



THE DIFFERENCE WE MADE OUR IMPACT REPORT

FOR YEAR ENDED 31ST MARCH 2023

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A message from our Trustees

This has been a year in which we fully resumed our face to face services and the continued efforts of staff and volunteers to pick up where we left off has been seamless. This continued dedication and teamwork allows older and vulnerable people within our communities to access vital services at a time when they are needed most which almost certainly made a positive difference.

We have implemented new programmes to really make a difference in the lives of older people. The adoption of the SPECAL method at our Sybil Levin Specialist Dementia Day Service and the difference it makes to our service users has been one of many highlights.

We introduced Trustee Champion roles to enhance the ability of Trustees to monitor the work of the charity and the benefits I have seen from visiting services first hand is clear and I continue to be a huge advocate for seeing for myself the good the charity does. Making life better for older people remains the main goal of the charity and the work that we do collectively continues to be vital. Please take time to read the examples spread throughout this Impact Statement - I can guarantee they will make you smile.

Every one of us should be proud to have played our part in supporting the lives of older people all over the city and county over the last 12 months which has made life a little easier for them.



Chris Dorkes

Thank you from our Joint Chief Executives

For 80 years, Age UK Notts has been a part of the life of the City and County.

Every year we look back on our achievements and celebrate the difference we make to the lives of local people. We know what we did, but what impact did it have?

This Impact Report highlights our achievements and represents across the 25 different projects and services delivered by our staff and volunteers. It includes the voices of our service users and beneficiaries to highlight their response to our work.

We couldn't have delivered our full range of services without the support of our committed volunteers, long-standing and new, and we have been pleased to recognise their efforts throughout the year through the celebration of service anniversaries. We recognised outstanding contributions through our Room to Reward scheme.

Our charity also benefited from the generosity of local people, businesses and grant-making bodies and we thank them for their support during the year.



Di Trinder



Michelle Elliott

Our Social and Wellbeing Impact

Along with the rest of the country, we spent the 2022-23 year supporting people through the aftermath of the Covid-19 pandemic. Older people were particularly hit with the aftereffects of the lockdowns and restrictions and many of our services helped them overcome the impact during the reporting period.

Wellbeing took a real hit during Covid and the recovery. In practical terms, many older people lost their social networks because of service closures, actual or fear of ill-health and shielding restrictions. In emotional terms, many older people lost their confidence to make and/or maintain friendships because of the length of time they had spent with very limited contact. Many people developed new needs because of the restrictions or felt their level of support need was exacerbated.

Our work in social impact took numerous forms – supporting projects to reduce loneliness and social isolation, meeting needs not met through other statutory functions and enabling people to improve their quality of life through practical assistance. Advocacy and allied services were essential elements in supporting people to face their challenges and improve their capacity to manage their issues.

Reducing loneliness and social isolation

In the 2022-23 reporting period, we were pleased to be able to help older people rebuild their confidence and to provide sustainable opportunities to make and retain new friends.

Our services which primarily targeted loneliness and isolation reached 875 people and offered 6,294 individual attendances and activities in Befriending, Best Foot Forward Walks, Active Veterans and Walking Football. Our Men in Sheds project supported over 400 sessions during the year attended by a total membership of 130 people.

How did those services change people's lives?

Case Study – Jack and Helen

Jack (in his 90s) was an RAF veteran suffering from vascular dementia living with his wife, Helen, in her 80s. Last year, they were both referred into our Active Veterans project because both were experiencing a poor quality of life and felt socially isolated because of Jack's health needs.

Both received activity packs and newsletters during isolation but they were both desperate for contact with the 'outside' world, especially other veterans like him. Our Active Vets team arranged for Jack to visit our Vets in Sheds project when the opportunity arose. He enjoyed the camaraderie on offer but struggled to manage the noise levels because of all the woodworking tools. Instead, we found a veteran volunteer who accompanied Jack on a weekly walk. Sharing memories as they walked, Jack built his strength to walk up to around a mile per week – a huge achievement for him. Chatting about his memories gave him more social confidence and he was even able to go with his companion to the National Memorial Arboretum to place a cross at the memorial to colleagues he had served with. This was a very moving moment for Jack.

We also helped to improve Helen's life. We helped her source respite care which meant, twice per week, she was able to go out and pursue her own interests and wellbeing activities. The break improved her own ability to cope with caring. We also made referrals to other agencies to obtain specialist and medical support, a reduction in their council tax and a Blue Badge parking permit.

Our help gave Jack and Helen the sustainable support they needed and gave them a chance to spend some time apart which refreshed their conversations and enjoyment of life independently. They both now know there are organisations that can help them in the future and they no longer have to struggle alone.

Helen said:

"Age UK Notts has been my saviour, they have helped us in so many ways."

Jack said:

"I so enjoy my walks and the chats we have."

As part of our quality management system, we surveyed service users in key areas. 96% of service users said that they felt happier since joining the **Befriending Service**, 95% reported feeling less lonely, 93% said they felt less anxious and 96% would recommend the service to others (remaining 4% reported having no-one they could recommend it to).

Here are some of the positive comments we received:

“We talk about a broad spectrum of topics and the conversations give me a real boost. It is the loneliness that causes my anxiety, so it really helps as I love to talk to people”

“My volunteer went to great trouble to give me some flowers on my 90th birthday which was so thoughtful and made me feel very special! I feel less lonely now”

"She (the befriending volunteer) is very kind and talkative and I look forward to hearing her voice on a Friday afternoon as I cannot walk or get outside"

“His friendship (referring to the befriending volunteer) has really made me feel less lonely and our conversations have made my life have meaning and feel more normal"



The health benefits of walking are well known but it's not always easy to get out and about. Our **Best Foot Forward** project helps people enjoy the fresh air in a sociable way. When surveyed, 92% of participants felt that the walks helped to improve their physical health and 85% reported improvements in their mental health. 74% felt more connected to their local community and 75% were more confident to be active outside the walks.

Our walkers were clear about the benefits to them:

“With living alone, it has helped me meet new people, get fitter and be part of a group.”

“I am in the initial stages of living with dementia, when I was first diagnosed, I thought my world had ended and lost all my confidence, I did not want to meet people because I could not always get my words out. Joining the walks has given me back my independence as I look forward to going every week, I have explained my situation to the other walkers, and I no longer feel embarrassed. I now can look forward and not just sit at home waiting for the dementia to take hold. Thank you to all that make the walks happen they have been a life saver.”

“I haven't spoken to anyone in 8 days. I was nervous to come [on my first walk] but everyone has made me so welcome. I have chatted with lots of different people. I feel like my spirits have been lifted and I can go home much happier than I've felt in ages.”

Our **Walking Football** programme brought many back to a sport they loved but thought participation was impossible. 78% of participants reported improvements in their physical health, 71% felt more socially connected and 100% of participants wanted to commit to regular attendance to legacy projects once our involvement came to an end.

“I genuinely believe that being involved in walking football has certainly improved my well-being and my health both mentally and physically”

“I love going to the group everyone encourages me and it's given me the confidence to do other things”

Our **Men in Sheds** projects continued to go from strength the strength with all 3 Sheds (Daybrook, Blidworth and Worksop) achieving significant growth in member numbers and expanding the number of sessions available. Overall, the number of sessions increased by 138% in the reporting year.

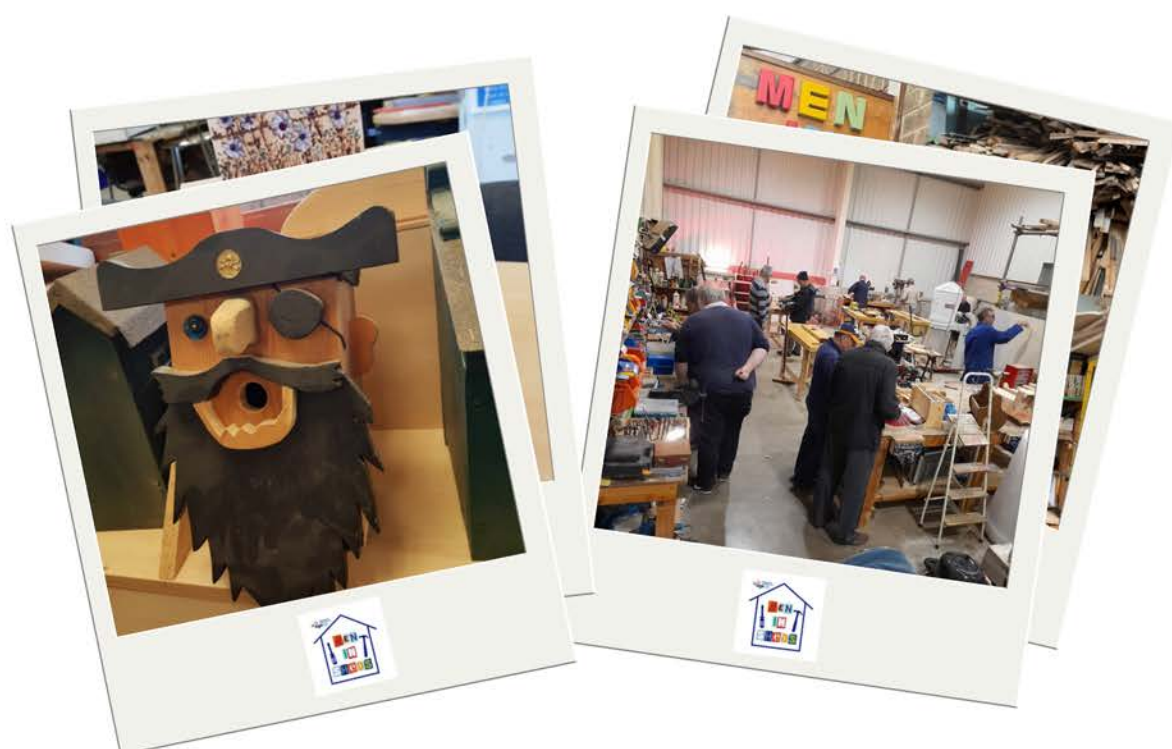
Of particular note was the development and rollout of mixed sessions to include women, too – a chance for partners to work together or on their own projects, and a chance for women to flex their woodworking skills or learn new ones.

Members contributed work to craft fairs and commissions and gave them a role in supporting the financial sustainability of the project which was greatly appreciated by all. It connected the Sheds to the wider community in positive and beneficial ways.

“The sheds are a lifeline to meet men of the same age group in a social and happy environment.”

"Thank you so much to the Men in Sheds for our amazing bat and bird boxes! They have been put up in our woods and we are looking forward to some new residents moving in and helping the children of Edwalton Primary School learn more about the natural environment."

Edwalton School PTA



Improving Wellbeing

The resilience of older people themselves and their carers was sorely tested during Covid and the post-Covid situation remained grave for people with caring responsibilities, both old and new. We provided a range of services which supported carers and their loved ones to improve (as much as possible) their overall quality of life.

Our **Mental Health Services for Older People (MHSOP) Carer's Support Service** gave people the opportunity to express their needs, anxieties and aspirations and worked with them to achieve what was possible. Based out of Mental Health hospital wards in the county, the service provided detailed support for carers under significant pressure.

“I was very lost before my support worker came and gave me a hand. I did not know where to start as I have not been in this position before. My support worker talked me through a really bad time both emotionally and practically, I couldn't thank them enough.”

Carer

“The MHSOP Carer Support service has been invaluable for the people caring for our patients. Carers have reported feeling better able to cope following the input of the team. The referral process is easy and the MHSOP Carer Support Service are responsive. It is a brilliant service that our patients and their carers would be lost without.”

MHSOP Professional

126 carers benefitted from this service.



Our **MHSOP Support Service** offered short-term support to patients and relatives to provide a 'bridge' between MHSOP wards and returning to the community (or care home for the first time). Its powerful support is best illustrated by the following feedback from a patient's relative:

I am writing to say a very big thank you to you for your telephone calls to me when I was feeling so low, experiencing a very stressful and traumatic time. I was at rock bottom, not functioning, unable to cope with the way things were and I was feeling so very worried about my husband and missing him terribly. I felt so alone, even with family and good friends around, I felt I was burdening them with my feelings. My heart is broken, my husband and I have been together for 56 years, I felt there was no one who understood how I was feeling.... I cannot explain the emotional pain I was going through watching the awful decline in his mental and physical health and my own descent into not coping with everyday life. Talking to you has helped me greatly- you were a stranger to me, and I was able to open up to how I was feeling. Your compassion, empathy, understanding and support has helped me greatly. Although I have a long way to go and a long way ahead, talking it over with you has been an immense help. I am now feeling stronger, and you have helped me cope with the life changes ahead of me. My emotions are on a rollercoaster and my life has changed dramatically but hopefully now I will be able to be strong for both my husband and myself. I feel your service has been invaluable to me and will be to others going through traumatic times. Thank you so very much for everything”.

142 people benefited from this service.

Advocacy was an important part of our range of services. We have always been committed to ensuring the voices of older people are heard, their choices respected and their rights upheld. Our advocacy services in hospitals and residential homes delivered on that commitment.

Our **Patients' Representative Service** operated in Nottingham University Hospitals (Queen's Medical Centre and City) and Lings Bar Hospital. The support offered was varied but supported effective discharge, helped patients find the right kind of support in the community for themselves and their carers and helped them find wellbeing services such as befriending.

This feedback illustrates the difference that service made to individuals.

"What can I say about C..... She is an absolute angel; I cannot thank her enough for all she has done. I looked forward to her calls and was so sad when she told me it was her last call. C... has been the only person who has taken the time to listen to me and I really cannot thank her enough. C..... has helped me to get through what has been a horrid few months, again all I can say is, that she is an angel". Patient

"Thank you for giving me my life back, I felt so desperately lonely and isolated and now have so much to look forward to." Patient

"Now that I have got this information, I know that I will be safe when I go home. Thank you." Patient

471 people were helped by this service across the 3 hospital sites.

Our **Residents' Representatives** worked across City Care Homes providing independent, non-statutory advocacy, support, guidance and representation. They provided information and support around finances, health, funding and assessments plus signposting to relevant specialist services. Listening to worries and concerns and helping people explore their options was an important part of the role. The Representatives were active during 2 care home closures and the team provided support to find new placements, information and guidance on funding and attending meetings to facilitate the process.

"Throughout the whole process (closure) you have been the only person to communicate with me and let me know what was happening every step of the way. I am truly grateful and feel without your support and interventions I would have woken up one day to find X.... had been moved to a new placement without anyone telling me"

Relative

"I think Age UK [Notts] involvement with closures needs a special shout out. That service remains responsive and provides good communication, feedback and challenge in support of the closure process, often long after the actual closure has completed"

Safeguarding Quality Assurance Team Lead

229 people were supported by this service.

Our independent advocate **Worry Catcher** service was first developed 6 years ago and ‘caught’ issues and concerns expressed by supported ward teams to implement suggestions to improve the patient experience in mental health wards in Highbury and Millbrook Hospitals. We also delivered some sessions in the City Care Homes.

The Worry Catchers dealt with a wide range of issues including signposting onto community services, support in meetings, support to understand the hospital pathways, benefits and financial information, information regarding care planning (i.e. going into a care home) and support to access specialist services (such as legal advice and statutory advocacy).

“The Worry Catcher was kind, gentle, very understanding and above all totally impartial in her attitude and approach. Being able to express my worries to her and receive practical support was an integral part of my recovery. She treated me with dignity and respect at all times, and always had a sympathetic ear to lend” - Patient

173 Worry Catcher sessions were delivered across 80 advocacy cases.

We were thrilled that our winning **Social Prescribing Hospital Link Worker** programme pilot was recognised as ‘Social Prescribing Partnership of the Year’ in conjunction with Red Thread and Framework. This programme worked directly in the emergency department to develop individual support plans to improve wellbeing, financial and practical support to reduce repeat visits to emergency care.

221 people were supported by this service.



Our **Social Prescribing (Primary Care Network)** saw demand increase by 10% over the previous reporting period. The primary reasons for referral were mental health and wellbeing, financial and benefit support, practical support, and social isolation.

“After a stroke my mum has been struggling with her speech and feeling isolated. The social prescribing service supported mum in attending a local community group and she now goes twice a week! She has made new friends who she is now seeing socially, and this has really helped improve mums’ confidence and speech.”

Relative

“My social prescriber supported me to organise a package of care when the reablement service ended. I had built trust with my existing carer and felt anxious about changing to a new provider, but I needn’t have worried as I feel very happy with the outcome.”

Service User

1725 people used this service.

Our paid-for **Footcare Service** made a huge difference to those who used it. It provided a simple nail cutting and footcare service across 6 different city health care venues and was much valued by service users for the treatments and opportunity to get out and have a chat. The value of footcare services like these can never be underestimated – if people are uncomfortable when they walk and find it difficult to put their shoes on, they simply can’t go out and that compounds loneliness and social isolation.

259 clinics were delivered providing footcare for 134 people.

For a lot of older people, the Covid pandemic and associated restrictions exacerbated or created new psychological challenges. We played our part in improving access to psychological services by raising awareness of relevant local services amongst people aged 65+. In conjunction with partners across Mid Notts Community and Voluntary Services as well as through our own services, we facilitated 504 referrals to appropriate services and raised awareness of local availability to 2035 older people and 65 different community groups.

Maintaining independence

Our **Wellbeing at Home Service** delivered short-term support for adults aged 18+ in the City to help them remain independent at home following a hospital stay or to avoid deterioration in health which would result in hospital admittance or more intensive forms of care. The support package lasted up to 6 weeks and provided shopping services, medication collection, welfare checks, confidence building, and signposting to relevant local services. Following a tendering exercise, we will go on to provide the service until at least September 2025.

“Age UK Notts Wellbeing at Home Service went through everything with different aspects of support. I feel I can openly talk to you about everything in my life and get the support. I feel I had enough time to talk it through support with the support worker. This is the only service I have used where I have not felt judged.”

Service User

“The service has been brilliant. When I was feeling down and struggling with depression, the calls from the volunteer picked me up again and helped me to laugh again.”

Service User

643 people used the service which was supported by a team of around 40 volunteers.

Our work in connection with hospitals did not stop there. Our **Hospital Discharge Service** was a short-term pilot project commissioned to support adults aged 18+ who needed extra support to be safely discharged from interim occupancy beds. Help was provided for up to 4 weeks and included shopping and prescription collection, light domestic tasks and other practical support requested by the service user. As well as enabling discharge, the service prevented hospital readmissions or deterioration in wellbeing.

14 people were supported during the 3 month pilot project.

Our **Connect** Service delivered short-term interventions to promote independence for adults aged 18+ in the Mid-Nottinghamshire area (Ashfield, Mansfield, Newark and Sherwood). This much-valued service began in 2016 and always helped people identify their own goals and aspirations. The team helped individuals navigate life's challenges and maintain their independence for as long as possible. Accessing benefits to purchase much-needed additional care and equipment to support that independence was a big feature of the service and claims achieved a total annualised benefit gain of £974,077 for local people.

98% of service users were satisfied with the service, 93% felt healthier and happier and 80% felt more independent and more financially secure.

“Without Connect my father would have been unable to cope and I would have been faced with parents in care. As it is, they are at home, happy and healthy.”

Relative

“Without Connect I would have likely had a complete breakdown as I was struggling to cope with my dad who has dementia. Your service is VITAL”

Relative

2186 people were supported during the reporting period



Supporting people with dementia

The Sybil Levin Specialist Dementia Day Service is a SPECAL-Informed day service, unique within Nottinghamshire: using this innovative approach quite simply changes the lives of people with dementia. The word SPECAL is used to describe a unique dementia management method that can be learned and used by anyone involved in the care of a person with dementia. The SPECAL method is based on an innovative way of understanding dementia from the point of view of the person with the condition. This unique, person-centred approach underpins everything we do at the Sybil Levin Day Service. The service is very different from traditional day service provision, and we witness immediate and sustained improved wellbeing from the moment the person arrives at the service.

The Day Service was evaluated during the reporting period and the results were positive. Family carers were overwhelmingly impressed by the Sybil Levin Day Service and the dedication and skill of its staff and volunteers. As a result, they described how they felt a reduction in their own stress and anxiety levels due to their loved ones attending the service.

Knowing that the staff and volunteers were focusing on the individual wellbeing of their loved ones made a big difference to family carers. They reported that users that had been to different day centres were noticeably happier and more contented at the Sybil Levin Specialist Dementia Day Service.

“This is what social care should look like.”
Social Care Professional

**“I can’t believe how fast time flies; I could stay for
another couple of hours.”**
Service User

“I feel so relaxed – it’s so calm here.”

Service User

“It’s so lovely seeing your smiling face every morning.”

Service User

“From the minute I arrived I realised what a warm and inviting atmosphere it has and although it was clear there are many levels of care needed it really does feel like a group of friends meeting.”

Feedback from an immersive visit

“Family carers were overwhelmingly impressed by the Sybil Levin day support centre and the dedication and skill of its staff and volunteers. As a result, they have described how they have felt a reduction in their own stress and anxiety levels due to their loved ones attending the centre.”

A Study of the Sybil Levin Special-informed Specialist Dementia Day Service

45 places per week were provided to service users by the end of the reporting period.



Making the right choices

Our Information, Signposting and Advice (ISA) Services are a key platform for supporting older people to make the right decisions about their lives. We care passionately about ensuring older people have the information they need to make the right decision for themselves. Improving financial health often gives people many more choices and vastly improves their overall wellbeing. Our ISA service was busy during the reporting period.

31000	Incoming telephone calls (+78% on the previous year)
5000+	Incoming emails
12,000	Outgoing contacts made
2455	Benefit check requests received
1129	Benefit claim appointments delivered
471	Energy Advice and Cost of Living support sessions delivered
400	Fact sheets distributed
149	Legal and Financial Planning sessions facilitated
£2,107,720	Annualised benefits entitlements awarded
4592	Household Support Fund energy vouchers distributed
4290	Household Support Fund supermarket vouchers distributed
£439,508	Total value of Household Support Vouchers distributed

People seeking help outside of our working hours were able to call the Age UK Advice Line which operates 365 days per year from 8am – 7pm. (0800 678 1602). The main topics of interest for people who called them from Nottinghamshire were benefits, accessing community care, the range of available Age UK services, residential care, and housing. 2,685 leaflets and fact sheets were dispatched by Age UK to people in our area and the top 5 were: More Money in Your Pocket, Staying Steady, Help with Heating Costs, Attendance Allowance, and How to Get Care and Support. Interestingly, 62% of calls were from women.

Staying Safe at Home

We ran 3 different projects dedicated to keeping people safe, warm and well at home to help them maintain independence for as long as possible.

364 **Warm and Wise** visits were delivered which supported 719 household members. The service provided support for people with heating problems and the need for boiler replacements or repairs, and often provided a heater on loan while the issue was resolved. 100 Home Energy Checks were carried out which included the fitting of free energy saving measures (such as energy saving light bulbs and draught excluders etc) and potentially vulnerable householders were encouraged to sign up to the Priority Services Register to access the necessary support in case of power outages.

“Extremely helpful, fitted bulbs and advised of cost of appliances on standby. Lots of helpful tips on heating, very impressed with staff and Age UK Notts in general. Will be recommending to my friends.”

Service User

Our **Scams Awareness** project helped older people identify and prevent attempts to scam and defraud them. 25 group sessions (comprising 647 members) were delivered and a further 106 people benefitted from individual, tailored sessions.

“My wife and I would like to express our thanks for the valuable information passed to us. We are finding it most useful. In particular we would like to thank Mr.S for his understanding and kindness not to mention his patience. It was a pleasure to have him visit our home.”

Service User



Our **Warm Homes on Prescription** Service ran in the Borough of Broxtowe and provided support for 2 households during the reporting period. The service was specifically targeted at low-income households where someone was living with a cold-sensitive long-term health condition (such as mobility issues, respiratory or circulatory problems).

Our Economic Impact

Our Charitable area is focussed on the City and County of Nottingham and Nottinghamshire. We provided services and support to local people throughout the area and **71%** of our staff work directly with and for older people. What did that mean in economic terms?

As well as supporting local people, we helped them access their benefits entitlements which put money into their pockets and into the local economy. Our benefits advisers in Information, Signposting and Advice (ISA) and Connect services helped older people raise in excess of **£3 million** in benefits entitlements – money spent on making lives more manageable through home-based services and upgrades, taxis to medical appointments and access to hobbies and interests that otherwise would not be possible.

We helped people access local grants for replacement boilers, brought in funding for local people from the Gas Safe Charity and benefitted from investment in the area via the Age UK Home Energy Checks and Warm Homes projects (the 12th year of investment into the County).

In addition to benefit claims, we supported people to access local grants to improve their living situations. Our **Connect** Service, for example, helped their service users access **£13,524** worth of grant aid to buy equipment and enable suitable home adaptations.

We helped people make their money go further by providing education, information and advice on managing home energy use. We estimate that participating service users saved over **£110,000** collectively by implementing guidance and upgrading their boilers.

65% of all our expenditure was made within the City and County.

Our Sustainability Impact

We created 20 completely new job roles during the reporting period and recruited 43 replacement staff into existing roles. 85% of our staff lived locally as did 95% of our volunteers.

Our volunteers donated 52,500 hours to the charity – an equivalent value of £479,196 at prevailing National Minimum Wage rates. Much of our work would not be possible without the support of our volunteers and we remain grateful for their contributions.

Our charity shops continued to bring great value to customers buying items of furniture, clothing, electrical and household bric-a-brac. As well as great value, many of those items were kept out of landfill and recycled to have years more practical use in the community. We loved seeing our growing collection of jigsaws rotate around our local communities as people bought them, did them, and then re-donated them for someone else to enjoy.

Our Men in Sheds projects recycled donations of wood into bird boxes, benches, toys, boxes and all manner of wooden treasures. Providing a warm social space for men (and latterly women) to practise or learn new woodworking skills, the Sheds kept skills alive and natural products in our local environment.



2 staff from within our **HR** department completed the Level 2 Certificate in Understanding Environmental Sustainability and shared regular and relevant tips with staff and volunteers in our Loop e-magazines.

A range of other staff and volunteers undertook training which built community capacity:

- **108 completed Friends Against Scams**
- **25 completed Carers Awareness courses**
- **35 completed SPECAL-awareness sessions**
- **14 people completed Emergency First Aid at Work qualifications**

Sustainability of services was also important. Our **One Step at a Time** project supported local community groups to connect with older people in their locality to build really strong and long-lasting social networks. We supported the development of a craft group for Caribbean elders, a knitting group and taster sessions for a whole range of activities. The project was featured in a promotional video commissioned by Nottinghamshire County Council who also extended funding for the project from the Social Recovery Fund.



Our Inclusion Impact

One of the many sustained changes to come out of the Covid-19 pandemic was the rapid switch to digitisation of all sorts of services. Through our long participation in projects which support people to acquire digital skills, we know what a difference it can make to people's ability to live independently. Lots of older people simply don't know where to start and our **Digital Inclusion Service** was able to step in. Targeted at those aged 50+ with no to low-level digital skills with the motivation and ability to get online and improve their skills the service offered a 6-8 week personalised learning programme. Utilising the skills of staff and Digital Champion volunteers, the project provided one to one support at home or in community-based group sessions. A key element of the project was to introduce people to the Notts NHS App to enable them to better manage their health and wellbeing in the future.

The project operated a Tablet Loan Scheme during their participation (including a SIM card to facilitate internet access) so service users could join the project without first investing in equipment and infrastructure. 26 people joined group sessions, 70 people signed up for the service and 25 promotional events were delivered to promote the digital inclusion message to 1313 people.

“I do now feel much more comfortable using both my smart phone and computer. It has also given me the confidence and desire to move on to the next stage of my IT learning whatever that might be. I would like to thank Age UK Notts for allowing me to embark on this learning journey. I now feel much more comfortable in communicating with others using devices in many different ways, and I no longer feel so left behind. I don't feel so inadequate as I did when I was starting this learning journey.”

Service User

We've mentioned volunteering throughout this Impact Report but the achievements of our volunteers and the team who manage and support them deserves closer inspection. 261 people volunteered for our charity during the reporting period – 64% female and 36% male. 54% of our volunteers were of working age and 46% were aged over 60 (often, but not always, retired). Our volunteers came from a range of backgrounds and with differing skills and experiences but all were committed to improving the lives of older people in the City and County. While the volunteers were very often happy to work alone, we made every effort to include them in the daily life of our charity through updates, newsletters and through our Reward and Recognition scheme. In this, the first year of our involvement with this scheme, our staff enjoyed the opportunity to nominate and recognise the exceptional contributions made by volunteers to our work (with the support of the Room to Reward programme).

“I think it is amazing that you send a card out for birthdays and Christmas and that you send such a lovely present each Christmas. I really appreciate these things. I also appreciate the various emails people send letting us know what a difference volunteers make and thanking us. I see that you show true appreciation which not all charities do.”

Volunteer

“I started volunteering in the pandemic and it gave me a purpose everyday as I was helping somebody else. I have talked to people from all walks of life which has been really interesting, and it has helped me to gain perspective on life. I want to carry on volunteering for many years to come as it really rewarding knowing how much of a difference a phone call makes.”

Volunteer

Our work with volunteers was recognised by Age UK and brand partners around the country as an exemplar and we provided secondment opportunities and shared best practice for the betterment of all.

Feedback from service users remained an important part of quality management during the reporting period and we regularly carried out surveys to secure feedback in addition to analysing compliments and complaints to ensure our services remained on track. We received 6 complaints, all of which were ultimately resolved to the complainant's satisfaction. 50 compliments were specifically recorded in addition to positive feedback received during surveys. We've included some of that feedback in this report.

We reviewed our Older People’s Advisory Panel and began to recruit new members to ensure we had a structured way of consulting with older people to inform our services. This work will pay dividends in the future.

We reviewed our Values and made Inclusion a specific Value and analysed our performance so far in preparation for developing specific Equality, Diversity and Inclusion plans going forward. One way in which we lived our Value in the reporting period was to provide placements for university students, secondments from other Age UK brand partners and visitors from the local health community to our services to see them in action.



How Services are Funded

Age UK Notts is grateful to a wide range of funders who contribute towards the costs of delivering our services to local older people. We would like to thank the following for their support:

Actons Solicitors	Lloyds Group (The)
Active Partners Trust	Morrisons (Bulwell)
Advantage Social Enterprise C.I.C.	M&G Securities
Age England Association	National Grid Community Matters Fund
Age UK	Newark & Sherwood District Council
Age UK Leicester Shire & Rutland – Warm & Wise	NHS Bassetlaw CCG
Age UK Lincoln & South Lincolnshire- Warm & Wise	NHS Mansfield & Ashfield CCG
Altitude Access	NHS Newark & Sherwood CCG
Anonymous	Nelsons Solicitors
Armed Forces Covenant Trust	NHS Nottingham City CCG
Birkett J	NHS Nottingham North & East CCG
Boots UK Ltd	NHS Nottingham West CC
Broxtowe Borough Council	NHS Rushcliffe CCG
Business in the Community	Nottingham CityCare Partnership
Capital One	Nottingham City Council
Department of Health	Nottingham Energy Partnership
E.ON	Nottingham Trent University
Energy Savings Trust (The)	Nottingham University Hospitals NHS Trust
Experian	Nottinghamshire County Council
Football Association (The)	Nottinghamshire Healthcare NHS Trust
Freeths	PAPET (The Forman Hardy Holdings)
Gaskell M	Rotheras
Gas Safe Foundations Independent Living Trust	Santander UK
Gedling Borough Council	Screwfix Foundation (The)
Geoff Ball (Stationery suppliers)	Skerritt Trust (The)
George Henry Francis Payling’s Charity	Smart Energy GB in Communities
George Square Financial Management	Sport England
Gray Trust (The)	St. James’s Place Foundation
Hudson Wealth Management Ltd	St. James’s Place Wealth Management Ltd
Indian Community Association	Tropic Skincare
J N Derbyshire Trust (The)	Veolia Group

We also benefit from individuals who make donations & legacy income to the Charity and we have worked hard to generate income via our charity shops and trading company activities. Without this income the Charity could not continue to provide these vital services to local older people.

Conclusion

There is no doubt that we are a busy charity and that our workload grows every year. The services covered by this report illustrate the demand for our work and the difference it makes to the lives of older people.

Every one of us feels that commitment to improve lives on a daily basis, and every year, we know that our work enables older people to live a better quality of life because of our involvement. We know it inspires them to enjoy their lives a little more and it gives them the tools, skills and knowledge to maintain their independence for as long as possible.

You will find the relevant Financial Statements on the back of this report, and you can access the full Annual Report for Year Ended 31st March 2023 on our website:

<https://www.ageuk.org.uk/notts/about-us/our-organisation/annual-reports/>

If you've enjoyed reading our Impact Report and want to get involved, you can check out our website for the various ways to do that – you can show your support through donations, sharing our information on your social media pages, and you might even be inspired to volunteer yourself. We, and the older people in our City and County, would love to meet you.



Maria Cooke
Strategic Director
(Innovations and Communications)