



# **Annual Review 2017-18**

**Improving lives of older people in Devon**

## Introduction

Age UK Devon is passionate about ensuring older people are supported to lead fulfilling lives and to be able to actively engage within their local communities.

Our ambition is to be the leading provider of services and activities for older people. We are driven by the needs and aspirations of people in later life. We believe that living longer should be celebrated and everything we do is designed to change the way we age for the better. Our service delivery reflects what older people need to support their lives.

We would like to thank everyone who has been involved with supporting our charity this year to deliver vital services that reduce loneliness and isolation, increase independence, help people to remain at home for longer, increase quality of life and provide much needed support for families and carers.

Sophie Littlewood, Chief Executive

Liz Michaelson, Chair of the Board of Trustees

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# Our Services

Our services are categorised into three work streams.

## **Active in Later Life**

We deliver activities for older people, with the emphasis on loving later life, improving health and wellbeing and reducing loneliness and isolation. Our activities include sport, social groups such as drop-ins and lunch clubs, physical activities and computer sessions to help older people access the internet, stay in touch with family and pursue hobbies etc.

We also deliver chargeable training courses, e.g. 'Seated Vitality' train the trainer course and pre-retirement courses.

## **Advice & Wellbeing in Later Life**

Our free Information and Advice service delivers a holistic confidential telephone service for older people and their carers, friends and relatives. Our advisors provide clear and accurate information on health and social care issues and financial concerns. They provide details of local services and social activities, and support older victims of crime. They can also assist with applications for benefits such as Pension Credit, Council Tax Support and Attendance Allowance. This is all supported by a wide range of clearly written literature, available free of charge. In addition to this, the service can make referrals to a local solicitor offering free will writing, will reviews and half-price Lasting Powers of Attorney.

## **Enabling & Home Support**

Our Enabling & Home Support Service can offer cleaning and housework, shopping (escorted and non-escorted), companionship, planning and preparation of light meals, support with attending appointments, organising household paperwork and time off for carers. This support can enable older people to live safely and independently at home for longer.

# What we have achieved



Our knitters knitted an amazing 30,766 bobble hats raising £7,691.50.



We delivered 9,519 hours of Enabling & Home Support.



£1.6m of unclaimed benefit entitlement was identified by our Information and Advice team.



Over 5,000 older people attended our outreach community sessions.



Over 1,400 people attended our events and presentations.



18 people were trained to deliver chair based exercise sessions to older people.

# Information and Advice Matters

Our advisors offer free, impartial and confidential specialist advice on a wide range of issues affecting people in later life, their families and carers.

We focus on four main subject areas:

- Benefits and money
- Social care
- Housing
- Local activities

In practice however, we answer a huge variety of enquiries, and signpost clients to other organisations when this would provide a better outcome for them.

During 2017/18 our Information and Advice service carried out over 6,400 transactions for clients (phone calls, emails and letters). Our advisors were able to help older people identify and apply for unclaimed benefits amounting to £1,637,555 annually. In addition to our telephone benefit advice service, with the support of our volunteers we conducted over 250 home visits to assist with complicated forms.

Client satisfaction surveys conducted for the year revealed that 50% of clients put the money towards practical help at home, 36% towards keeping their home warm and 36% towards food. Other expenses covered by the additional income included utility bills, household repairs, transport and social activities.

More than 35% of these clients had money worries before they contacted us, and nearly 30% were worrying about putting the heating on.



Mr X contacted us as mobility problems and severe breathlessness were making life difficult, particularly in terms of housework and taking care of himself. He felt unsteady and unsafe both indoors and outdoors.

Our Enabling & Home Support Service arranged for Mr X to start receiving regular visits for company and help with his housework.

An advisor identified that Mr X was likely to be entitled to Attendance Allowance and suggested that this could help to pay for extra help around the home, mobility aids or other things to make his life easier. They provided suggestions for reducing household costs and signposted him to a local Independent Living Centre for advice on mobility scooters and equipment.

Mr X was awarded the higher rate of Attendance Allowance (worth £4,321 a year) – he told us that receiving the award after a rough few days in hospital was like sunshine. The extra money will make a significant difference to his quality of life as he is able to pay for extra Home Support visits which he has found invaluable. Mr X also purchased a mobility scooter and is now able to get out into town independently.



# Our Enabling & Home Support Service

Age UK Devon understands as we get older some household tasks can be a challenge. Older people have also told us that companionship, conversation and pursuing hobbies are important to their quality of life.

During 2017/18 our Enabling & Home Support Service delivered 9,519 hours of support to help older people make the most of later life and stay independent in their own home. Our service offers:

- Cleaning and housework
- Shopping (escorted and non-escorted)
- Companionship
- Planning and preparation of light meals
- Support with attending appointments
- Organising household paperwork
- Time off for carers
- Time limited packages, e.g. whilst family are away





'If you're in need of help  
with shopping or cleaning  
or getting out and about,  
Age UK Devon are the  
people to contact.'



# Kingsbridge Men's Shed

The Kingsbridge Shed project is over twelve months old and growing in popularity amongst the community of Kingsbridge.

The shed, supported by Age UK Devon and Age Concern Kingsbridge, offers an opportunity for older men to socialise, share skills and help their local community.

Since the project started the shedders have worked on various community projects including:

- creating a planter for Age Concern Kingsbridge
- creating bug and bat boxes for Kingsbridge in Bloom and the Woodland Trust
- repairing planters for the local primary school
- designing and making a new counter for the Tourist Information Centre.

On behalf of the project Age UK Devon applied to Devon Community Foundation for a grant of just under £2,000 to help set up the shed and purchase items and tools. We were delighted when the grant was awarded as it meant that some of the much needed equipment could be purchased including: protective clothing, work benches, chairs/seating, materials (tape measures, nails, screws, glue, etc.) and electrical items (drills, sanders etc.).

The shedders will also be raising funds by making and recycling items for sale.

## Seated Vitality Training

Our 'Seated Vitality' train the trainer course is for individuals who wish to engage with and support people with compromised mobility to participate in chair based exercises.

The training course provides participants with an understanding of the physical and psychological benefits of chair based exercise and how to plan and deliver a session.

When performed on a regular basis the benefits can include improved blood circulation, mobility, flexibility, balance and posture, as well as increased strength and energy. It can also help to lower blood pressure, reduce fatigue, promote bone density and improve sleep patterns and self-esteem.

In the summer, our Active in Later Life Manager delivered the training to staff and volunteers from Age UK Mid Devon, who now deliver chair based exercises for their Day Centre clients.



# Christmas Celebrations

For some older people Christmas is just another day. We teamed up with Asda to deliver a Christmas party for older people in Bideford.

Our North Devon Community Activity Coordinator secured £500 from the Asda Foundation to deliver a community project to support lonely and isolated older people at Christmas.

The funds were used for a Christmas party at the Asda store at Atlantic Village in Bideford. 35 people attended and enjoyed a Christmas meal, company and some festive activities. Everyone took home several raffle prizes, as well as a goody bag filled with some luxury food items.

One couple even took home a Christmas tree that had been donated for the raffle. They had been without a tree for several years as theirs was too big for them to unpack and dress, and they had been unable to afford a new one. Thanks to attending our party they got to take home a smaller, lightweight tree to put up and enjoy!







'I normally eat my Christmas meal alone, so it was lovely to have company today.'

After seeing our Facebook promotion shared in their local community group, two people volunteered their time to provide our guests with transport to and from the party. As a way of saying thank you to them, we invited them to join in with the festivities.

# Finance Summary

Statement of financial activities (including income and expenditure account) for the year ending 31 March 2018.

	Unrestricted Funds £	Restricted Funds £	Total funds 2018 £	Total funds 2017 £
<b>Income and Endowments from:</b>				
Donations and legacies	81,038	-	81,038	79,232
Charitable activities	288,659	7,972	296,631	579,628
Other trading activities	26,300	-	26,300	26,300
Investments	288	-	288	1,454
<b>Total Income</b>	<b>396,285</b>	<b>7,972</b>	<b>404,257</b>	<b>686,614</b>
<b>Expenditure on:</b>				
Charitable activities	444,162	5,613	449,775	717,565
Other	8,796	-	8,796	9,562
Raising funds	14,400	-	14,400	-
<b>Total Expenditure</b>	<b>467,358</b>	<b>5,613</b>	<b>472,971</b>	<b>727,127</b>
Net (Losses) on investments	(155)	-	(155)	626
<b>Net (expenditure)/income</b>	<b>(71,228)</b>	<b>2,359</b>	<b>(68,869)</b>	<b>(39,887)</b>
Transfer between funds	2,359	(2,359)		
	<b>(68,869)</b>	<b>-</b>	<b>(68,869)</b>	<b>(39,887)</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward	545,479	128,983	674,462	714,349
<b>Total funds carried forward</b>	<b>476,610</b>	<b>128,983</b>	<b>605,593</b>	<b>674,462</b>



Balance sheet as at 31 March 2018.

	2018 £	2017 £
<b>Fixed Assets</b>		
Tangible assets	2,036	1,632
Investments	2,793	2,948
Investment in subsidiary	1	1
	<b>4,830</b>	<b>4,581</b>
<b>Current Assets</b>		
Debtors		
Cash at bank and in hand	79,071	197,592
	555,605	512,833
	<b>634,676</b>	<b>710,425</b>
<b>Creditors: amounts falling due within one year</b>	(33,913)	(40,544)
<b>Net current assets</b>	<b>600,763</b>	<b>669,881</b>
<b>Net assets</b>	<b>605,593</b>	<b>674,462</b>
Unrestricted funds	301,610	295,479
Designated funds	175,000	250,000
Restricted funds	128,983	128,983
	<b>605,593</b>	<b>674,462</b>

We would like to thank all volunteers, clients, local organisations and businesses who gave donations to us during the year. There are too many to name individually, but we are very grateful for their support.

We would also like to thank the following organisations and individuals for their financial support during 2017-18:

Funders :   Age UK  
                  Asda Foundation  
                  Co-Op Local Community Funds  
                  Devon County Council  
                  Dr A & Mrs G P Darlington Charitable Trust  
                  Herbert Charles Coleman Will Trust Fund  
                  Mrs Gweneth Moxon Charitable Trust  
                  Office of the Police and Crime Commissioner  
                  Santander  
                  South West Water  
                  Teignbridge District Council  
                  The David Gibbons Foundation  
                  The Hobson Charity Limited  
                  The Jamieson-Bystock Trust  
                  The Leonard Laity Stoaate Charitable Trust  
                  The Norman Family Charitable Trust  
                  The Steel Charitable Trust  
                  The W.G Edwards Charitable Foundation  
                  The 29th May 1961 Charitable Trust  
                  Viscount Amory's Charitable Trust

Legacies :   June Clatworthy  
                  Beryl Pamela Fox  
                  Margery Wood

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