



Annual Report Calendar 2019

[www.ageuk.org.uk/
lincolnsouthlincolnshire](http://www.ageuk.org.uk/lincolnsouthlincolnshire)

01522 696 000



January 2019



As we review our last year of delivering services and support to older people it's very clear to see that it has been a year of challenge, a year of change and a year for opportunity.

We have experienced the loss of some significant contracts, namely the Wellbeing Service and the Primary Care Navigators. When I say significant I'm not necessarily talking from an income perspective but rather from the perspective of the importance and value of the services and the support they allowed us to offer to older people.

I am however, pleased to say that the Wellbeing Service does continue on and is now being delivered by Wellbeing Lincs, a consortium of the local District Councils. Many of our excellent staff who worked on this contract transferred over to the new provider and I'm sure that collectively they will continue to deliver the excellent service that we did as part of our own consortium, the Lincs Independent Living Partnership (LILP).

This year is also a year for celebration as it marks our charities 60th year of delivering services and support to the older people of, initially Lincoln and the surrounding area and latterly Lincoln and the entire area that is South Lincolnshire. This is due to the closure of one local Age UK and our merger with another to create Age UK Lincoln & South Lincolnshire as we are now known. This is a trend that we are seeing all too often, not only across the Age UK network but across the charity sector on the whole, as funding cuts continue, costs increase and demands on our services continue to grow.

The challenges we face to ensure that we are able to provide services and support to our beneficiaries are ever present but the team of staff and volunteers that we are privileged to have, work tirelessly to ensure we do just that.

The world in which we are operating has changed considerably since Frank Eccleshare established the City of Lincoln Association for Care of the Elderly in 1958 and I am proud of how we have adapted ourselves and our services to continue to meet the ever present needs of older people in our area, this is almost entirely down to the dedicated team of staff and volunteers I have mentioned above.

I hope that you will enjoy looking back over our year of activity for 2017/18 and I can assure you that we are committed to continue to deliver services and support to the high standards we have done for the last 60's years for the next 60 at least.

Michele Seddon

CEO, Age UK Lincoln & South Lincolnshire

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Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1 New Years Day	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

February 2019



145

Home visits

5,343

Calls for information
and advice

697

Office
appointments

6,185

Total number of
I & A clients
supported
referrals

£1.14m

Total amount of
benefits claimed

Information and Advice

Our Information and Advice team helped local people to claim over £1.14m in unclaimed benefits last year – enabling older people to live more comfortably and independently at home.

As a department and organisation we are passionate about ensuring people have their needs met, allowing them to remain living in their own homes for as long as possible.

We have access points for information and advice across the county where our customers can call in and see a friendly face and have access to the help they need. We also offer a home visit service for those that are unable to make the journey to our access centres.

This service is invaluable and changes people's lives.

Some of the services our Information and Advice department assist with include:

- Benefit checks
- Blue badge claim
- Housing
- Attendance Allowance application
- Pension Credit application
- Council Tax Credit
- Support to access Health and Social Care Services

Advocacy (Contracted Service)

We received 127 Advocacy enquiries and referred 127 people to Total Voice an Advocacy service, strengthening Voice, championing rights and changing lives. Age UK Lincoln & South Lincolnshire work in partnership with Total Voice to offer assistance in Advocacy for Lincolnshire.

Financial Abuse, Housing and Accommodation Care Planning, Access to Social Care, Family mediation.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	1	2	3

March
2019



“Thank you so very much for your support and help over the past few months. I certainly wouldn't have got my lovely new home without your assistance

The Wellbeing Service

The Wellbeing Service was a service delivered by the Lincs Independent Living Partnership (LILP). A collaboration of voluntary sector organisations working in partnership to support people to remain independent at home. This partnership involved Age UK Lincoln & South Lincolnshire, Lincolnshire Home Independence Agency, Lincolnshire Housing Partnership and LACE Housing.

2017 - 2018 was our fourth and final year delivering this service.

The service is now delivered by Wellbeing Lincs.

The Wellbeing Service provides 6 weeks of support to people aged over 18 to address issues compromising independent living, health and wellbeing. These typically include mobility, accessing benefits, social isolation and transport. The service offers;

- Assessment at home
- One to one Generic Support
- Access and installation of Telecare equipment
- Minor home adaptations
- Response Service – StaySafe, 24/7 monitoring and alarm response
- Response Service – HomeSafe, supported hospital discharge

Within 2017/18 the service became busier than ever, with unprecedented volumes of referrals and support for residents of Lincolnshire. Key achievements included;

- 3,468 assessments
- 2,346 short term intervention cases completed
- 83% of customers successfully meeting their desired outcomes
- 78% benefit claim success
- Claimed over £1,146k in new annualised benefits and over £164k in back pay
- 97% customer satisfaction rate, with 96% of respondents being likely to recommend the Wellbeing Service to others.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April 2019



Support Services

Our team have had another busy year supporting customers old and new to remain independent in their own homes. We have provided reassurance to customers, their families and the professionals who are involved in their care, by providing a constant and professional service.

April is traditionally the time of year when we think about having a thorough spring clean and get on top of all those jobs that need doing, both inside and out. So why not join the 276 new customers we had last year and see what we can do for you.

Help in the Home

In the last year our 120 Home and Lifestyle Support workers provided 52,865 hours of home support to people, supporting them with domestic tasks to ensure that they are able to remain independent in their own homes.

That's 52,865 hours where we have delivered vital support to people with ever increasing and more complex demands.

Deep and Spring Clean:

We provided 181 hours of Deep and/or Spring Cleaning to customers.

Laundry:

We delivered 1,545 bags of freshly ironed and laundered clothes to our customers

Gardening:

Our gardeners provided 4,524 hours of garden maintenance to our customers.

Did you know gardening can help with dexterity, strengthen bones, muscles and joints, keeps blood pressure at bay and improve balance.

Many of our customers join our staff in the garden and work with them to undertake tasks.

“It's great having the customer join you in the garden, its company for both of us, we have developed our relationship and I have learnt so much from his gardening knowledge”

Age UK LSL

“I can't speak highly enough of my mum's support worker, she has been marvellous, she is so thorough and been a real comfort to my mother. I live down south so it is reassuring to me that your team are eyes and ears for me and they can spot anything that is a concern and let me know. Thank you.”

~ Age UK LSL

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26 Good Friday	27	28
29 Easter Monday	30	1	2	3	4	5

May
2019



Personal Care

At Age UK Lincoln & South Lincolnshire we recognise that our clients are unique and the care and support we provide for them reflects this. We provide a highly personalised service delivered by our friendly and caring Homecare Assistants and our dedicated Care Service Coordinators. Together we work with our clients to build an individualised care and support plan detailing exactly what assistance they would like from each care visit to enable them to live as independently as possible in their own home and for as long as they are able to.

Our holistic personal care service encompasses social, physical and emotional care and support. Whilst this may include assistance with washing, bathing, dressing, light meal preparation and medication support, we also support our clients to achieve what a 'good day' looks like for them and reduce the likelihood of what a 'bad day' looks like.

Our Homecare Assistants are also able to provide a sitting service for those clients who have a primary unpaid carer, offering an opportunity for unpaid carers to take a break, attend appointments or perhaps to run some errands whilst we provide company in their absence.

We are committed to providing a high quality personal care service that is safe, effective, responsive and well-led. We are regulated and

inspected by the Care Quality Commission and we proudly achieved a 'Good' overall rating from the inspection dated 28/06/2016.

Over the period 2017 to 2018, we provided in excess of 10,000 care visits totalling almost 6,000 care and support hours for our care clients in Lincoln and the surrounding villages. Following our recent merger and due to the ever increasing demand for our service, we are looking forward to expanding our personal care service across Lincoln and the wider county during 2018 - 2019.



Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6 May bank holiday	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27 Spring bank holiday	28	29	30	31	1	2

June
2019



“

I believe the Age UK Lincoln & South Lincolnshire day centre is perfect. I have been attending the day centre for many years and believe that my health has improved as a result. Meeting new people, socialising with friends and taking part in activities at the day centre has all helped to keep me healthy

~ Mrs M

“

I attend the Age UK Lincoln & South Lincolnshire day centre as I enjoy being in the company of others and the activities on offer help to keep my mind active

~ Mrs C

Day Centre - Eccleshare Court

Our day centre provides support for older people and people living with dementia, giving them the opportunity to have fun and socialise with other people whilst ensuring their safety and wellbeing.

Our day care service supports people with a range of needs, from older people who want a more social experience to those who require more care and support. By using a person centred support plan, created with the service user, we facilitate and support service users with;

- Stimulating activities, entertainment and companionship
- Developing new skills and retaining old ones
- Improving overall independence and wellbeing

A three course cooked lunch is provided, with tea, coffee and biscuits throughout the day.

We ensure that trained staff have the specific skills required to meet the needs of the people they support, including physical, intellectual, emotional and social capacity, whilst helping to promote independence, progression and reablement.

During 2017, an average of 120 customers benefitted from the service each week.

There were 6,300 visits for the year.

30 day centre attendees joined in the Christmas parties at Park Street.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July
2019

Age UK Lincoln & South Lincolnshire First Retail Outlet!

In July 2017 Age UK Lincoln & South Lincolnshire opened its first charity shop! Located in a local community, this first shop is suitably placed to not only raise income for our wider charitable services but also to serve as a 'community hub' within the local community of Moorland, Bracebridge and Newark Road area.

Whilst the donations the shop receives have poured in and enabled us to become well known in the area as a "valued charity

shop with great, clean, nicely presented clothes at great prices" it also progresses the organisation's goal of growing a successful retail arm to the company by a series of shops across the whole area. Fondly known as #1 we aim to open more shops over the coming years to ensure that Age UK Lincoln & South Lincolnshire is well known in people's hearts and minds as a place to go to get good service, value for money and great support.



Visit our
Charity Shop

421 Newark Road,
Lincoln, LN6 8RS

01522 532 070



Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

#1 Charity Shop
2nd Birthday

August
2019



Telecare & Response Services

Age UK Lincoln & South Lincolnshire's, Technical Service provides a range of Telecare equipment and Keysafes to ensure people feel safe, supported, and confident while maintaining independence.

The benefits of having Telecare are;

- Supports people to live in their own homes for longer
- Reduces the need for residential care/hospital admissions
- Early identification of low level need through 24 hr monitoring
- Offers reassurance to friends and family

There are a range of products available including lifelines, pendants, bed sensors, door sensors, falls detectors, smoke detectors to name a few.

2,848 Total number of visits completed from 01/04/17 to 31/03/18

376 New Response Clients from 01/04/17 to 31/03/18

1,038 Total number of Response Clients as at 31/03/18

Our experienced Telecare team are all trained to provide information and advice on a wide range of equipment, technology and support available to the customer and or their families.

As part of the service we will install and maintain the equipment and completed annual checks once a year.

Customers can also have Age UK Lincoln & South Lincolnshire's Response Service, which has a team of trained responders available to respond to calls 24 hours a day, 365 a year. The responders will attend non-medical emergencies such as non-injury falls and offer reassurance if the individual is distressed.

This service can be added onto a customer's telecare package at any time. It does not matter what monitoring provider the customer is with as we will work with them to respond to the individual if our service is the appropriate service to respond.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
August bank holiday						

September 2019



Fundraising Guide

Did you know:

Age UK Lincoln & South Lincolnshire operates as an interdependent local charity that relies on donations and fundraising from the public.

Age UK Lincoln & South Lincolnshire offer services and support to approximately 110,000 people over the age of 65, almost 15,000 of these people are over 85. Demand for our services is increasing year on year.

Fundraising

Age UK Lincoln & South Lincolnshire is a local independent charity and our fundraising through organised events, public donations and legacies are an important part in allowing us to continue to support local people and develop our services.

All donations and monies received continue to support our Information and Advice, and Volunteering departments and sustain and develop free services, which are in increasing demand.

In October 2017 we held our first Charity Ball, a fantastic Masquerade themed event with singing waiters a charity auction and lots of support from local businesses.

Fundraising with us is easy and it's a lot of fun. What would you like to do? A dinner party, a coffee morning, cake sale, film screening or drastic haircuts – these are all fundraisers that have helped older people but you might have some other ideas up your sleeve.

It's our vision to create a world in which older people flourish. Last year our Information and Advice service responded to more than 6,185 enquiries to help older people access more money through benefits to improve their standard of living.

We helped older people in and around Lincoln & South Lincolnshire claim over a million pounds in unclaimed benefits last year. This is a figure we want to improve on every year.

Fewer older people in and around Lincoln & South Lincolnshire will be living in isolation thanks to our befriending volunteers who visited 2,000 lonely people last year.

We welcome over 1,500 people each week aged 50 and over to our Park Street Activity Centre for a range of activities from Friendship Group, Lunch Club and Tai Chi, Silver Surfer and Language classes to name a few.

“

In lieu of traditional favours at our forthcoming wedding on 26 May 2017, Rob and I would like to make a donation to AUKLSL. The finest gift we can give is one that helps older people love later life.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

October
2019



£965,500

Saving to the NHS
through HART referrals
and HART Services

1,648

Referrals

263

Referrals to the
Wellbeing Service

4,179

Visits
completed

HART

The Hospital Avoidance Response Team is delivered by Lincs Independent Living Partnership (LILP). Age UK Lincoln & South Lincolnshire are the main delivery partner with telecare monitoring support provided by Lincolnshire Housing Partnership. Care delivery is sub contracted to Walnut Care in the East Lindsey area.

We are proud to have delivered this since 2015, following its initial pilot project and have secured funding for a further two years, up to 2020 from its commissioner Lincolnshire Community Health Services and Lincolnshire County Council.

The HART service offers a flexible approach to delivering short term care and support to assist with hospital discharges, reducing delayed transfers of care and prevent avoidable hospital admissions. As part of this service, it helps to reduce attendance at A&E, emergency admissions, and protracted hospital stays whilst at the same time, enabling people to regain and retain their independence.

The service offers up to 72 hours of support, providing assistance with personal care tasks, food preparation, short term telecare and support with confidence building. Referrals for this service can be made by a health or social care professional.

“

Thank you to the HART Team for giving us help and support at short notice. It has been a very big help and has been much appreciated

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

November 2019



“ I’m meeting new people
and gaining more confidence
~ **Matthew** ”

“ It was the best thing I ever did after I was widowed. It gave
me a reason to motivate myself. The other people in the
office and throughout the building were so welcoming
they involved me in things and made me feel wanted
again. I would recommend any one to volunteer
~ **Margaret** ”

Volunteering

Volunteers are at the heart of Age UK Lincoln & South Lincolnshire. Their dedication and commitment are instrumental in allowing us to deliver many of our services to local people.

EMPLOYABILITY: At Age UK LSL we promote volunteering as a route to employment. Volunteering is a way to gain up-to-date ICT skills, hands-on experience in a work environment, up-to-date references and recent experience to put on your CV.

Age UK LSL is a partner in the MOVE project, a jointly funded ESF/Big Lottery employability project, aimed at helping those furthest away from the job market back into employment. In this period, Volunteering supported 8 MOVE participants.

BEFRIENDING SERVICE: Age UK LSL offer a befriending service to older people, either face-to-face or by telephone. This service is free of charge to the service user, and helps to address isolation and loneliness in older people.

VOLUNTEERING HOURS IN MONETARY VALUE:

£96,123.04! For the year ended March 2018 a total of 12,276.25 volunteering hours were recorded across 12 volunteering opportunities. This has the monetary equivalent of £96,123.04 (based on the current minimum wage of over 25's of £7.83)

•VOLUNTEERING OPPORTUNITIES: Age UK LSL had 13 volunteering opportunities available across this period. All our volunteering opportunities ultimately benefit older people, whether this is helping to deliver our services and activities face-to-face, or in a service user support role within the organisation.

The volunteering opportunities are:

- Telephone Befriender
- Home Visit Befriender
- Restaurant helper Park Street & Eccleshare Court
- Kitchen volunteer Park Street
- Total Voice
- Silver Surfer
- Administration volunteer
- Reception volunteer
- Marketing & Publicity volunteer
- Events volunteer
- Allotment volunteer
- Shop volunteer

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

December 2019



“

You have a winning formula with this café – food and drinks are excellent. Presentation, friendliness of staff and prices are first class. Please don't change!

Park Street Activity Centre

A welcoming and bustling hub of activity, our Park Street Activity Centre welcomes approximately 1,500 older people through the door each week. Visitors enjoy taking part in our activity classes or simply relaxing in our restaurant.

Situated in the city centre, we offer support to all people over 50, whether that be via exercise, making friends, attending the restaurant for a nutritious meal or learning new skills.

We have a wide range of activities, encouraging older people to stay active and last year saw 8,448 attendances at our classes and activities. These are aimed at both men and women and include language and IT classes as well exercise classes to promote active bodies and mind.

In our vibrant restaurant, we serve both hot and cold food throughout the day and last year, provided over 45,000 customers with nutritious, freshly cooked meals.

Throughout the year, the Activity Centre hosts special events such as the Summer Party, which this year had 96 people in attendance, Christmas Parties held over 3 days with 257 in attendance, Lincolnshire Day and a Christmas Craft Fair.

1,500
people per week enjoy attending
our Park Street Activity Centre.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5
	Christmas Eve	Christmas Day	Boxing Day			
	New Years Day					

2020

January

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

February

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	1

March

Mon	Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	29	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

April

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

May

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

July

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

August

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

September

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

October

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

November

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

December

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3