

IMPACT REPORT

2019 /2020



*Support, Sustainability
and Growth*



Introduction From Our Chief Executive Officer

Starting as CEO during lockdown was certainly not what I had anticipated for my new role! The first lockdown was announced soon after I was appointed, which provided the opportunity to volunteer before I officially started. This gave me valuable insight into how the organisation works, the pressures and challenges, and the incredible commitment and knowledge of the staff team. We are an organisation centred on people – both the older people and their carers who we support, but also the staff, volunteers, and wider community that we are part of.

These are extremely challenging times for the older people, for the community in general, and for the voluntary sector. Local charities like Age UK Enfield are more important than ever, and it is clear that the in-depth knowledge of, and relationship that we have with the community, is essential in how we remodel services and design new ones, to ensure they are most relevant to those who need them.

This report is unusual in that it would not normally cover the period after 31 March 2020, but given the exceptional circumstances we are outlining the key achievements of 2019/20 as well as the ways in which we have remodelled our services during the pandemic.

As soon the first lockdown was announced AUKE introduced a series of measures to assist vulnerable and extremely vulnerable people who needed our help, including:

- Telephone befriending
- Telephone information and advice
- Hot food deliveries
- Emergency food packages
- Care at home
- Bespoke shopping service
- Deliveries of prescriptions and other essential items
- Digital Connections – helping people stay in touch with relatives through the use of tablets
- Wellbeing packs – including advice and practical exercises to stay active at home

We have also made significant changes to the way in which staff are working. Our office and the Parker day centre were closed to the public, with both locations being used as a base for the response services. We conducted thorough risk and safety assessments which were revisited and revised frequently to reflect changing guidelines. Staff worked from home where possible, while those unable to do so worked from the office or the Parker Centre on a rota system. We work flexibly, which can be useful for our staff with children or other caring responsibilities, as well as recognising the additional pressures that the pandemic has brought to many. We have replaced and upgraded some of our IT infrastructure including laptops, mobile phones, as well as some of the systems we use to ensure that home working is a viable and productive method for those who want to continue working in this way.

We are ready to face the challenges that the changing environment will bring, and continue adapting to ensure we best meet the needs of older people in Enfield.

Ben Ingber
Chief Executive Officer

Our Aims and Objectives

Age UK Enfield provide a range of services to support, inform, advise and inspire older people living in the borough of Enfield.

We are an organisation that uses innovation and creativity in our approach to service delivery.

We are building a sustainable range of services, driven by need within the community.

We are developing services and continuing our growth based on our expert knowledge of the issues faced by older people in Enfield.

Information, Advice & Advocacy

We offer advice, information and support on a wide variety of topics including; advice on money or debt issues, funeral plans, tax queries, housing applications, benefits applications, access to legal advice, access to social services and occupational therapy, dial a ride, and blue badge applications. We also signpost to other Age UK Enfield services, or other statutory or voluntary sector organisations.

in 2019/20
we raised nearly
£700K
in unclaimed
benefits

During 2019/20:

We assisted 507 clients with 1,283 enquiries

Our volunteers contributed over 50 hours per week

During lockdowns we offered all our IAA services via telephone or video calls. We saw a large number of new clients who had previously been managing well, whose normal support systems were no longer in place. We supported a lot of family members worried about their older relatives, some of whom on the other side of the world.

Later Life Planning

Our Planning for Later Life service offers free sessions for people aged 50+ and their carers. Awareness sessions include information on: making a will, power of attorney, advanced statements / decisions, and bereavement services. We also offer one-to-one individually tailored support for people with life limiting conditions.

During 2019/20:

Over 280 people accessed the service

Over 330 people attended awareness sessions

During lockdowns we were providing more one-to-one support, and ran online awareness sessions via Zoom, as well as creating information videos for our YouTube channel.

Post Diagnostic Memory Navigators

We work with people recently diagnosed with dementia and their families, supporting them with a range of dementia specific subjects and general advice.

During 2019/20:

We received 316 referrals, exceeding our targets by 116

35 people per week attended our popular memory club

96 people attend the monthly dementia carers group

During lockdowns we swapped our in-person services to offer online activities for people affected by dementia, including our popular Memory Club via Zoom.



ICAN Service

ICAN is an LBE funded consortia between Age UK Enfield, Alpha Care, Attend and Crossroads. Our navigators are based within the community to attract referrals for people over the age of 18 who may be experiencing isolation, loneliness, dementia, stroke, diabetes, who fall easily or any other long term condition. Navigators work with individuals to help them achieve their goals, manage health conditions, connect to others and access community activities. As well as case work, the navigators hold monthly Tea & Chatter groups, Stroke café, Diabetes groups and Memory Club. We also run regular health talks, as well as run four large scale events throughout the year.

During 2019/20:

952 individuals were helped by navigators

We held: 36 Tea & Chatter groups, 12 memory clubs, 12 Diabetes groups and a weekly Stroke café.

During lockdowns we transferred our popular Tea & Chatter groups to online groups via Zoom, to ensure we are able to continue to support people to manage their health conditions and connect with others at this difficult time, and to ensure that those who have formed friendships are able to stay in touch.

Fit for Life

Keeping fit and well is essential in preventing deterioration in mental and physical health, and our Fit for Life project has a wide range of weekly classes, exercise taster sessions and walks throughout the borough. Many of these classes take place in economically and socially deprived parts of the borough, with 54% of attendees coming from a BAME group.

The classes include Line Dancing, Aqua Aerobics, Zumba, Pilates, Circuit Classes, and Heath walks. We also started a monthly 6 mile walk for power walkers in different places of natural beauty across the borough. After the classes and walks, refreshments are served by our volunteers, bringing an important and enjoyable social element to the group.

During 2019/20:

1151 individuals participated in 22 different classes or groups each week

We regularly had over 100 walkers at the Trent Park walk, making it one of the most successful and popular walks in the country

Our YouTube videos have been viewed over 6000 times



During lockdowns we produced and distributed over 1000 Home Exercise LivingWell packs, with photographs and instructions on how to exercise safely at home using the resistance band included. We also ran weekly online activities via Zoom and put a series of exercise videos via our Age UK Enfield You Tube Channel.



Falls Prevention Services

Falls Navigators support people to access services to improve balance and prevent falls. Whilst our Tai Chi groups are unable to meet, we've launched a weekly online Tai Chi classes and Home exercise packs are available. Navigators can undertake telephone-based assessments or video calls.

During 2019/20:

251 people accessed the service

We held 161 Falls Prevention classes

200 people attended Tai Chi sessions each month

Our team of navigators are working with older people in a modified version of our traditional services, whilst we aren't seeing people face to face we are still working with people using telephone services or video calling.

Home from Hospital Service

Our Home from Hospital Service provides essential support over a three week period to people on their release from hospital, to ensure they can manage their everyday tasks including shopping, food preparation and cleaning. It also acts as a referral route to other support services, including Information and Advice for benefits and other services, referrals to Occupational Therapists and Adult Social Care, and much more.

During 2019/20:

61 individuals accessed the service

366 hours of support were provided





Parker Day Centre

The Parker Centre is a dedicated specialist dementia hub in Edmonton, providing a range of services for people with memory problems. The centre supports over 100 people who enjoy a high level of care from experienced, dedicated staff members, in a friendly, fun, safe and supportive environment. There is a wide ranging programme of activities, including cognitive stimulation and reminiscence activities to stimulate memory, art and craft therapies, Social Singing, daily living tasks and much more. A healthy, nutritious lunch is cooked on site every day, so clients can enjoy the shared experience of eating together.

During 2019/20:

102 people attended the Parker Centre

Our skilled volunteers contribute 55 hours per week

During the first lockdown we closed the Parker Centre, instead reaching out to people in their own homes to provide person centred care and Cognitive Stimulation Therapy, as well as a range of activities including arts, crafts, and music and movement. This has provided valuable continuity and stimulation for the clients, and much needed respite for their carers. The building was used as a hub for the initial response effort, including food parcels, welfare calls, and co-ordinating the hot food delivery.

Home Care Services

Our Home Care Service provides in-home support services which enables clients to maintain an active and fulfilled lifestyle in a stimulating environment, with a focus on choice and independence. We work with clients to develop a care package which best suits their requirements, with a minimum of three hours per week to more comprehensive packages. The types of support clients may choose include; Domestic tasks eg laundry, shopping, light housework, Mealtime visits to help with food preparation and eating, Creative and social activities eg crafts, games, reminiscence work, Support with medication, Personal care, Escorting to the shops or appointments and essential Carer respite.

During 2019/20:

We delivered around 176 hours per week of home care support

We supported 201 people

Throughout the pandemic we have continued to support vulnerable people in their homes to live as independently as possible, helping with their personal care tasks, companionship, practical help such as shopping, light housework, and continuing with their hobbies and creative activities.

THANK YOU!



THANK YOU VOLUNTEERS

Age UK Enfield is indebted to our wonderful volunteer team of 96 people, who give their time, skills and expertise to help us to support older people in the borough. Volunteers are the lifeblood of our organisation, bringing so much value to staff and clients alike. We couldn't do it without you, so we would all like to say a big **THANK YOU** to each and every one of you.

During 2019/20:

We received support from 96 committed volunteers, who contributed over 650 hours of their time and skills across all of our services.

We hosted an event during Volunteers Week to celebrate the contribution they make

Volunteers attended the LBE Volunteering Award event and our long serving volunteers were presented with awards for volunteering over 100 hours.

THANK YOU FUNDERS / PARTNERS

We would also like to extend our gratitude to the organisations who commission our services and fund us. As well as our long-standing funders and commissioners LBE Enfield, CCG and The National Lottery we would like the following funders for their additional funding and support that enable us to rise to the challenge of the pandemic and ensure that older people in Enfield had access to advice , support and companionship during this challenging time.

In particular we would like to thank:

The Julia and Hans Rausing Trust for their generous support of our core costs and overheads which has enable us to continue to provide valuable service to older people in Enfield.

The National Lottery Fund for extending funding for our Fit for Life programme and enabling us to produce 1000 Health and well-being packs that have kept older people fit and active during the lockdowns when we had to curtail face to face classes.

The National Lottery Awards for All fund for enabling us to expand our information and advice hours when people needed them most.

The City Bridge Trust which supported our digital inclusion work for people living with dementia and their carers and enabled us to improve our systems to facilitate remote working.

The Armed Forces Covenant Trust , which made funding available under the Veterans Should Not Be Forgotten programme to identify armed forces veterans in Enfield and offer them information and advice including benefits advice.

The London Borough of Enfield for additional funding that enabled us to develop a shopping, prescription and hot food delivery service in the first lockdown and for supporting our dementia day centre to offer support to people at home while the centre was closed.

With the future so uncertain we will re-double our efforts in the coming year to attract additional trust funding and diversify the organisation's funding base.

THANK YOU DONORS

Each donation we receive, large or small, is gratefully received and very much appreciated. Thank you.

Support Age UK Enfield

We are a local, independent charity, responsible for raising our own funds.

Volunteer

We rely on our volunteers to continue to provide services for older people in Enfield – can you help? Get in touch to see what opportunities we have.

Fundraise

Can you help raise funds for Age UK Enfield? We need your help now more than ever. Please contact us to find out how you can help, or visit www.ageukenfield.org.uk

Legacies

Would you like to help Age UK Enfield continue to help older people by remembering us in your will? Contact us for more information on the best way to leave a charitable donation to Age UK Enfield.

John Jackson Library

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The Parker Centre

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***Age UK Enfield is the operating name of Age Concern Enfield.
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