





Social Impact Report 2020

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Welcome

It's safe to say that 2020 was a year like no other. There is nothing quite like a global pandemic to bring into sharp relief the impact that Age UK Plymouth

has on the lives of those we touch. We are no stranger to crisis though, having started our life helping those in war torn Plymouth in 1942. The compassion shown then and now is fundamental to the impact we have today.

The rapid, focused and compassionate response to the pandemic by our staff, volunteers and partners meant that those in need were supported with food boxes and with medicine but just as importantly they were supported to remain socially connected at a time when we were all asked to stay at home. This sense of connection and belonging is crucial to wellbeing in later life.

Enabling all to love later life is at the heart of everything we do. Even in a pandemic. Our staff and volunteers have a genuine affection and empathy for those we serve. Through telephone calls, online coffee mornings and activity classes, doorstep visits and Covid secure Home Support visits we made sure that those who were vulnerable were safe and well.

There is so much in this report to be proud of. A heartfelt thank you to our staff, volunteers and partners.

Liz Edwards-Smith, Chair



Our 'why'



In the City of Plymouth there are 47,600 people over the age of 65, with almost 36% of them living alone. There are 3,319 people currently living with dementia and this is predicted to rise to 4,850 people by 2030. There are 7,392 people who provide unpaid care in the city.

The Plymouth Report published in 2019 indicates that a total of 12,614 people over the age of 65 have a long-term illness that limits their day to day life. This number is expected to rise to 18,012 by 2035.

We are a charity that improves the quality of life and independence of older people in the city of Plymouth by preventing the health problems caused by loneliness and the physical challenges of ageing.



Purpose	To care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity, and independence
Vision	Love Later Life in Plymouth
Values	Trusted, Compassionate, Innovative



Our people

Trusted, compassionate, innovative
Staff and volunteers working together



Name: Nick Crawford-Jepson

Why you volunteered your time?

To make a small contribution to local residents in these challenging times.

Special skill or talent?

Logistics and making sure orders are correct and completed.

What kind of work have you been doing?

Working with Age UK Plymouth to picking and pack food boxes, oversee the orders to ensure that recipients get the goods that they require.



THE PLYMOUTH
GOOD NEIGHBOURS
SCHEME



Our Covid-19 response

The Covid-19 pandemic was and still is a major challenge for Age UK Plymouth. Our rapid and robust response has seen our role both as a vital supporter of older people, and an important city partner, increase significantly.

A total of 707 older people approached us for the first time during the lockdown. Of these 632 have given consent for their contact details to be retained, and 162 of these are receiving weekly Phone Friends calls.

At the peak of the lockdown, a total of 133 volunteers were working with us, a three-fold increase on the normal number.

Across the months of most need from 24th March to 31st July we:

- ** Set up a Food Box Delivery Service (within three days)
- ** Introduced a Phone Friends Welfare Call telephone service
- ** Expanded our shopping service into Shop n Drop
- ** Introduced on line activities
- ** Worked with Motorbike Group 19 to collect and deliver prescriptions



Working with our supporters



Motorbike Group 19 helped to deliver 277 prescriptions to older people during the first lockdown.



The Devon and Cornwall Chinese Association donated 20,000 face masks, 5000 of which we passed onto local Age UKs in Cornwall, Exeter, Torbay, and Devon.

Salvatori Savino of Bistro Pierre made a large donation of surface wipes and cleaning materials at the start of the first lockdown.



240 Christmas hampers delivered to older people thanks to the generosity of Plymouth Live, the Co-Op, Plymouth Community Homes, the Armed Forces Covenant Fund, Devonport High School for Girls, and numerous local businesses.



Our services and support



Covid-19 secure practices have been put in place with all front line staff trained in donning and doffing PPE



The Gardening and Handyperson service has delivered 1,387 hours of support to older people, despite the service being closed from March to June



Help at Home Community Support Service offers flexible support for people living in their homes in or around Plymouth

Daycare | Dementia / memory loss services | Help at Home, Community Support Service | Information and Advice | Gateway to services, our Big Lottery funded project | Reducing isolation, social get togethers and activities | Veterans Breakfast Club

Don't take our word for it.....

"I would like to say a very big thank you for all the service and friendship over the last few months. I have been housebound and lonely but you wonderful people got me through it."

JB - Plymouth

"I don't know what I would do without Age UK Plymouth's Dementia Centre, everyone is so kind and caring and I know my husband is happy and engaged. It gives me the opportunity to have a break knowing he is in safe hands."

Mrs V – Plymouth

"Amazing support from Age UK Plymouth for helping my father when we were not able to during lockdown. We can't thank you enough for doing our shopping and offering us other help, you even visited my mum to check she was OK. We will never forget your kindness."

Mr & Mrs S

"The Day Centre team do a great job keeping minds occupied, quizzes and bingo are really popular so are the gentle exercise sessions and group chats."

Mr DJ - Plymouth

"Thank you for helping me with my benefits forms, I certainly could not have completed them without your help."

Mrs HP - Plymouth



Thank you to friends, supporters and partners



Our Social Impact Report for 2020 was created by - Olivia Dibbs - a volunteer at Age UK Plymouth

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