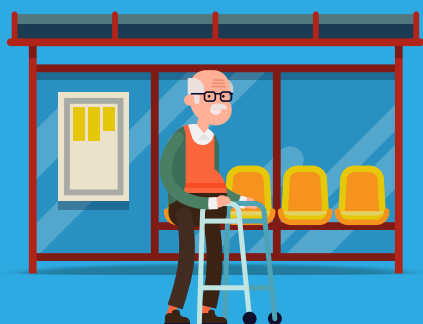


Annual Review 2017/18

The Highlights



We **campaigned** on behalf of older people on the following key campaigns:
Painful journeys getting to and from hospital
No one should have no one loneliness.



We secured **£1,058,473** in benefits for older people living in North Tyneside **2607** individuals were supported through our specialist Information and Advice service.

Our customer Service Team handled **31,984 calls** from customers regarding potential new services.



We completely **transformed our EveryDay website** and launched our staff & trustee portals to improve communication.

We also launched Live Chat on the EveryDay website enabling customers to 'talk' to us direct about queries specifically relating to potential new packages of support.



We undertook a huge exercise ahead of **GDPR** to ensure compliance by recycling our shredded waste, our organisation saved **29.453 trees** this year.

Care Plus Service

We **supported 231** frail older people with complex health conditions to maintain independent living at home. We saw a **35% increase** in referrals from previous years.

Dementia Team

We **increased our Admiral Nurse team to 4**. Our Senior Admiral Nurse developed and delivered a 2 day training programme focussed on delirium, depression and dementia. We provided support to **269 carers as well 566 individuals** with dementia.

Older Prisoners

We expanded our support to older prisoners and now **work across 3 prisons** in the North East. **300 older prisoners** engaged in social activities, information talks, advocacy and resettlement advice.



We increased **Facebook** likes for Age UKNT to **632** & EveryDay to **334**.



We increased our **Twitter** followers for Age UKNT to **2400** & EveryDay to **184**.



We also launched our AUKNT **Instagram** account to reach a younger audience and we have **190** followers.



13 different physical activity groups met weekly for people over 50 including Tai Chi, Zumba and tea dances attended by 139 people.



15 social groups met including art, men's groups, cuppa clubs attended by 340 people.



33 awards were presented to individuals and groups in recognition of their contribution to their community at the Age Takes Centre Stage Awards Ceremony on board the DFDS. The event was attended by **100 people**.



EveryDay



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



We have **3 Wellbeing Centres** across North Tyneside providing vital day support and respite services to support customers or their carers. One centre specifically for those living with Dementia.

North Tyneside

South Tyneside

We are the council's 24 hour "Preferred" Care provider in **6 Extra Care Housing Schemes** across North Tyneside.

EveryDay supported **420 people** to remain living independently in their own homes.



We have **203 staff** who have completed or are currently working towards completing Care Apprenticeship.

We now have **6** EveryDay pool cars.



our team



We maintained the **'Silver'** Investors in People Award.



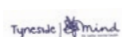
We achieved the **'Bronze'** level of the Better Health at Work Award.



Our Volunteers have contributed **20,540 hours** of their time to help older people in their community. The value of this to the organisation equated to **£154,050**.

a big thank you

Thank you to all our partners and supporters helping us to make a world where everyone enjoys later life, including:



Plus individual local donors

the numbers

| | |
|-------------|-----------|
| Income | 5,046,941 |
| Expenditure | 4,998,647 |
| Surplus | 48,294 |
| Charity | 1,504,665 |

If you would like to read the full Annual Report and Financial Statements, please visit

www.ageuk.org.uk/northtyneside

