North Tyneside age UK

# Making More of Life

## Annual Review 2016-17

From staff achievements and fantastic feedback on our services, to implementing our Dementia Strategy and investing in our facilities, we are proud to share some of our developments and successes from 2016-17, the second year of our **2020 Strategy**.



## information

**3097 individual older people** engaged with us through community activities – **a 136% increase** on the previous year.




## money

We supported older people to secure **£1,062,912** in unclaimed benefits.

We supported older people to save **£17,041** through energy advice and support to switch suppliers.




## dementia

We expanded our Dementia Support Team and it now includes three Admiral Nurses and four Dementia Officers to support the implementation of our five-year Dementia Strategy.






We provided **1480 hours of support** to 214 individuals with dementia.

## our team

We achieved **Silver Investors in People Award.**




We awarded all staff **3% cost of living award** from January 2017 and a further **1.6% to hourly paid** staff from April 2017.




**27 awards** were presented to individuals and groups in recognition of their contribution to their communities at the **Age Takes Centre Stage Awards Ceremony.**






Our volunteers have contributed **594 hours of their time** to help older people in their community.

We were thrilled to grow our volunteering **team by 13%**

We now have 198 invaluable volunteers.

## EveryDay



We are rated an overall GOOD by the Care Quality Commission for our Care at Home services across North and South Tyneside




We provided Care and Support to 400 individuals to remain safely in their own homes




**55 staff** completed Care Apprenticeships.

We invested in **four Citroen C1 cars** for use by care staff who can drive but do not have access to a car.



## the charity




**17 different physical activity groups** met weekly for people over 50 including Tai Chi, Zumba and Tea Dances.

**63,996 hours** of care and support to **137 older people**

We provided **63,996 hours** of care and support to **137 older people** in our three Wellbeing Centres across North Tyneside.

## a big thank you

Thank you to all those supporting and working with Age UK North Tyneside to make a world where everyone enjoys later life, including:

North Tyneside Council · NHS North Tyneside Clinical Commissioning Group · Northumbria Healthcare NHS Mid Foundation Trust · Riverside · Ballinger · hanover · Department of Health · e·on · The Percy Hedley Foundation · NHS England · Tyneside Council · British Gas · QualitySolicitors Directorate · age UK Love later life · anchor · South Tyneside Council · home group · North Tyneside Carers Centre · Kidd & Spoor Solicitors

Plus individual local donors

## the numbers

| | |
|---|---|
| Income | £4,733,668 |
| Expenditure | £4,728,516 |
| Surplus for year | £5,152 |
| Total Charity Funds | £1,456,371 |

If you would like to read the full Annual Report and Financial Statements, please visit **www.ageuk.org.uk/northtyneside**

**Registered charity number 1049527**

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