



## Foreword

### A new year message from Tracey

Just a quick update from me to say what a super year this has been for the organisation and to thank you for your part in it.

There are almost too many things to mention. We started the year seeing some amazing “**above and beyond**” moments from our teams battling through snow and weather conditions to support older people and we will end it in the same way – doing our best, regardless of what’s thrown at us, to help people find their way in older age.

For me, this has been a surprising year of “firsts”. **Working for the first time with a group of primary school children to explore how we can improve our carbon footprint; trying to find ways to help our teams remain healthy and happy through the Healthy Workplace Initiative; developing new approaches to support our volunteers; working with partners on a brand new preventative contract; focussing on a new enablement offer in some of our day services; exploring options around new technology to combat isolation; bringing in commercial expertise into our “paid for services” and watching our business team grow in confidence and ideas to expand our income generation potential; finding ourselves the proud owners of 6 fully accessible electric vehicles!** It really has been a fantastic year.

This is a year where I have rolled up my sleeves and served lunch in the day centres, rang drivers and passengers for TAP and met with loads of

staff and volunteers to hear the good, the bad and the not so brilliant. I have loved every minute of it – well mostly! **It has been a year where we continue to adapt, develop, add value, improve and strive to be better.**

I love this organisation. I genuinely think it is the best job in the world. Mainly, this is because I work with some extraordinary staff and volunteers who definitely don’t come into work for the money but for the value it brings.

**Well done you lot, you are all amazing.  
Nadelik Lowen to you all**

## A Healthy Workplace

The Healthy Workplace team have been hard at work looking for ways to improve the health and wellbeing of our teams. In November, we ran some joint pain advice sessions and held some workshops to help people who sit at a desk incorporate exercise into their day. As we strive forward into the New Year, we will be running some wonderful sessions on healthier eating and physical activity.

Following our recent Healthy Workplace Assessment, we can confirm that Age UK Cornwall has achieved a **Bronze Healthy Workplace Award**.

**[\(Click here to see our Event Calendar\)](#)**

**If you have any ideas or would like to book onto a session, please contact Jayne Marsh on 01872 266388 or [jayne.marsh@ageukcornwall.org.uk](mailto:jayne.marsh@ageukcornwall.org.uk)**

## Sustainable Transport

### Celebrating the Launch of our Electric Vehicle Membership.

We are extremely excited to announce the purchase of **6 fully accessible Electric Vehicles and designated charge points in Penzance, Camborne, Falmouth, Newquay, Lanivet & Pensilva**. They are now ready to be used by local groups & individuals as part of our Age UK Cornwall membership scheme. The **'Sustainable Transport in Cornwall' project** was funded by the European Regional Development Fund (ERDF) and Age UK Cornwall & The Isles of Scilly.

*"Our vision is to connect local communities, increase independence and reduce social isolation using environmentally-friendly transport solutions"*

We are beginning to see individuals & groups sign up to our membership scheme and on the 19th December, we held an Electric Vehicle Launch & Celebration Event at New County Hall between 11:00 - 13:00.

If you have any questions about the event or know someone that may be interested in using the Electric Vehicles, please don't hesitate to contact [lee@ageukcornwall.org.uk](mailto:lee@ageukcornwall.org.uk).

### ELECTRIC VEHICLE LAUNCH EVENT

Join Age UK Cornwall at New County Hall on 19th December between 11:00 - 13:00



## Inclusion Matters

We have begun working closely with staff & teams from **Disability Cornwall, Digital Inclusion from Cornwall Council, Inclusion Cornwall & Cornwall Rural Community Charity on a preventative contract called Inclusion Matters**. This has been an extremely busy period for all partners, packed with training and co-design workshops. Thank you for your feedback, collaboration & commitment in making this service the best it can possibly be for the future.

**Inclusion Matters is a new service that aims to make it easier for residents of Cornwall to find out the information & advice they need to improve their well-being, stay healthy, get active and increase connection to their community. [Click here to find out more.](#)**

## Restore & Revive - Gardening

We have been running our gardening service since 2017 and have enjoyed seeing our clients gardens become beautiful spaces for them to relax and enjoy.

**'Last year, Gardening Services grew by 77%' - supporting you and your garden to thrive!**

*"We pride ourselves in providing carefully selected gardeners who have a friendly nature and a depth of gardening knowledge. Our helpful gardeners support clients to maintain, plan, plant and restore gardens to their own personal style." Rebecca Kevern, Service Lead.*

As we move into the New Year, we are nearly ready to launch a new gardening service, 'Restore and Revive'. This service aims to get a persons' garden back into the shape they want. We can then provide clients with a **Garden Maintenance programme** that keeps their garden in beautiful condition all year round.

**Watch this space! Rebecca Kevern will be launching this new service in 2020.**





**'We have touched the lives of over 2000 people on the Diabetes Prevention Programme' - maintaining healthy lifestyles**

## Winter Support

The Age UK Cornwall Winter Support service is funded through NHS England and is now open & focused on individuals in the following areas: **Newquay, Falmouth, St Austell & Penzance.** This 6-week package is being offered in all our Day Centres and we are working in partnership with Hayle & Penzance Day Centres to provide a similar package of care.

This 6-week programme of reablement offers a person-centred approach to build confidence, promote independence and link people to other services within their own communities.

**'On the 1st December, we have received 69 transport referrals and 12 enquiries for Day Support - Winter Support Package'**


The full Winter Support Package leaflet can be accessed [here](#). Our Helpline is taking referrals on 01872 266383 or via [email@ageukcornwall.org.uk](mailto:email@ageukcornwall.org.uk).



## Volunteering in 2020

In 2019, we welcomed: a new Induction programme & application process for Volunteers; increased our engagement & communications; improved our internal management systems; developed our training portfolio; and designed a Newsletter created by Volunteers for Volunteers.

In early 2020, we will be running recruitment campaigns across Cornwall and **following your feedback from the satisfaction survey**, we will be announcing a series of Volunteer engagement events where **'you can have your say'**.



**'We trained 22 staff & volunteers in Macmillan Awareness Training - increasing awareness**

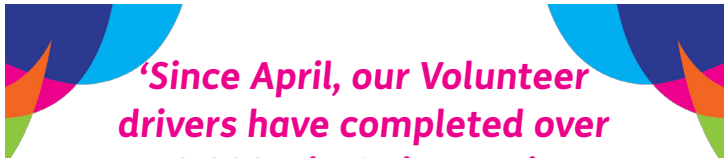
Many of our services are reliant on the commitment, empathy & experience of our Volunteers. **Last year, Volunteers provided over 120,000 hours of their time to support individuals that really need it.**

If you want to find out more about our Volunteer roles or Volunteering for Age UK Cornwall, please visit <https://www.ageuk.org.uk/cornwall/get-involved/> or contact [debbie.stubbs@ageukcornwall.org.uk](mailto:debbie.stubbs@ageukcornwall.org.uk)

## Engagement & Comms

In 2020, we want to share even more great news and shout about all the amazing support you offer across Cornwall.

If you have a case study, an event or story you want to share, please contact [lee@ageukcornwall.org.uk](mailto:lee@ageukcornwall.org.uk) or call 01872 266383



**'Since April, our Volunteer drivers have completed over 50,000 trips' - increasing independence**