

Annual report

2015-2016





Age UK North Craven is an independent charitable company, limited by guarantee.

It is one of a network of more than 170 local Age UK brand partners in England providing vital direct services to people in later life, in partnership with the national organisation Age UK.

In 2015 - 2016 Age UK North Craven employed 4 full-time and 8 part time members of staff, including 1 post, seconded from REACT Home from Hospital. 200 volunteers are involved in our services provided to older people in North Craven.

In 2015 - 2016 our activities included:

- Information and Advice
- Community support in villages
- A network of lunch clubs, and social activities
- Independence Support
- Befriending one to one and telephone
- Voluntary car transport to medical appointments
- Shopping shuttles
- Minibus trips and jaunts
- A charity shop
- Meals on Wheels (to June 2015)

There are opportunities to help in all sorts of ways. Age UK North Craven volunteers are offered training and support to develop their skills, and out of pocket expenses are paid.



Staff and Trustees 2015/2016

Chief Officer : Sue Bradley

Services Manager :
Kathryn Mitchell (to Nov 2015)

Administration & Finance :
Sheenagh Stapleton

Information and Advice : Kath Burden &
Gaynor Brown

Independence Support : Julie Davies

Transport Manager: Sandra Kay

Village Agent : Gaynor Brown

Meals on Wheels : Gaynor Brown (to June 2015)

**Home from Hospital Locality Manager
for Craven :** Barbara Harrison

**Day Activities Development including
Rathmell Club, Settle Friday Club
and Long Preston Club :** Richard Daniels

Monday Club : Kath Burden

Lunch Club Cook : Ruth O'Brien

Shop Manager : Debbie Hall

Deputy Shop Manager :
Veronica Hopkins (to June 2015)
Lucy Kay (from Aug 2015)

Board of Trustees

Chair : Margaret Holgate

Vice Chair : Margaret Bridgman

Treasurer : Wendy Hull

Trustees

Ian Greenhalgh

John Lockwood

Jane Reas

A message from Margaret Holgate, Chair of Trustees

As trustees we are proud to announce another successful year for the charity. We continue to meet the challenges of a fast changing economic situation. We are responding to the differing needs of our clients and whenever possible we try hard to personalise our services.

On behalf of the trustees I would like to thank all our staff for their tremendous efforts towards making us an effective and caring organisation. Without exception, they all work over and above the call of duty to provide the community with support services.

The staff are the leaders of a whole army of volunteers, who so willingly give up their time and energy to the organisation. A big thank you goes out to them. We must also thank the whole community who are loyal supporters of Age UK North Craven by fund raising, and also making the market place shop a successful “new to you” centre.



Above all we hope that our charity will continue to go from strength to strength providing our clients with support and enjoyment in the later years of life.

Margaret E Holgate.



Sue Bradley, Chief Officer adds:

Last year, Age UK North Craven built on its success in achieving the Age UK Organisational Quality Standard and stepped forward with greater confidence as a provider of essential services to help older people maintain their independence and wellbeing in their communities. In order to support that role Staff and Trustees need to ensure they provide good volunteer management, excellent policies and procedures so the people we serve are safe and receive a high quality of service, with on-going attention to raising funds to pay for our work.

Behind the scenes, staff and Trustees have been working hard to ensure our systems to keep in contact with and support volunteers are sound, and that everyone involved in the organisation is aware and confident of the policies we have in place to protect the users of our service, volunteers, staff and Trustees.

And this year we have invested to develop greater financial sustainability, by putting the equipment in place to collect Gift Aid through our donated goods and spending a great deal of time supporting volunteers helping in our shop in Settle to understand and use the system to best effect. We were also successful in attracting funding from the Local Sustainability Fund to bring extra resources to help Age UK North Craven make the most of social enterprise, enabling the whole community to take a stake in the continued existence of the organisation at a time when funds from public bodies cannot be relied upon.

To develop services to have real impact and relevance for older people in the communities of North Craven, it is important to listen to older people themselves. Last year we undertook a customer survey which gave us assurance that the people we serve appreciate our work, but also gave us confidence that testing new activities and

services is also welcome. The survey highlighted the importance of communicating via our website. With support from Age UK and our Trustees we hope it has become much more readable and informative.

So we enter our next year, maintaining and consolidating our preventive services but also determined to move forward to ensure that Age

Keeping connected and working in partnership

Age UK North Craven has deep roots in its local communities and we would not have the reputation we do without our connections and support for people working and serving in their own local communities, either through lunch club networks, as peer supporters providing side by side support within villages and communities, or through associated community groups such as Age Concern Hellifield, and Age Concern Bentham. We are also indebted to good partnership with local groups such as the Castleberg Lodge of Freemasons who fundraised on our behalf, raising a very welcome £2,700 to support out services.



Age UK North Craven also has a profile outside its own area and by working with others it shares useful experience and skills, and as a result spreads its successes beyond its borders and also attracts support for its services.

Age UK North Craven is a member of REACT, the co-operative of Age UKs throughout North Yorkshire. This year, REACT has been successful in maintaining the essential funding and partnership links with North Yorkshire County Council (NYCC) by being a key part of the team to re-establish our contract to provide preventive services for older people throughout North Yorkshire.

UK North Craven is always the first point of call for whatever older people need to keep their place at the heart of our community. If you would like to know more about our work, or get involved as a volunteer just get in contact.

Sue Bradley.

In order to achieve the challenges involved in carrying out the contract, Age UK North Craven works hard with Age UK North Yorkshire to develop and maintain services to older people in the South Craven area. Last year we were successful in attracting help through the NYCC Stronger Communities Fund to support more development. NYCC Public Health funds provided especial focus to support older people vulnerable to the impact of winter cold and this tied well with funding provided through national Age UK to improve benefit take up amongst older people, as well as funding to test the most effective approaches to tackling loneliness and isolation, again through the national Age UK organisation.

We continue to build good links with Craven District Council, to improve working contacts with Craven Home Improvement Agency, and support day activities in local communities and remoter villages through Core Community Funding.

Age UK North Craven has also worked well with Settle Town Council who have provided support to raise awareness about how to stay safe and well during winter cold, and also supported the development of the Settle Dementia Action Alliance. The alliance is an important step forward for Settle, and as well as involving the Town Council, and Age UK North Craven, involves local residents, and representatives from Pioneer Projects, Making Space, Settle Stories and Settle Victoria Hall. Its aim is that Settle should be able to say with confidence that it is a dementia friendly community, because its shops, cafes and services understand the simple changes that are easy to put in place to ensure that people living with dementia feel they can continue to enjoy their own community for as long as possible.

So next year Age UK North Craven will continue working in the communities of North Craven to strengthen our partnership with older people, volunteers and community leaders to achieve our aim to provide local customised support - the right help at the right time.

Information and Advice

Information and Advice is a core service provided by Age UK North Craven.

We aim to be available for phone calls and drop in's to the shop every weekday morning.



We can arrange a visit to your home or answer your query over the phone.

This year saw the development of a small cottage area behind the shop which is available for meetings with clients in a quiet, private room, ideal for one to one chats. This will become a very useful and valuable resource for the organisation.

We provide a service to help complete forms to apply for benefits such as Attendance Allowance, Pension Credit, Housing and Council tax benefit.

If we are not able to help, we will try and find a way to help by signposting you to someone who can.

We receive calls and queries from the whole of North Craven.

This year, we were also able to help clients address fuel poverty and help to keep them warm in the winter with advice about home heating and sensible measures to stay safe and well in the colder months.

In the year 2015/2016 we received 467 enquiries for assistance in some way. Out of these, 52 were referrals for applications to claim benefits, all of which were successful in receiving some extra income or a reduction in their bills.

These claims netted an annual total of £219,856 extra income for clients in our area.

Village Outreach

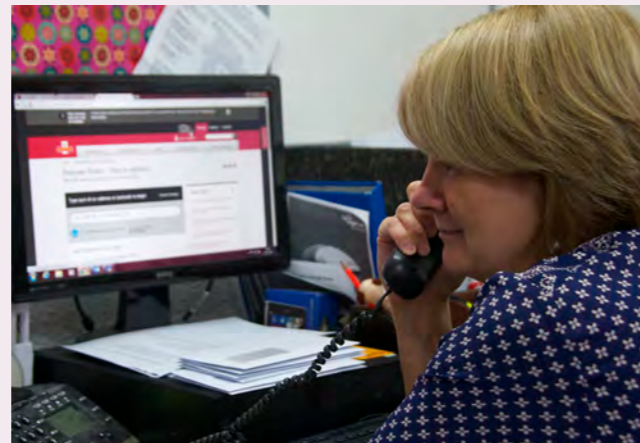
It has been a busy year in Ingleton and our Village Agent Gaynor Brown has received wonderful support in facilitating activities and support groups locally. As a result the volunteer team in the village has grown from 1 last year, to 12 this year.

Social opportunities

The Bingo group continues to be popular and meets monthly at the community centre. It provides a fun, relaxed afternoon's entertainment and has attracted new members looking for an opportunity to socialise.

Similarly the Coffee and Crosswords group continues to go from strength to strength and has also attracted new members. The group meet weekly at St. Mary's Church and enjoy a varied session of quizzes and crosswords. They are a friendly group and anyone is welcome whatever your skill level.

The Sing Up group which meets monthly at Ingleton Methodist Church, came to a halt in January when sadly our wonderful pianist passed away. It has taken some time, but we have found a volunteer pianist and we are pleased to announce that the group will be starting again in September. This is a singing for health group not a choir and anyone is welcome to attend whatever your ability. The group sing a mixture of show tunes and popular music.



Last year we arranged some meetings for carers and people living with long term health conditions. The aim was to give people the opportunity to talk to others in a similar situation and support each other by listening and sharing experiences. The group, which calls itself, Ingleton Care Support Group meet twice a month at St. Mary's Church. They run drop in sessions and there is no need to arrange an appointment, just turn up on the day. Feedback from people who have attended is positive and has reinforced the need and value of peer support.

Improving access to information and advice

Since August 2014 our village agent has assisted numerous people in Ingleton with benefits claims, information and advice on housing and care issues and signposted many others to local services and support. Because the village agent scheme has been so successful Gaynor has now scaled down her weekly drop in sessions to fortnightly.

"The Ingleton Care Support Group, Coffee and Crosswords group, Bingo and Sing Up groups are full of local people who have been helped by the scheme and are good points of contact for anyone wanting to get my contact details" says Gaynor "I don't need to advertise Age UK North Craven's services, the people I have assisted do it for me!"

Celebration!

This year, the Christmas Party at the community centre was a great success and 87 people from Ingleton, Westhouse and Chapel le Dale came together to celebrate. Five of our volunteers helped make the event go smoothly and the Sing Up group entertained us with a selection of Christmas Carols.

Independence Support Service

This service aims to promote & maintain a person's independence, working together with clients who have long-term illness and are facing big changes in their lives, which may also affect their confidence.

We provide practical and emotional support in and outside the home and we work together with other agencies to the benefit of our clients. Our service is very much person centred which is central for the best outcome.

Referrals come to us from a range of sources, which include: Health and Social Services, Community and Mental Health Team, Living Well Team, Townhead Surgery, family and friends and self-referral.

We have had positive feedback from family and friends which is really useful and helps us to develop our future sessions, some feedback includes:

'You have made a difference, you interact with her so well, she really enjoys your visits'.

'I don't know what we would do without you'.

Activities

Earlier in the year we were approached by staff at Limestone View, they were keen to get some activities going for their residents. We were able to provide six sessions which were held in the atrium at Limestone View, these activities included:



- **Creating and decorating an Easter branch**
- **Flower arranging**
- **Spring flower & herb pots**
- **Craft card making session**
- **Quizzes**
- **Discovery boxes (from Skipton Museum) – school days & days out, which generated lots of memories and discussion**

Below are comments from clients who attended the sessions:

One lady created a flower arrangement, she said – 'I am 93 and have never done this before, what are we doing next week'.

The sessions were lively and provided a great opportunity for people to come together, try new things and meet new people, socialise and have fun. These sessions reduced isolation.

One person said – 'these quizzes get your brain working don't they'.

Home from Hospital

The Home from Hospital Service has operated across Craven since 2013.

The aims of the service remain the same:-

- *To provide reassurance, practical and social support for a timely discharge from hospital.*
- *To assist with re-ablement and connection/ re-connection with community services to prevent the social isolation often experienced on discharge from hospital.*
- *To reduce re-admission and length of stay in hospital.*



North Yorkshire residents aged 18 or over, with no complex long term health needs, not in receipt of a Social Services care package (excluding START) can be referred on discharge from hospital. From April 2015 – April 2016, 80 referrals were received.

Patients are preferably referred by hospital staff to ensure accurate information is given, however, we also accept referrals from other professional agencies, relatives and neighbours who are concerned. We try to make contact within 24 hours of discharge and arrange a suitable time to visit to carry out an initial assessment to identify support required. We provide a flexible, low level, 'caring-relative' role. Support can include shopping, collecting prescriptions, dealing with mail, settling back at home, light cleaning and companionship carried out by volunteers. The emphasis is on flexibility.

The initial assessment can also reveal issues beyond the remit of Home from Hospital. For example needing help with personal care and meals and struggling with a health issue not yet revealed to their GP. Also safeguarding issues become apparent during conversation and general observation of the clients surroundings. These issues are all referred on to the appropriate agencies.

We encourage and support people to regain independence and confidence, signposting them to local community support and social groups and, in some instances, to support them to attend local groups. Where appropriate we might go for short walks to improve mobility and confidence.

To enable people to remain safe and independent in their own homes we facilitate the fitting of lifelines, key-safes, smoke alarms, mobility and bathing aids.

In Craven, most hospital discharges come from Airedale and Lancaster hospitals and we visit both to raise our profile with ward and therapy staff.

We also liaise with professionals e.g. Social Services, Occupational Therapists, Physiotherapists, District Nurses, GP's, North Yorkshire Advocacy Service and voluntary sector services such as Age UK, Making Space, Carer's Resource, Stroke Association and Headway to ensure people receive appropriate on-going care and rehabilitation.

We continue to invest time and effort into recruiting and training volunteers to ensure the future successful delivery of the service.



Day Activities

The face of social opportunities offered by Age UK North Craven will be changing in the next few years to keep up with what is happening in the world at large.

That face will always be at best a human face – but it may be the face is also on your TV screen or a tablet computer as well as on the dance-floor, on the minibus trip or at the afternoon tea you choose to attend.

It's no exaggeration to say the challenge facing Age UK North Craven now is to offer a life-affirming balance – to enable us keep in touch with the outside world, and keep in touch with our inner selves. It's not surprising therefore to see this forward-looking thinking running through our current and future Day Activity work.

Looking back over the past 12 months, our important network of lunch clubs has been supplemented by

other events. These aim and inspire creativity as well as bringing people together socially.

Such is the relentless pace of change in the world we must consider what lies ahead.

In co-operation with IT consultant Derek Blackwell in 2016 we are rolling out easy to understand information about computer technology – and having fun along the way.

Issues covered will be introducing face-to-face communication through Skype, email, social networking sites and other tools with the power to transform lives.

Once the mystique is dissolved away, the opportunity to make new friends and keep in touch with old ones is revitalised. It's a social skill we are definitely going to have to cultivate to get the best out of the opportunities ahead.

We are also delighted to link up with Settle Stories director Sita Brand to offer a four-week course called *An Introduction to Mindfulness*.

Sita is a qualified mindfulness teacher and will lead the four-week course on successive Thursdays in September. Mindfulness has been acknowledged for a long time to alleviate stress and improve wellbeing – here’s looking forward to the feedback from those taking part!

You can't beat getting people together as a successful formula.

We enjoyed linking up with the Dukes Theatre in Lancaster for a workshop on one of their productions. Young actors visited our Friday Club in Settle to do some research and the relationship was cemented with a minibus trip to watch the Christmas production based on *Beauty and the Beast*.

Our Christmas craft day at the Folly is something worth building on – it was a convivial afternoon spent in atmospheric surroundings and the cards and decorations made were quite impressive!

We organised a community event to celebrate the Queen’s 90th Birthday at St John’s Hall in Settle attended by 60 people in May and everyone enjoyed an indoor afternoon tea.



The Pavilion Pie Club aimed at bringing men together fortnightly on Mondays at Settle CC continued to thrive. Our only worry after four years of meeting is finding a different pie each time to taste and mark.



We will always seek to strengthen and support our vibrant network of clubs which is at the heart of delivering regular and vital contact.

Voluntary help is essential to keep the clubs going and if you can help please let us know.

The clubs’ coverage is impressive with Settle, Clapham, Langcliffe, Horton, Long Preston, Rathmell and Malham all represented as well as outreach work done in Ingleton and Bentham.

Everyone who has helped in any way in enriching club members’ experience deserves our

The Car Scheme

As older people continue to live independently, it can become increasingly difficult for them to access public transport. We are seeing cuts to bus timetables as local councils look to make further savings. Private commercial providers are becoming reluctant to take on the small, short journeys and can prove costly if used on a regular basis.

Our car scheme offers a door to door service for appointments with health care professionals such as doctors, nurses, community health clinics, dentists and opticians through a small and dedicated team of volunteer drivers who give very generously of their time. The drivers can offer a friendly face, moral support and reassurance and often passengers and volunteers become regular travelling companions.

The Settle car scheme has provided 825 vital journeys this year.

Hospital access can be a cause of anxiety for older people whether for appointments, treatment or just to visit family and friends. Very often the only means of travel which meets their needs is our car scheme which offers a more flexible, personal, friendly and reliable service that our passengers can trust.

The Bentham car scheme has provided 1358 vital journeys this year.



Minibus Shuttles

The shuttle services continue to be in demand. Both the Tuesday shopping shuttle and the fortnightly shuttle to Kirkby Lonsdale which runs along the A65 corridor are attracting new passengers.

Our regular shuttles offer transport to lunch clubs, activities, shopping or even just the opportunity to meet up with family or friends for a coffee and a catch-up in town. So a simple minibus trip offers a life line for those who wish to live as independently as possible. Our shuttles are also used as a temporary intervention to enable people to regain their independence after a stay in hospital or health issue, enabling them to make the first steps to getting their own shopping, and seeing friends.

Minibus Trips

Our day trips continue to grow in popularity. We undertook 61 trips during the last year and these included the ever popular destinations such as Kendal, Morecambe and Barton Grange and also some bespoke trips such as Sizergh Castle with our Memory Support Group and a Well Being trip to The Meditation Centre in Dent. Whether you enjoy a day’s shopping, sightseeing or a little culture we try to be as accommodating as possible and suggestions from passengers are always welcome.

Our car scheme and minibuses can only operate because of the volunteer drivers and couriers who so generously give of their time and I know from the comments that I hear on almost a daily basis that the services we provide are essential to our community and are truly appreciated by the people who use them.

Age UK North Craven Charity Shop

We have had yet another great year, all donated goods sold well, we had steady sales of everyday clothing. Designer and walking gear command higher prices and when we put the rails out they are guaranteed shop fillers.

Linen, bric-a-brac and books still constantly turn over, here too, higher value items sold well. Volunteer Kate and I have researched a number of specialist items that have come in this year and priced them accordingly and they have all sold, including jewellery, blankets, bags, books and pictures. Some of these were sold on our new charity EBay account by volunteer Kevin.

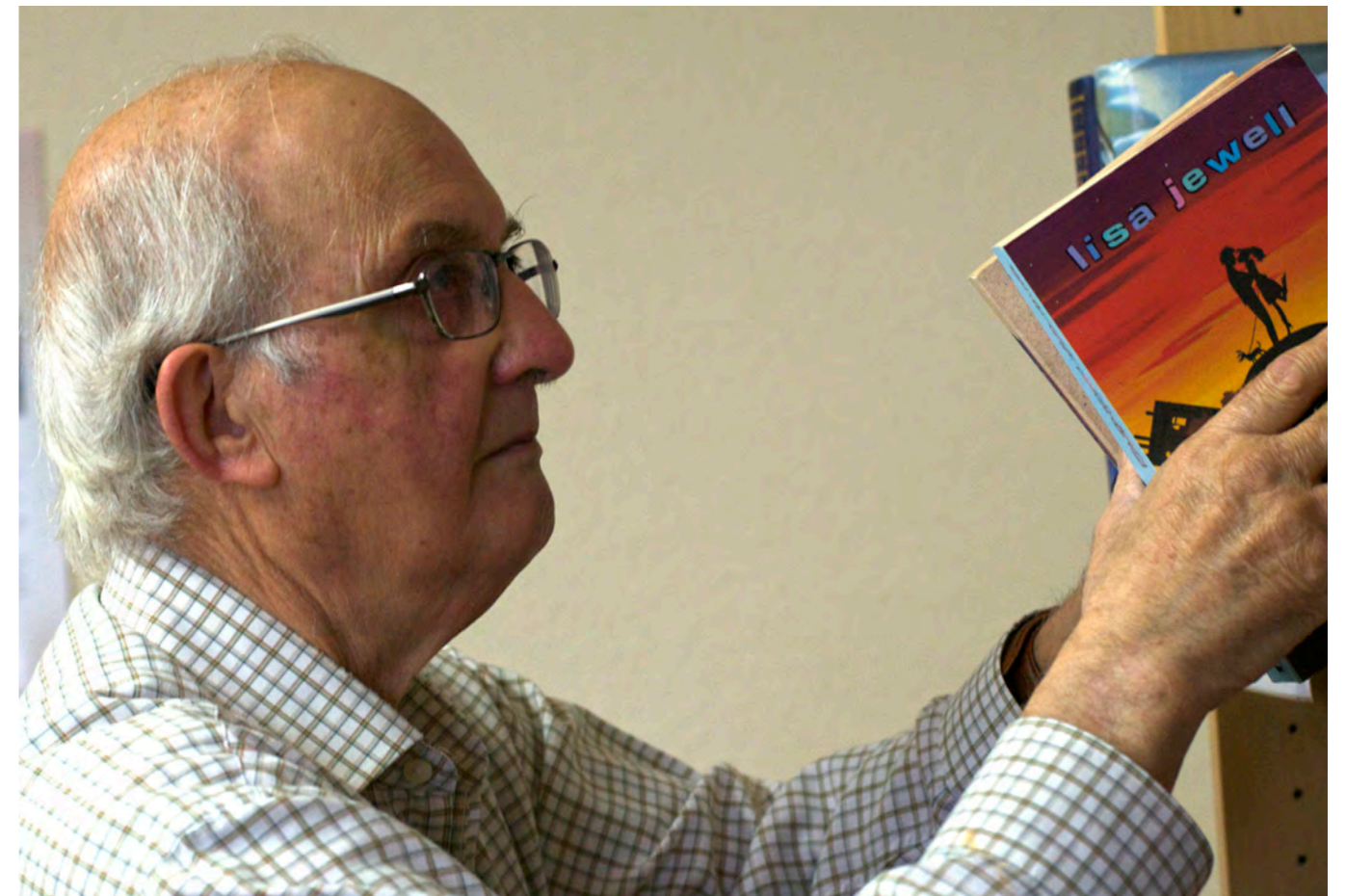
Donated goods have been constantly coming in all year we are running at absolute maximum at all times, the volunteers have been working tirelessly just to keep their heads above water, we are so lucky to have such great support from our community.

We lost a much valued volunteer Marjorie Breaks who worked four and a half days a week for many many years and sadly had to retire due to ill health, this had a

huge impact on us, luckily some of our lead volunteers stepped up to fill some gaps. We also miss Madelaine Francis who lost her brave battle with cancer; she was much loved and is greatly missed. On a happier note we had 6 new volunteers reply to recruitment posters in the window, this was a huge help as some of our departments were getting very low on numbers, they have all fitted very well into our happy volunteer community, we are always really happy to welcome new people on board.

The shop committee continues to meet every twelve weeks. It has generated good ideas and is an upbeat useful tool for volunteers to put points forward for discussion, and look for ways to improve turnover and morale.

Our continued success is shown by the comments we still constantly receive that say we are "the best shop in Settle" & also "the busiest shop in town" these comments are made by local and visiting customers alike. Praise is given for the quality and reasonable pricing of our goods, the friendly atmosphere the humorous banter and cleanliness of our shop and above all for the service given by our volunteer work force.



Our shop windows always attract lots of people - we have still noted a marked increase in sales when we have a themed window display. We have had some great windows in this year. They have helped pull people in who would not necessarily venture in to a charity shop. I would like to thank everyone for their help in continually getting the stock together for them. In particular the Grannies attic which generates a very welcome addition to our takings each year, in fact this year we generated over £2864.51 and had 468 bids. Special thanks also go to Kate and Deputy Manager, Lucy for their many fantastic windows they have been very successful.

Gift Aid has been a long uphill road that we have all had to climb with many technical challenges.

The volunteers have yet again been fantastic during tough times.

But we have already made approximately £1160 extra on our goods sold since the middle of April when we started and so we believe our investment in effort, time and finance will be worth it.

This year the shop takings are £173,292.59, only a little down on last year.

The decrease is purely down to the rags as itemised below the actual shop takings were up. The rag recycling last year was £10,025. Due to the huge drop in the rags market and the decrease in what they pay us per ton we generated £9011.70 which is a decrease of £1013.30 on last year even though we actually generated a lot more rags and searching out the best deal for recycled goods is still critical to our success.

Overall, we have had another fantastic year and in the current climate this is a significant achievement. A key factor of our continued success is all the hard work and dedication given by all of our fantastic volunteers, lead volunteers who work both on the shop floor and the sorting departments and my deputy manager Lucy and our Sunday manager Gillian, without these people the shop would not be able to run and be the success it is. I would like to take this opportunity to thank them for all their hard work and for all their help and support during the year.



Finance

Our signature shop in Settle continues to be popular with both shoppers and donors. Sales matched those of last year at over £173,000.

We have now completed our plans to collect Gift Aid on all donations from those registered as tax payers. As a result, Age UK North Craven will receive government funds of 20% on all sales of such donations. As always, a massive thank you to everyone ... and please remember to sign up (if you can) for Gift Aid!

After deducting running costs, the shop contributed almost £105,000 towards the costs of the various services described in this Annual Report. In addition, the team successfully bid for and won grant funding of £131,608 to provide our services to older people and their carers living locally. In so doing, Age UK North Craven recognises the hard work and commitment not only of staff but of all the very dedicated volunteers, without whom all this would not be possible!



There was a small shortfall of less than £1000 at the end of the year 2015 - 2016. This appears disappointing when compared with last year's surplus of £44,000. Those funds were transferred into 2016 and funded a further 6 months' staff time for the Village Agent project.

The statement below is a summary of the 2015/16 accounts compared with 2014/15 for Age UK-North Craven. A full set can be obtained from the office Settle.

STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 MARCH 2015

	2016	2015
INCOME FROM:	£	£
Charitable Activities		
incl grants	131608	171547
Shop Trading	173355	176368
TOTAL	304963	347915
EXPENDITURE ON:		
Charitable Activities		
Transport Services	42608	53366
Care & Prevention	24519	73788
Info & Advice	55914	20224
Innovation		40948
Management costs & other	113665	50191
Shop Running Costs	68990	65051
TOTAL	305696	303568
Net movement in funds	-733	44347
Funds Carried Forward	323,588	324,321



Age UK North Craven
Cheapside
Settle
North Yorkshire
BD24 9EW
01729 823 066



www.ageuk.org.uk/northcraven

Registered Charity No. 1141867. Registered Company No. 7609423.
Photos courtesy of Age UK Brand Bank, and the Age UK North Craven staff team and volunteer team.