



Age UK Exeter Christmas appeal 2024

Age UK Exeter is a local independent charity that has been working in Exeter for over 30 years. Its principle objective is to improve later life for everyone in and around the City.

While ageing brings its share of challenges, at Age UK Exeter, we're committed to shifting this narrative. We recognise that ageing also opens doors to increased freedom and opportunities for hobbies and travel.

Our aim is to support individuals throughout the ageing process.

We provide a range of services and support to improve wellbeing and enable older people to build resilience, live independently and make the most of their life. Our services reduce the burden on health and social care such as hospital admissions or early moves to residential care by helping older people who are struggling with multiple challenges embed changes that positively inform their present and future wellbeing



Age UK Exeter has made the following differences in the last 12 months alone:

- 114 active volunteers who provided 6720 hours of support
- 70-80 befriending relationships established
- 651 patients and families provided with support through our Hospital to Home service
- 15 individuals per month benefiting from our trustworthy Handy Person service
- 120 day services contacts each month through our Sycamore Days respite service;
- More than 500 people supported through our Dementia Support groups.
- Approximately 1,000 contacts with over 50's every week.

We do not receive statutory funding and must apply for grants and trusts to run our free charitable projects.

Our 2024 Christmas appeal is focusing on our free Information and Advice service.....

Considering the changes to winter fuel payments, we are focusing our Christmas appeal on our Information and Advice service.

Research shows that the cut to this payment could impact 4,000 additional winter deaths. Millions of struggling pensioners up and down the country won't receive up to £300 which many rely on to pay their bills. We believe as many as 2.5 million pensioners, who find paying their energy bills a real stretch, will be seriously hit by this cut.



The Information and Advice service has secured £361,342 in benefit entitlement for our clients over the last 6 months. This free service runs Monday to Thursday and offers a confidential information and advice appointment service by phone or face to face to anyone over 50, their families and carers

In the last year the number of clients using this service has increased by 25%, with 90% of these appointments being for help with benefits. By the end of 2024 we predict this project will have supported 575 older people.

Case study - Client aged 75 and partner aged 64.

The Information and advice Manager identified various benefits that the clients were eligible for by carrying out a full benefit check. He assisted in completing paper based and online applications resulting in a successful outcome of over £9k per annum plus associated benefits - Blue badge, TV license, reduced rail etc.

To run the service, it costs £30 for a 2-hour consultation.

- **An attendance allowance claim will take an hour**
- **Full benefits entitlement check (once information gathered) takes 30 minutes**
- **A blue badge claim takes 30 minutes**

If you wish to support this vital service, please use the QR code to donate.
All funds will support the Information and Advice service.

