuals can access services they most need, whilst reducing pressures on Health and Social Care.

I would like to thank our many supporters, some existing and some new for generously donating time, funds, gifts and entertainment to our cause. I wish to also publicly thank our committed staff and volunteers, who work tirelessly, and often way beyond their allotted hours to help local older people.

“I didn’t know what to do and know I wouldn’t be able to cope at home on my own without you. You’ve been so helpful and cheerful; nothing is too much trouble. I feel safer and it’s so comforting to know I have someone I can contact if I’m worried about anything. When I hear your voice on the phone, or see your smiling face, I feel lifted.”



We believe No One Should Have No One

We provide support to help local older people live healthier, happier and more independent lives.

Through the services and support we provide, we aim to promote independence, enhance health and well-being and enable older people to access the information they need to make informed decisions about their lives.

Our wraparound support puts older people, and the people around them, at the heart of all we do. We work with partner organisations, to improve the quality of later life and provide effective, timely support for those who need it the most.

We listen to people and spend time getting to know someone. In doing this we can identify concerns and potential issues, that sometimes even the service user is unaware of. Offering wraparound support can prevent individuals becoming unwell by keeping them active, reducing falls, tackling loneliness, helping to access benefits and improve finances, reducing the risk of hospitalisation and re-admission to hospital. We don’t just solve the one issue a person presents to us. We work with individuals, using a holistic approach to improve overall wellbeing.

How we help in Cambridgeshire and Peterborough

ONS Census 2021

According to the Census 2021 first outputs for Cambridgeshire and Peterborough, the usual resident population of Cambridge has grown significantly, and is amongst the fastest growing: of local authorities in England.

- In the rural districts (East Cambridgeshire, Fenland, Huntingdonshire and South Cambridgeshire), the population aged 65 years and over has grown by more than the working age and younger populations

- Cambridgeshire 65 years and over age group has grown by 26.2% overall since Census 2011, with notable growth in the 70-79 years age group.
- Peterborough 65 years and over age group - has increased by 22.9% since the 2011 Census, with growth particularly high in the 70-74 years and 90 years and over age groups.

Our Challenge

More older people in our area are facing ongoing challenges including: struggling to access desperately needed care, a lack of suitable housing, poor health, NHS waiting lists, poverty, cost of living increase, isolation and loneliness.

The Solution

We provide expert advice, practical support, friendship and campaign to ensure the voices of older people are heard.

Our services aims:

1. Prevention

- Keeping people healthy, active, and maintaining their wellbeing
- Tackling loneliness
- Maximising income and support to claim Welfare Benefits and grants
- Reducing the risk of hospitalisation and re-admission to hospital

2. Resilience

- Helping people manage long-term health conditions
- Enabling people to continue living independently
- Support to care for loved ones
- Help and improve wellbeing and mental health

3. Representation

- Promoting active ageing
- Influencing decision makers on the needs of our older community
- Bringing generations together
- Educating communities to know what support is needed and the help that is available

Our impact

Our collective services have reached thousands of people over the year. Behind the large numbers are individuals who have been supported to live healthily, safely and independently. What we did:



38 home visits

15.5 hours of home Support Service received

92.5 hours of contact time with older people

21 successful referrals for Household Support Fund

148 phone calls made or received

1 urgent key safe fitted

Our 11 days of Christmas

Most of our staff had a well-deserved break over the Christmas period, however we had some staff regularly checking for urgent referrals or calls made to us, ensuring older people were not left without support.

We also continued to process Household Support Fund claims, knowing how needed the income is, and made visits under the City Primary Care Network Winter Wellness Project.

Summary of work carried out between 24th December and 3rd January 2023 (11 days):

CASE STUDIES

A 78yrs old gentleman was told that his wife of 50yrs was near end of life, with sepsis. He didn't know who to talk to, having no access to support services from professionals over Christmas. He called us and was so appreciative of having "a kind listening ear". Sadly, his wife died but we were able to help him contact family, who came to support him.

One Service User, aged 60, was waiting for an ambulance to arrive and said "I'm so grateful and thankful for the support to help with my cats and appreciated the phone calls whilst I was in hospital; it helped me to cope with the situation."

"When you feel as though nobody wants the elderly around it's nice that Age UK (Cambridgeshire and Peterborough) care and are there for you."

Winter Wellness City Project: An Overview of our Role

From 20th December through to 31st March 2023 we supported the four Cambridge City Primary Care Networks (covering 22 GP surgeries) with their Winter Wellness Project. Age UK Cambridgeshire and Peterborough worked with Caring Together and Care Network Cambridgeshire to deliver this project to 93 older people, supporting the most vulnerable older patients who live at home with their social needs.,

Through Support Plan questions, we can identify potential issues early and prevent or delay the need for greater interventions. For the individual it is welcomed timely help, enabling independence, and supporting people to live their best life in their own home.

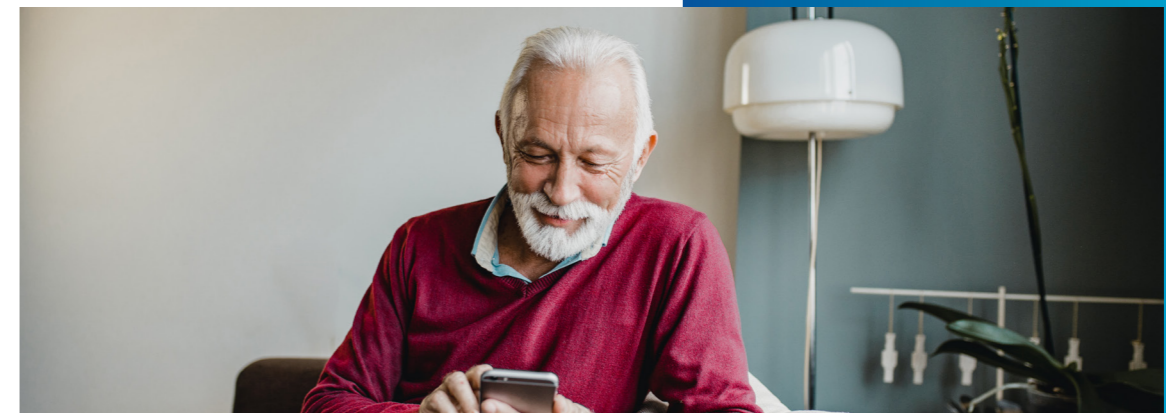
93
referrals responded to

76
onward referrals/signposts

£6,020
personal budget spends

How we increase choice and control

Information and Advice Services



Information Services

We help thousands of people to navigate their rights and make the best choices for later life. We provide information and advice that covers every facet of later life, from helping people find out the benefits they are entitled to claim, to discussing options that support a positive homelife.

What we did

Our Information and Advice service supported over 900 individuals to claim £1,642,000 in Welfare Benefits; an increase of 23% on the previous year.

1,882 Information Guides and Fact sheets given out.

Each week our newly implemented website virtual assistant, Pam provides immediate support and information between 25-30 times.

“ I feel like I can breathe again knowing that I will be able to manage once I get my pension, I am so grateful, you have helped me no end.”

13,156
enquiries

900+
benefit claims

£1.64m+
welfare benefit take up

“My financial position has improved thanks to your help. I was awarded pension credit, a council tax exemption and a water discount - thank you so much.”

CASE STUDIES

“You have been a lifeline and a friend to me by helping me to take control. You’ve helped me to keep warm, by getting money towards my utility bills which is a weight off my mind. You have supported me so much by talking to me and saying you are always at the end of the phone if I need help, this is a real comfort.”



Household Support Fund

In June 2022 we began working with Cambridgeshire County and Peterborough City Councils as a Trusted Partner to administer this Central Government fund to people aged 65 and over.

£897,841

Total value of grants awarded/spend

6,371

people supported

5,532

successful claims

3,454

repeat claims

Girton Older Residents’ Co-ordinator

With long-term local funding, we work alongside statutory, voluntary and community groups in the South Cambridgeshire village of Girton.

We continued our local engagement with community groups and to be an information point to support older people’s needs, providing informative sessions and helping to set up clubs.

Visiting Support Service for Older People

The Visiting Support Service provided intensive support for older people in East Cambridgeshire, Fenland and Huntingdonshire, tackling many issues which could have resulted in matters escalating to greater need had we not been there.

We delivered the service until August 2022 after which sadly the contract was awarded to a new provider. We still very much value the service and all it can offer to older people who need help to find solutions to often quite difficult situations, such as housing needs, poor or failing health and financial difficulties.

£263,502

Total value of grants awarded/spend

638

service users supported

CASE STUDY

“I don’t know what I would have ended up doing if Age UK CAP did not have their gut feeling that something was not right, I get so sad that I was taken advantage of because of my age and vulnerability.

I always see or hear about these bad things happening to people, but I did not see that happening right under my nose. I do not have enough words to thank Age UK CAP for their great support and beyond. Please continue with your great work I am sure there are so many people out there in my situation that need you”.

How we increase resilience and independence

1,257
households supported

1,265
hours of service

562
grab rails fitted

120
assisted hospital discharges

90
key safes fitted

35
furniture moves

Cambridgeshire Handyperson Service

The Handyperson service supports the prevention of falls and accidents in the home, and safe and timely Hospital Discharges with key safe and grab rail fitting, and bed/ furniture moves.

In addition to the hospitals in our county, this year we supported the Queen Elizabeth Hospital Orthopaedic Department in Kings Lynn. We assessed the needs of patients awaiting knee and hip operations who live in Fenland, issuing various pieces of equipment to give independence and safer transfer from sitting to standing.

We now have five members of the Handyperson Team who are qualified in assessing for minor adaptations such as grab rails and also assess and issue equipment to support less mobile service users in completing daily tasks, such as getting out of a chair, in/out of bed, access the shower/bath or transfer from the toilet.



Out and about in Cambridgeshire.



Home checks

We aim to reduce falls and accidents, improve security and warmth, and provide information services, by conducting free Personal Assessment and Home Safety Checks, as a support service to Peterborough City Council Therapy Team ((Referrals must come directly from Peterborough City Council)

183
Referrals



“ Thank you for arranging to have the grab rail and hand grips installed which I am delighted with, they have made my life so much easier, getting around outside and inside my home.”

“ I would like to thank you all for the great work installing grab rails at my mother’s home. It has had a transformational impact on her life.”



1,014
contact hours

Hospital Discharge and Admission Avoidance Support Services

We support safe discharges home from hospital or can support those at home to prevent an admission or re-admission. Our wraparound, holistic service supports the regaining or retaining of independence.

“ The Hospital Discharge Worker is a wonderful man and so kind. He sorted out the issue with my pension and got my shopping for me. I couldn’t have done this without his support”

“ Your calls every week really lift me up. I have started a conversation upset and crying, you took your time to listen, and then I was laughing. I am very grateful for your call every week.”

2,737
welfare visits and calls

362
service users supported

CASE STUDY

Male, 95yrs old, lives in Sheltered accommodation, widower with no children. Sister lives nearby but has health issues.

They speak regularly on the telephone. District nurse visits approx. every 7 weeks to change his catheter. He takes medication for depression and to help him sleep. He wasn’t looking after himself regarding personal care or eating.

Our Hospital Discharge and Admission Avoidance team visited him. George felt that he had had his life and was not motivated. He spent most of his life laying on the sofa as he was worried about falling and nobody being there to help him. He told us that he was waiting to die, he didn’t want to pay for any care, and had made his will.

We chatted to him and made twice weekly welfare telephone calls. During this time we learnt a lot about him and his life, childhood memories, jobs, travels, interests, and his late wife. There were good days and bad days however gradually George started to accept some of our suggestions for support.

Our Handyerson service visited to fit grab rails at the front and back door, in the bathroom, and fix the key safe. We arranged Occupational Therapy for a toilet raiser, perch stool, tripod walking stick and seated walker for outside use. Referred for a Safe & Well to install smoke alarms. The adaptations gave him confidence to move around his flat, instead of laying on the settee most of the day. We also encouraged him to start going out and to use his scooter, and he began to go to the park to listen to and watch the birds, and sometimes visit his sister.

Our Sharing Time service introduced him to a volunteer who makes weekly contact to keep up the chats. He enjoys the calls and says “speaking to someone helps break up the day. It’s good to chat about the sport with someone.” Our volunteer told us, “we’re getting on well together, we always have plenty to talk about. He loves to talk and invited me round for a cup of tea.”

George has information about our Day Service in the area and is now considering if he would like to attend one day a week.

The Difference Made:

Our regular welfare phone calls allowed George to talk about his life and his wonderful experiences. He thoroughly enjoyed getting the calls, which cheered him up and he told us they made him “feel cared for”. They paved the way for the calls to continue from our volunteer and George now feels less lonely. He is eating better as he feels better motivated to look after himself.

Our support has made a big positive impact on his mental wellbeing and safety. This has led to him taking better care of himself and being more active. The result is he is happier in his life, his sister is less worried and happier. Our support decreased frailty and improved resilience, avoiding hospital admission.

Wraparound support: George received support from four Age UK Cambridgeshire and Peterborough services and was signposted to two external providers.

TESTIMONIAL

We have used Age UK CAP for several years now to support an elderly relative who wishes to live independently in her own home.

“The warden visits in the week, as well as providing practical support with tasks such as shopping, she provides invaluable companionship and emotional support. Our relative refers to her as a ‘dear friend’ and is reassured by her visits.

We know if there is a concern the warden will alert us. We value her judgement and experience. The charge for the service is modest and represents excellent value for money. As a family we are very grateful to have the support of the warden and have nothing but admiration for the work of Age UK CAP.”

75,516

visits and calls

246

average weekly Service Users



Community Warden Service

We operate 20 Community Warden services around the county, to assist independent living at home.

“ **I don't know what I would do without my warden, she is so lovely, helpful and cheerful, nothing is too much trouble. I wouldn't be able to cope at home on my own without her. It's so comforting to know I have someone I can contact if I'm worried about anything. When I hear her voice on the phone, or see her smiling face, I feel lifted.**”



200+

households supported each week

Home Support Service

The Home Support Service continued to offer help in the home of local older residents, providing practical household tasks such as cleaning and laundry and in some cases grocery shopping.

Each week over 200 households accessed the service.

“ **The Home Support Service has made a huge difference to my life, doing jobs I can no longer do. I should have done it ages ago!**”

How we reduce isolation and loneliness

Social Opportunity Services



Sharing Time and Telephone Befriending

Telephone Befriending became a permanent part of our Sharing Time Service. The Sharing Time service introduces a volunteer to a service user to offer friendship. Contact is made either by a home visit or a telephone call, on a weekly basis.

“ It’s really nice to speak to someone outside of the family. When I don’t see anyone for days on end, my call from her (volunteer) has been my line with the outside world. She always cheers me up and her call really helps me get through the day.”

398
service users

19,854
service delivery hours



“ My volunteer is my wonderful friend, and he brightens up my day.”

“ It’s really good just to have another human being in the room. You can see how anxious I can get, and you really help me by letting me talk things through.”



Day Services

The impact of the pandemic continued to be felt during the year, being required by the council to have CO₂ monitors at our venues. This limited attendance and we operated at 50% capacity.

On 1st December 2022 we took over the running of another day centre, St Augustine’s, Wisbech.

17,460
hours of day service delivered

3,472
day service attendances

110
service Users

Friendship Clubs

We support several clubs, mostly in and around the Peterborough area, empowering local volunteers to establish independent clubs, supporting them to set-up committees, find premises and access training.

Stanground Friendship Club (known locally as ‘chat club’) relaunched in November 2022, following the wind down in 2020.

10
clubs

7,309
annual attendances

152
weekly club attendances

CASE STUDY

A lady aged 90 lives alone in a two-story house. She can move around her house but is frail and unstable. She has no downstairs bathroom. Her only surviving relative is her niece who lives a couple of hours drive away.

Her neighbours do not involve themselves in her life so the only visits she receives are personal care calls 3 mornings a week. She was referred to us by the Independent Living Service, as they had identified a need for some regular company.

Our assessment revealed the lady was experiencing short term memory loss. She also had some fixations around certain problems – for example she had been collecting plastic bottle tops and wanted to donate them to charity but didn't know how to go about doing so and this had become an obsessive concern to her.

She had recently reported to the police an intruder in her house. Someone had entered via her unlocked back door during the afternoon when she was having a nap in her armchair. She had awoken to see someone in her porch, rifling through her handbag. Naturally she was very distressed about this.

What we did:

- Introduced a Sharing Time service volunteer. They enjoyed talking about their travels and playing scrabble.
- Our Cambridgeshire Handyperson service carried out a free Personal Assessment, Home Safety Check and identified a need for more grab rails in her bathroom and secured a loose stair banister.

- We made a referral to the Cambridgeshire Bobby Scheme, who visited her home and made improvements to the home security, giving reassurance so she felt safer.
- Our research couldn't find anywhere collecting bottle tops, but a local primary school was happy to have them for craft activities, which pleased her
- The lady was supported to contact her GP about her memory loss and a referral back to the Independent Living services was made, highlighting concerns around her cognitive health and need for more professional input to live independently safely.

Outcome:

- The lady feels less lonely thanks to the visits from her volunteer. She enjoys conversation and having someone to talk to about her worries and someone who can give reassurance. A regular visit from a volunteer was invaluable because it was over time that we were able to create a much clearer picture of her mental wellbeing and overall needs.
- We reduced risk of falls and helped the lady to move around her house more safely. Hopefully, it will also have helped her to stay living at home longer.
- Fear and anxiety reduced, as Cambridgeshire Bobby Scheme made her home safer to protect her from further break ins.
- Encouraging the lady to talk to her GP about her memory loss made sure she received medical support



How we value our community, and reach more beneficiaries

17,184
hours of friendship

370
total volunteers

Volunteering

Volunteer support and assistance enables us to reach a wider number of older individuals and support our other services in many different capacities. Some of our services would not be operational without their commitment and dedication. Our service delivery model for Sharing Time is dependent upon the roles of volunteers.

Volunteers themselves tell us of the personal satisfaction they get contributing to their local communities and value the training and support they receive from us.

“ It is absolutely rewarding to be a small part of another person’s life from an older generation; I love hearing the stories and their lived history.” Volunteer

In the summer, we gave thanks to our Long Service Volunteers of over 10 years. The awards were presented by Deputy Lieutenant, His Honour Neil McKittrick



One of our long-standing volunteers who supports us in a variety of roles receiving an Etheldreda Medal Award from The Bishop of Ely Diocese at a ceremony on Saturday 15 October 2022 in Ely Cathedral.



“Age UK Cambridgeshire and Peterborough is a highly valued partner of the local authority, and we value the open and transparent working relationship that has developed over the years. Age UK Cambridgeshire and Peterborough is always keen to explore new concepts and ideas with us, enabling an effective problem-solving partnership approach that continues to adapt to deliver the best outcomes to local residents.”

Will Patten, Service Director of Commissioning at Cambridgeshire County Council.

What our professional partners say about us:

“The VCSE Health Alliance is delighted to have Age UK Cambridgeshire and Peterborough as an active member. The organisation makes a significant contribution to health partnerships across our area, both strategically and in local neighbourhoods. We look forward to continuing and building on these partnerships that make so much difference to people’s lives.”

Sandie Smith, Programme Director, VCSE Health Alliance.



How we are the ‘go to’ organisation for older people

Our Services aim to deliver Our Mission.

In order to deliver Our Vision we have developed the following:

- Committed Board, Staff and Volunteers
- Strong reputation with external partners
- Strong Brand and wide community presence, this includes:
 - Charity Services Quality mark
 - Representation, influencing and campaigning
 - Outreach (talks and presentations)
 - Digital media (website, social media, third party platforms)
 - Print media (leaflets, newsletters, magazines)
 - Broadcast media (TV, radio).

We attend over **30 partners boards** and steering groups – representing older people helping to build appropriate services to meet needs on the ground.

Our Mission

‘Age UK Cambridgeshire and Peterborough seeks to promote a positive experience in later life by working with older people and those connected with old age. Tackling challenges and barriers by providing information, practical and social support, together we will achieve a sense of purpose and fulfilment, demonstrating to all that Age Matters.’

Our Vision

To be the most trusted, reliable and recognised organisation for older people in Cambridgeshire and Peterborough.

Our Public Communications

Over the past year we have increased our community reach, by developing social media platforms to engage with more people, groups and locations.

We have fully resumed our outreach programme, post Covid, personally speaking and presenting in the community, to deliver information and advice.

We have added an Artificial Intelligence Virtual Assistant to our website, a chatbot called Pam. This enables us to provide information via our website 24/7 365.



Age Matters

In October 2022 we were delighted to launch Age Matters, a digital quarterly newsletter to bring our local activities and news directly to people’s inboxes. Our campaigning activity is to raise awareness to support wellbeing in older age, provide information, and for change to improve services and challenge inequality.

The brand Age UK is used by many local, independent charities who share the same values and commitment to delivering quality services for older people around the country.

Age UK CAP is financially independent and must also campaign to raise funds for the delivery of our local services.

Example of some of our campaign activity (all activities are on our website):

- Scam Awareness** – We are working in partnership with more than 20 other organisations to strengthen the fight against scams across the county, by raising awareness of scams and supporting victims of scams.

“I cannot thank you enough for what you are doing for me. To think that those evil people took all my money, then to think that such wonderful people as you are here to rescue me from this terrible nightmare. I just thank you from the bottom of my heart.”
- Mental Health Awareness** – The theme for this year’s Mental Health Awareness Week (the UK’s national week to raise awareness of mental health), hosted by the Mental Health Foundation was ‘Loneliness’. An issue that we campaign upon every year. Loneliness has a significant detrimental effect upon health and wellbeing, and we strive to reduce social isolation and loneliness, raise awareness of our charity’s provisions and that of the voluntary sector. By presenting the community support available for holistic and wraparound care, and how well-being can be improved, more serious interventions can be avoided or delayed.
- Cost of Living support** The cost of living increased sharply during the year. The annual rate of inflation reached 11.1% in October 2022, a 41-year high. We campaigned to reach as many people as possible to provide information and offer our support, particularly in claiming the government Cost of Living Payment and Winter Fuel Payment. As part of the Stay Well Winter Campaign we shared the local Warm Hub Spaces, Energy support available, advice drop-ins and Food Bank locations. Our Information and Advice team increased benefit up-take and our Household Support Fund team facilitated access to this extra government money.
- Platinum Jubilee Celebrations** - In June we celebrated the Platinum Jubilee of her late Majesty Queen Elizabeth II. Service users, volunteers and local communities came together to enjoy parties, share memories of previous Jubilees, play games, and we delivered jubilee themed ‘goodie bags’ to people at home who were unable to attend events.

During our local awareness campaign, we spoke on local radio and delivered a presentation to staff and stakeholders at University of Cambridge School of Clinical Medicine.

We created a Jubilee Celebration Online Exhibition and partnering with a local primary school, in tribute to the Queen’s Green Canopy, created a Tree of Hope artwork.

Our People

140
employees
(61.5 full time equivalent)

370+
volunteers

10
trustees

Staff and Volunteers

We value our people and develop our workforce with regular and varied training opportunities both in house and external. Our team is equipped to work safely so they can take care of themselves, their colleagues and our service users to the high standards we expect.

We have mental health first aiders with plans in place to expand this team across the organisation, 25 fire wardens, 53 with Level 2 certificates in Food Safety and 24 First Aiders. All our staff complete regular mandatory training in Safeguarding, Lone Working, Fire Safety, Dementia Awareness and Manual Handling. We demonstrate our commitment to equality and inclusivity for people with different needs in the workplace by becoming a Disability Confident Committed Employer, we are also working towards obtaining the Carers Tick Award for employers.

Board of Trustees

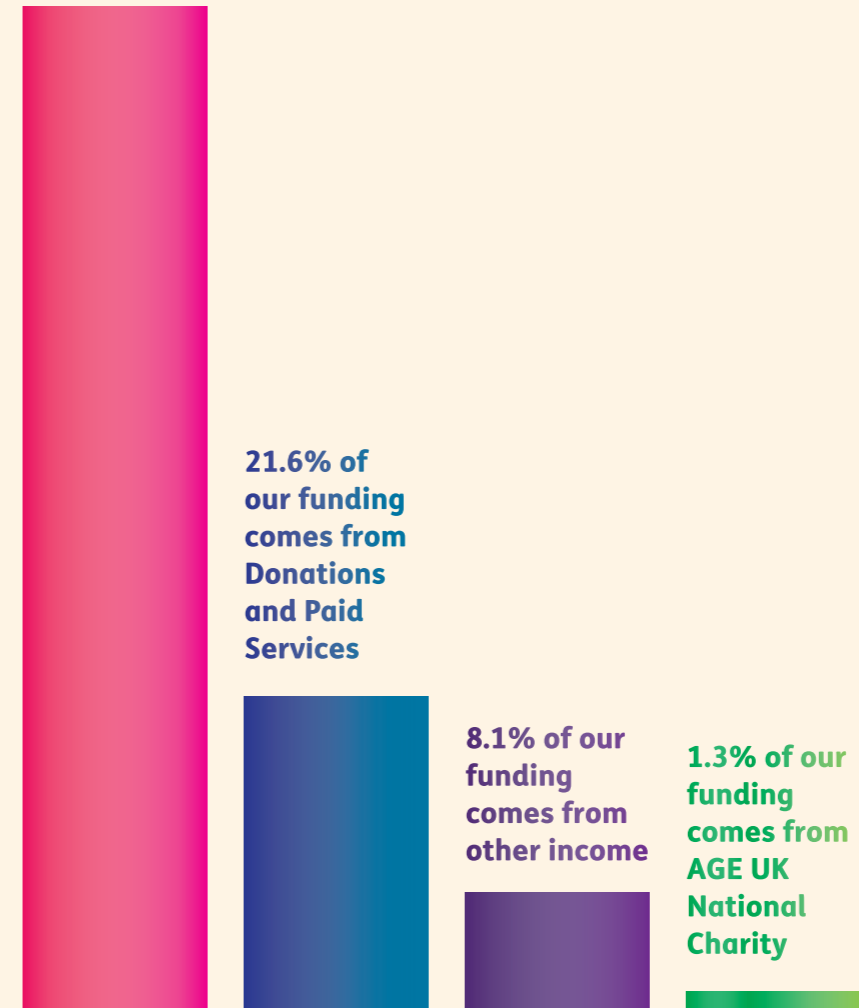
Hazel Williams MBE (Chair)	Alison Reid
Clive Adkin (Vice Chair)	Alex Alexander
David Bruch FCA (Treasurer)	Julie Weaver
Adrian Kirby	Antony Clark
John Holdich OBE	

President

Dr Stephen Webster MA, MD, FRCP

How we are funded

69% of our funding comes from Grants and Commissions



Our income

Our income comes from a variety of sources. The majority is to deliver commissioned or grant funded services, supporting local older people through our Information and Advice, practical and social/friendship services. Some of our services are charged for to help towards the cost of delivery.

We raise funds through fundraising activities to encourage donations and we are also grateful for the gifts of legacies and collections following the passing of people who know us and some of our Service Users whom we have helped over the years. This income allows us to subsidise service delivery and start new projects, to reach and support even more older people.

Treasurer's Review

£2.2m

spent on services and activities

£2m

income generated

3%

increase in spend compared to 20/21

The income of the Charity was just over £2 million in the year. This is a reduction over the previous year of around 10% largely due to the competitiveness for tendering local contract and grant funding, made more difficult by competition from larger, national bodies. We take pride in our local knowledge and our ability to create and run services appropriate for older people and we are very pleased to report our significant collaboration, starting summer 2023, in the newly established Voluntary Sector Alliance, with the task of improving the process and speed of discharge from hospital.

Just under £2.2 million has been spent on the services and activities as outlined in this review and impact statement, an increase of more than 3% over the previous year. We used some of the Charity's reserves to fund our work because we know how important this is to our local communities.

As you will have read elsewhere in the report, we have approx. 370 volunteers helping us to deliver important services and achieve our aims. We are immensely grateful for the impact this makes and we thank you all.

A copy of the full accounts for the year to 31st March 2023 is available on request from Age UK Cambridgeshire & Peterborough, L24 South Fens Business Centre, Fenton Way, Chatteris, Cambs. PE16 6TT or from the Charity Commission website.

Our Supporters 22/23

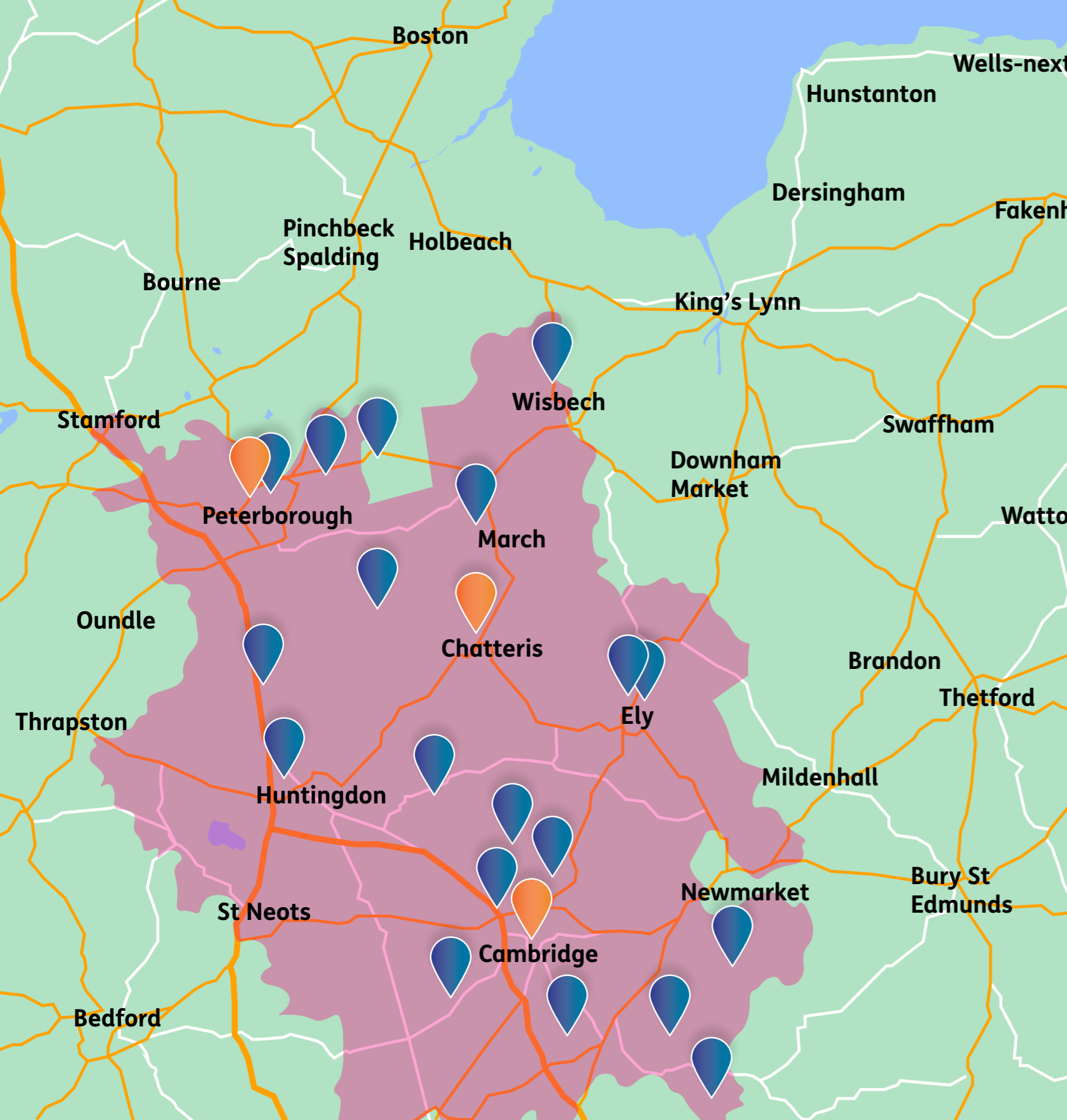
We thank all our funders, donors and supporters, who enabled us to deliver such a wide range of services and extra acts of kindness.

We wish to acknowledge with heartfelt thanks the legacies we have received during the year, together with in memoriam gifts and especially thank families for thinking of us at their time of loss.

- Age UK
- Ambrose (Lucy and Sheena)
- Balsham Parish Council
- Barchester Healthcare
- BGL Group Peterborough
- British Red Cross
- Cambridge Healthcare Research
- Cambridgeshire and Peterborough Integrated Care System
- Cambridgeshire Community Foundation
- Cambridgeshire County Council
- Castle Camps Parish Council
- Compare the Market
- Fenstanton Parish Council
- Florence Hylda Dennis Trust
- Girton Town Charity
- HIFriends (Histon and Impington)
- Hills Road 6th Form College
- Histon & Impington Parish Council
- Horseheath Parish Council
- Hunts Forum
- Kingsfield School
- Landbeach Parish Council
- Linton Parish Council
- Littleport Parish Council
- Littleport Town Lands Charity
- Lunar Cloud Ltd
- Dr Christine Macleod
- Mr M Patel
- Peterborough Milton Golf Club Ladies Section
- Peterborough City Council
- Pye Foundation
- Raisin Consulting
- Ramsey Hospital Charity Shop
- Ramsey Wind Farm
- SG Training Services
- Shelford Feast
- Shudy Camps Parish Council
- Shudy Camps Trust
- South Cambs District Council
- South Fens Business Centre
- Stapleford Village Estate
- St Augustine's Happy Days
- Stapleford Parochial Church
- St Faith's School
- St Mary's Church Linton
- Swavesey Parish Council
- Thomas Galon Charity
- Urban & Civic (Waterbeach) Ltd
- Teversham Parish Council
- Waterbeach Parish Council
- West Wickham Church
- West Wickham Parish Council
- West Wratting Parish Council
- Weston Colville Parish Council
- Wilsthorpe Church
- Wisbech Round Table

Plus other anonymous donors and those who have individually and in clubs, raised funds for our cause. These donations are all gratefully acknowledged.

We thank Zest Communications for the sixth year in sponsoring the production of our Annual Review and Impact Statement, donating all design time.



Where we work

Our Main and Registered Office:

South Fens Business Centre,
Fenton Way,
Chatteris,
Cambs
PE16 6TT

Peterborough Office:

Pinnacle House,
Newark Rd,
Peterborough
PE1 5YD

Cambridge Office:

The Cherry Trees Club, 2 St
Matthew's St, Cambridge
CB1 2LT

Day Services

The Cherry Trees Club,
St Matthew's Street,
Cambridge CB1 2LT

The Oasis Community
Centre, St Michael's Avenue,
Wisbech, PE13 3NR

March, Cricket Club,
Burrowmoor Road,
March,
PE15 9RS

Ambury Road,
Huntingdon,
PE29 1AD

Steve Woolley Court,
Benyon Grove
Orton Malborne,
Peterborough
PE2 5HP

Community Warden Services

Cambridge City
Cambridge North West
Villages (Fen Drayton,
Fenstanton and Lolworth)
Cambridge South Villages
(Sawston, Whittlesford,
Hinxton, Ickleton, Duxford
& Pampisford
Cambridge South West
Villages (Papworth,
Hardwick, Wimpole,
Comberton, Caldecote, Toft,
Bourn)
Ely
Fenland South Villages
Fulbourn
Girton
Histon and Impington
Linton
Littleport
Longstanton
Peterborough
Ramsey
Small Villages (Weston
Colville, West Wrating,
Balsham, Shudy Camps,
Horseheath, Castle Camps
& West Wickham)
Stapleford
Swavesey
Teversham.

Friendship Clubs

10x Peterborough
(Bretton, Glington, Paston
and Gunthorpe, Thorney,
City East, Netherton,
Stanground, Eye,
Werrington, Orton)

Cambridgeshire Handyperson Service

Cambridge City, South &
East Cambs, Hunts and
Fenland

Girton Older Residents' Co-ordinator

Girton

Countywide Services:

Information and advice,
sharing time, telephone
befriending, Home Support
Service, Hospital Discharge
and Admission Avoidance
Support Service, free talks
and presentations

Age UK Cambridgeshire and Peterborough

South Fens Business Centre,
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Chatteris,
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PE16 6TT

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www.ageukcap.org.uk



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Cambs PE16 6TT