



Annual Review

2020
2021

OVERVIEW

Age UK Isle of Wight is an independent local charity that has been working in the local community to help older people for 45 years. We have over 80 dedicated staff and hundreds of volunteers helping us to deliver services and activities for older people on the Isle of Wight.

In all that we do, we will be:

- Local, caring and responsive
- Led by older people, working with them and not just for them
- Champions of independence, inclusion and equality
- Respectful of each person and their freedom to choose
- Thoughtful, open and honest
- Positive and proactive

2020/21 has been one of the most challenging years of recent memory for many voluntary sector organisations, including Age UK Isle of Wight.

Demand for our services increased to new heights as restrictions were put into place during the pandemic, seeing a **45% increase in clients supported between April and July compared to the previous year**. Shielding also meant that many of our staff and volunteers were unable to provide support, and that services that would normally operate on a face to face basis had to rethink their processes.

Thanks to the hard work and adaptability of our staff, of our emergency response volunteers and of local organisations **Age UK Isle of Wight helped a total of 5744 clients, and supported 10% of the Island's population over 65 in 2020/21.**

98%

of clients asked felt Age UK Isle of Wight had made a positive difference in their lives



THE GOOD NEIGHBOUR SCHEME

The Good Neighbour Scheme is a cornerstone of our services. Volunteers provide vital assistance, friendship and reliable support for local older people who have no one else to turn to.

Shielding meant that two thirds of our existing volunteers were no longer able to provide support, but in three months 200 Covid Response volunteers came forward, signed up, were vetted and began to provide emergency support such as grocery shopping, welfare calls and medication collection.

750

clients were supported

16,000

welfare calls made by the Good Neighbour Scheme and Living Well colleagues

8500

hours of support provided by volunteers

“

Kate is my Age UK Isle of Wight lady who was coming to me once a week, she has been in touch by telephone every week since the lock down and I appreciate it very much. We always have a long chat with laughter. She has kept me going as I don't have contact with people so to hear her voice is a lovely treat. Thank you for this service from the bottom of my heart!

”

HELP AROUND THE HOME

2020/21 has been a challenging year for our Just About You and Home Safe services as restrictions meant that the services had to be temporarily suspended.

JUST ABOUT YOU

Age UK Isle of Wight's Just About You service offers friendly & trustworthy support workers that can help to maintain independence and live well at home.

16,000

hours of support provided to

They help with a range of tasks including housework, meal preparation, laundry, shopping, help with pets and much more.

429
clients

“Your support workers are good mannered and always so thorough in their work, and very particular in Covid disciplines. If there is a problem with our weekly time slot, i.e sickness, family matters, Age UK Isle of Wight, administrators are always prompt to advise and send in a replacement, such a relief. We wouldn't go to anyone else.”

HOMESAFE 242

homes made safer

This service provides experienced and reliable technicians to help with all types of home and garden maintenance and the installation of home safety adaptations.

436

visits made by technicians

“I have had rails fitted and work carried out around my home and garden enabling my wife and I to feel more confident. It's lovely to be able to get out into the garden this year!”

almost
100
handrails installed



THE LIVING WELL APPROACH

The Living Well approach supports people to lead fulfilling lives and maintain independence through early prevention, self-help and by empowering people to take positive steps to manage their own health and wellbeing.

30,000
outgoing calls made

1500+
referrals to the Living Well Team

CASE STUDY

Mr. F has some mobility challenges and early onset dementia. He was feeling very confused most of the time and unable to manage household matters. He lived with his Granddaughter, who is his main carer, in a housing association property. A referral was sent to Living Well asking for assistance with getting repairs done on the property.

The Living Well Team carried out a holistic assessment which identified additional

support needs. A Care Navigator contacted the housing association to carry out repairs, referred the client to Adult Social Care for a Care Needs Assessment, applied for support with Carers IOW and completed an Attendance Allowance application.

The repairs have now been done, the client was awarded Attendance Allowance and weekly support is now in place.

AGE FRIENDLY ISLAND



Age Friendly Island is the one remaining project from the Ageing Better Programme. It was recognised that this project was at its crucial stage with stakeholders valuing its benefits and seeing the impact that it can make in shifting cultural attitudes and influencing policy and strategy.

As we entered the pandemic, our partnerships strengthened with Isle of Wight Council offering a part time secondment to embed Age Friendly principles. We were invited to sit on the Isle of Wight Council Covid Recovery Cell. Other key focuses of our work with the council include Age Friendly Employer, Accessible Consultation, Age Friendly Champion roles across the council and Age Friendly Training.

Age Friendly Island built strong links with the NHS Trust, Public Health and other key players. They developed an

Older Persons Steering Group who were the strategic voices of older people building on the success of the public forums.

The Age Friendly Island team responded to the pandemic by continuing the work with public forums and stakeholder steering groups, developing new work themes:

- Environmental Task and Finish Group set up the Out and About Cards, a co-designed initiative to help people feel more confident post lockdown
- Digital Inclusion Task and Finish Group addressing the digital divide that was highlighted during the pandemic especially for older residents.
- Age Friendly Training moved to an online platform following a successful pilot with stakeholders who had been involved in the development of the original training.



24

members make up the Age Friendly Island Stakeholder Steering Group

597

Out and About cards issued

40

attendees at Older Persons Public Forums

INFORMATION AND ADVICE

Age UK Isle of Wight offers a free and confidential information and advice service for older people, their families and carers.

1740 5594

clients supported to avoid services higher up the care pathway

enquiries were made for impartial info & advice

£816,694

worth of benefits awarded thanks to our Information & Advice team

16 20,000

clients diverted from homelessness

calls were made into Age UK Isle of Wight reception in 2020/21



HOSPITAL PROJECT

950 5,500+

clients supported
to return home
from hospital

hours of support
provided

The Age UK Isle of Wight Hospital Project works within St Mary's Hospital to provide support to older Island residents. This support includes:

- **Activities at the Community Unit** Helping our residents to recover by encouraging daily activity.
- **Care Navigation on the Hospital Wards** Supporting residents to navigate the Health & Social Care system and also to put together a personal enablement plan that will provide tailored and creative solutions to practical challenges.
- **Crisis & Community Support** Helping those who may need some additional support to be discharged, followed up by further welfare calls and community support to avoid re-admission.

CASE STUDY

Mr A is 99 years old. He had suffered an "episode" whilst at home which resulted in a short stay in hospital, but returned to his apartment a short time afterwards.

He has benefited from weekly visits by our Support Worker who has forged a close bond with Mr A. The Support Worker visits Mr A, nips to the local supermarket to purchase some essentials and some sneaky treats and simply spends time with him, chatting over a cup of tea.

Mr A is very independent but he had become concerned when his strip light for an old writing desk had failed as he used this light for all of his personal communication – letter writing, reading, bills etc... Since this occurred during the

second national lockdown period, it meant that Mr A was unable to do much about it, as shops were closed and he did not own a computer so could not order items online.

Mr A was quite distressed as the original bulb he used in his writing bureau was purchased from Woolworths and he feared that the product may not exist all these years later. The Support Worker located a replacement light and Mr A was absolutely thrilled, because he now had a means of communicating with his family and friends.

He told our Support Worker, **"This means so much to me. I have other lamps but it's just not the same as having the luxury of sitting at my bureau and working. It's been a real worry, but I am so grateful to Age UK for sorting this problem out for me."**

KEEPING THE ISLAND CONNECTED

During 2020/21 all of our annual fundraising events were cancelled, impacting the income that we rely on to support the future of our vital services. The focus shifted to keeping our older residents connected, and to remind those who are isolated that Age UK Isle of Wight was there for them!

14 iPADS

were provided to Island Care Homes to help their residents stay in touch with their loved ones during lockdown, with the support of The Mary Pittis Fund, Nosy Design, EV Express and Wight Aid



500 GERANIUMS

were donated from Care in the Garden and Ralph's, then distributed Island wide to bring joy to nominated clients

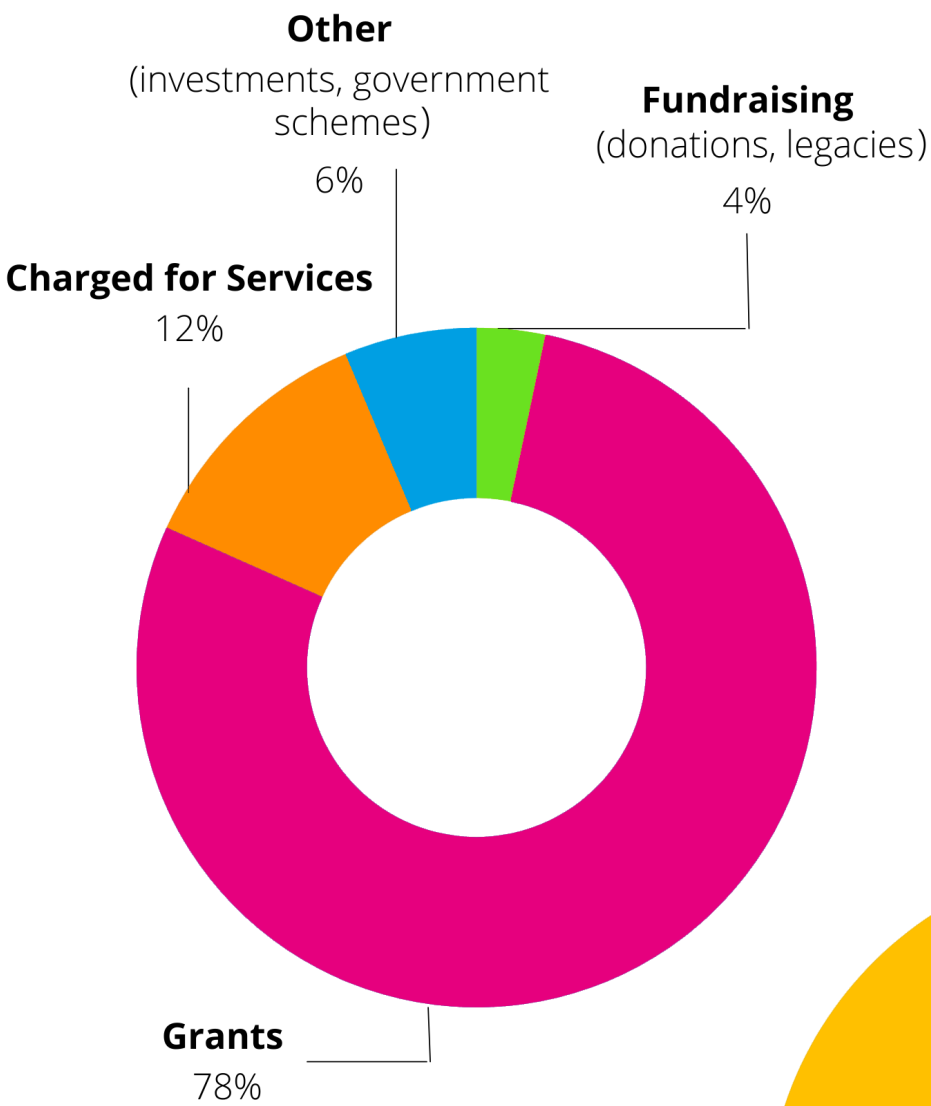


200 PRESENTS

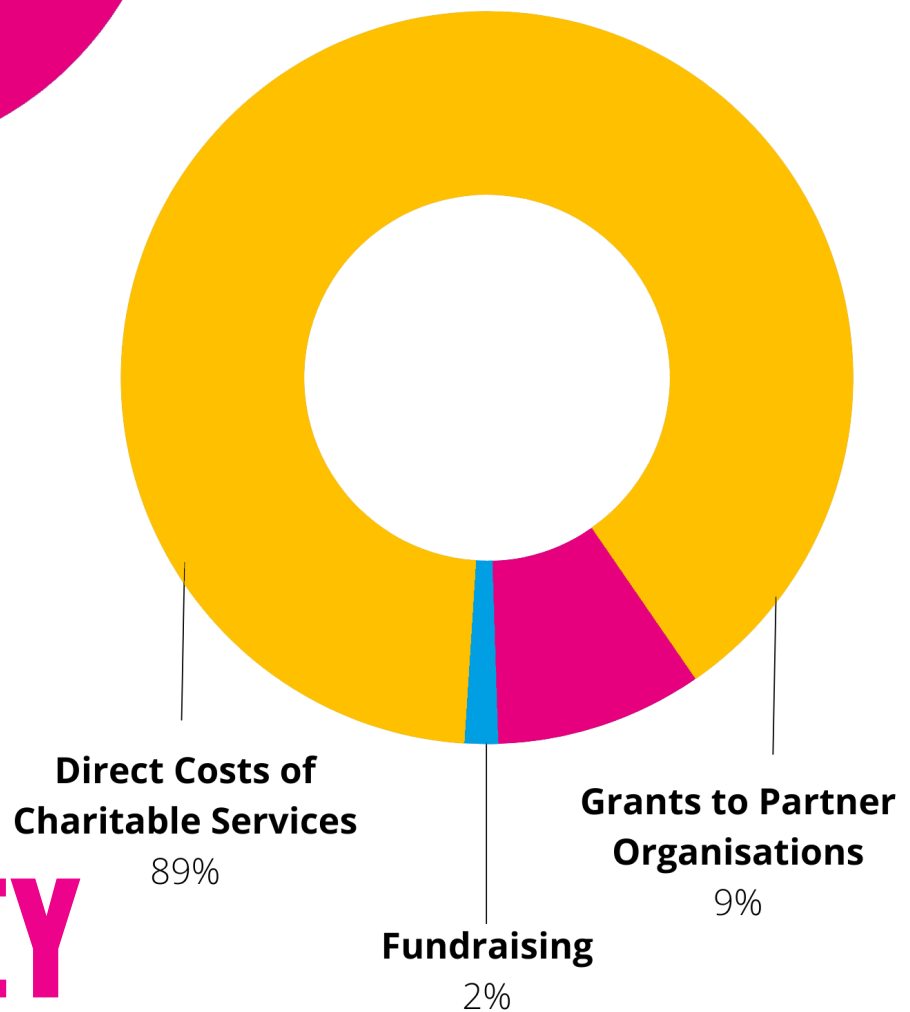
delivered to Age UK Isle of Wight clients due to spend Christmas 2020 on their own, with the help of five local schools and our project partners Home Instead



HOW WE FUND OUR SERVICES



HOW WE SPEND OUR MONEY



The pandemic meant that some of our services were suspended for periods of time, including our charged for services. As a result, 12% of our income came from these services in 2020/21 compared to 22% in 2019/20. Alternatives therefore had to be found in government schemes and increased fundraising efforts.