

# Age UK Lancashire Impact Report 2022/23



Our 0300 helpline received

33,931

enquiries to support with a range of health and care issues, claiming benefits, housing and signposting to local services



The oldest person we supported was 111 years of age



"I don't know what we would have done without Shahid from Age UK Lancashire"

> Frank & Vivienne, Integrated Care Programme Clients

Our information and advice team held over

individual advice appointments



We provided dementia support to

people through

1-2-1 and group sessions



Through our Hospital Aftercare team, we have helped

people live independently at home after a hospital stay

Lancashire ageuk

We reached

52,910

individuals across Lancashire including older people, carers and family members

Age UK Lancashire Volunteer of the

> volunteers dedicated over 30,000 hours helping older people

Through our advice sessions we were able improve the quality of life for older people by supporting them to claim over

£2.44 million

in previously unclaimed benefits

### How you can get involved















Become a corporate partner



## **Our Services in Numbers**



#### Being a friend to older people

We provided

43,300

hours of respite and care through our Day Club sessions



8,155 'Good Day' calls were made to isolated and vulnerable people

#### Providing health & care

Our Footcare Service has improved the mobility and foot hygiene of people



"It makes a tremendous difference, as I am registered blind so the service is essential to me."

Footcare client

We enabled 970 people to manage their long-term illness and live independently

Connecting people in the community

veterans were connected through our Veteran's Service





"Thank you so very much for all your help Jaqui.
All these 'little' things have certainly made a HUGE difference to her enabling her to meet people with something in common."

Eunice's Daughter Aly

335

people have been supported to be more digitally confident

Helping older people stay independent



Our Home Helps delivered

36,384
hours of service to help older people remain independent and comfortable in their own homes

Thank you to all our partners, funders and donors. We can't support the most vulnerable and isolated older people in Lancashire without you.



Our helpline: 0300 303 1234

www.ageuklancs.org.uk

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