Annual Review 2020/2021

The Highlights

Our work

Our people

Our partnerships

Our finances

Our future

We aim to increase our financial sustainability and contribution to the local economy

We planned to...	We achieved...
Increase turnover by **10%**	An increase of **13%**
Accrue a surplus of **£4k**	A surplus of **£88k**
Invest in a new housing company	We created into EveryDay Homes
Increase share from EveryDay & support **£25k**	EveryDay Care & Support received **£201k**
Increase cash reserves to **£487k**	Increased to **£796k**
Generate new income of **£196k**	New income of **£520k**

We aim to improve the lives of people in later life

We planned to...	We achieved...
Engage and consult with our customers to improve services	We reached out to **3,000** people in our community, reaching **47,148** people
Engage and consult with customers to improve services	Sent service satisfaction surveys to **100%**
Campaign on issues that older people have life	Supported 4 campaigns: Fuel Poverty, Loneliness, Digital Exclusion, Pension Credit
Improve how our services work with people	All services remained accessible during Covid-19 through telephone and digital, with over half of our services delivered by **15k**
Provide information and Advice to our people aged 50+	Received up to full staff team during Covid-19 by securing funding totaling **53k**
Support people to improve their mental independence	Helped customers access personal benefits totalling **£78k**
Address social isolation through services	Maintained contact with all customers through wellbeing calls and developed a new service model for people living in sheltered housing
Safeguard people in their communities ensuring they are supported in their own homes	Maintained contact with our **1,500** people, supporting **1k**
Engage more people in activities to improve their physical wellbeing	Service remodelled during Covid-19 resulting in a reduction in previous year with **1,158**
Work with an Integrated Care System to provide a holistic, joined up approach to ensure we continue to be at home	Integrated Care Services supported **1**
Support people to remain independent	Supported **873** people to remain independent
Provide carer support and some relief	Carer relief direct support provided to **267k**
	387 people

With VOSCA, we developed the Neighbourhood Care model

We managed service delivery during the coronavirus pandemic

When physical activity groups couldn't meet, we helped people to maintain their health and social participation

We supported Hackney's community campaign for costs to be covered for the Covid-19 testing and vaccination of domestic abuse

Hackney Community Campaign

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