

# Impact Report 2019/20



*Click on the images to find out more information*

Throughout the Covid19 pandemic we have supported the most vulnerable local older people to stay informed, connected and independent

**12,727**

**Total number of older people supported**



We responded quickly to the lockdown restrictions, adapting our provision and setting up new services, so that we could continue to provide older people with vital services throughout this challenging year

We helped older people to claim £1.1m in unclaimed benefits...so that they could have the best quality of life possible, being able to afford food, heating and care



**£1.1 million**

**Total welfare benefits claimed**

**6000+**

**Phone calls responded to**



We responded to 6,000 calls for help... for information, advice, vital services and to combat loneliness

# Service delivery

We provided **29,896** hours and **28,433** visits to deliver essential shopping, cleaning and support



**1089** older people supported in our centres with personal care, fun activities, companionship and a hot meal

Supported **5724** people following discharge from hospital to remain independent and safe at home and to prevent re-admission.



Provided support to **1100** people to help them manage their long term health conditions



Provided vital support to **218** older people with dementia and their carers, who have been particularly vulnerable due to Covid restrictions



# Funding & Support

**£36,966**

**Total donations  
and fundraising**

**£436,650**

**New funding  
secured**

**46**

**Corporate  
partnerships  
developed**

**THANK YOU** for the fantastic support from donors, grant making trusts and local businesses which enabled us to respond so well last year.



**We need even more financial support more than ever to continue to combat the impact of Covid on older people's lives this year**

# What people say about us

“ I can't thank you enough for this support. Whenever I call my mum she tells me about the support you are providing. Please keep up the fantastic work ”

“ From the first call your team have been immensely supportive to my mum. By calling regularly and arranging shopping deliveries, the support has been invaluable ”

“ Thank you for your support and being there to listen. I am the sole carer for Mum and 12 weeks is a long time when the person you are caring for cannot recall why they can't go out ”



*Until everyone is living their best later life*

[www.ageuklancs.org.uk](http://www.ageuklancs.org.uk)

