

Impact Report 2020/21



Total number of older people supported during the year



Total welfare benefits claimed



Number of phone calls responded to



People supported following discharge from hospital to remain independent and safe at home and prevent re-admission. A 40% increase in referrals on the previous year.



People supported to help them manage their long-term health condition (ICP service)



Tablets distributed to isolated older people and supported them to get online



To deliver essential shopping, cleaning and support

632

People supported who are living with Dementia and their carers



Received in grant income
of which £282,058 was
new, secured in-year



Secured from
corporate
fundraising



Raised from donations
and events fundraising



Increase in social
media followers



Visits to our
website



Bags of donations to
our charity shops
(approx.)

Launched our online retail store, based in Accrington

www.ageuklancs.org.uk



Until everyone is living their best later life