

# *Impact Report*

## 2018-19

Local services, local people, local charity



# Welcome to our impact report

## A message from the Joint Chairs and Chief Executive

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**This report details the outcomes and impacts of our work for older people in Rotherham during the year 2018-19.**

This was another very challenging year to be a local charity. There have been many changes in the environment in which we work, as well as a continued pressure on our resources and our reserves, coupled with an increasing need for support from older people in the Borough.

During this year we have continued to work hard to make sure that Age UK Rotherham is a sustainable and effective charity that can continue to support older people in Rotherham now and in the future. We know that the number of older people and, consequently, their need for support will continue to grow in the coming years.

We are pleased to say that we have achieved a great deal in the last few years in terms of increasing our sustainability by cutting our costs and modernising our organisation so that it is as efficient as possible. And that we have done all of this whilst continuing to deliver the same services and support to older people across Rotherham.

We refreshed our Strategic Plan in 2018 and put forward our ambitions for the next three years, responding to those things that older people in the Borough tell us matter most to them.

During 2018-19 we continued to deliver a range of high quality services and support for around 5,000 older people and their carers across Rotherham Borough, helping them with the things that matter most to them including:

- Living more independently at home;
- Being less lonely and more connected with others;
- Staying safer at home and in the community;
- Having access to information and advice that enables them to exercise choices about things that affect their lives;
- Maximising their income so that they can support themselves to live well and be as healthy and independent as possible; and
- Having a voice about things that affect older people in the community.

**The impact we have had on older people's lives this year is detailed further in this report.**

As always, our final words go to all of our staff, volunteers, colleagues in partner organisations, trustees, funders and supporters of every kind - without you we could not have continued to provide our services and support for older people across Rotherham Borough in the past year. Thank you all.



**Pat Wade**  
Joint Chair



**Chris Rivington**  
Joint Chair



**Lesley Dabell**  
Chief Executive

# We're Age UK Rotherham

Age UK Rotherham is an independent local charity that works with and for older people in the Metropolitan Borough of Rotherham.

Our aim is to help Rotherham people to maintain their independence and quality of life as they get older. We also aim to give older people the opportunity to take part in activities that will help them to stay healthy and active, maintain social contacts and mix with people from different generations.

Whilst our services are available to all people over the age of 50, our main focus is on supporting people over 65, especially those who are particularly vulnerable due to declining physical or mental health or who face additional barriers such as money problems or lack of family support.

## Trustees

Chris Rivington OBE (Joint Chair)

Pat Wade (Joint Chair)

Roger Evans

Shafiq Hussain

Barbara Laird

## Chief Executive/ Company Secretary

Lesley Dabell

## Bankers

Cooperative Bank plc

27 Bridgegate

Rotherham S60 1SN

# Our key objectives

These were our five main objectives for 2018-19



We will work with older people, their carers and other partners to develop and deliver effective and high quality services and activities that improve later life in Rotherham - focusing on addressing the five key priorities identified by older people: Being safe, Staying independent, Feeling less lonely, Keeping healthy and Being connected in the community.



We will engage effectively, and work in partnership with, older people and their carers in Rotherham to involve them in the development, delivery and evaluation of our work and ensure they have a voice in and can influence decisions about things that matter to them and impact on their lives.



We will work in partnership with other organisations, groups and individuals to promote a positive view of later life in Rotherham, raise issues and concerns, develop initiatives that address older people's concerns or will improve later life in Rotherham.



We will work towards being a sustainable and resilient local charity that delivers positive outcomes for older people.



We will be an effectively governed, well run organisation that meets all the legal requirements on us as an Age UK, a local service provider, Charity, Limited Company, employer and volunteering organisation.

# How we helped older people in Rotherham

During 2018-19 we supported around 5,000 older people, offering a range of services and support to them.

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## As a result of our work:

- More older people were **supported** to maintain independent living and a good quality of life.
- More older people were helped to **stay safer** at home and in the community.
- **Fewer** older people felt lonely and isolated.
- More older people **stayed active** and **connected** in the community through volunteering and other activities.
- More older people had **more money** and accessed their full benefits and entitlements.
- More older people **had a voice** about things that affected them as individuals and as a group.
- More carers (many of whom are older people themselves) were offered **information and support** to help them care.

Our Information and Advice Service supported around 2,000 older people, making 11,875 contacts with them.





## Older People's Month 2018

Again, we supported Rotherham Older People's Forum (ROPF) and other partners to provide a focus on older people's issues during October 2018. This provided a focus for our lobbying about an ageing community as well as providing information to older people.

# £2.5m

gained in benefits such as Attendance Allowance and Pension Credit, with support from our Information and Advice team.



# 127

older people were supported through our help at home services to stay living independently and improving their wellbeing.



# 12,000

contacts were made with older people across Rotherham through our engagement and outreach work, including EngAge social and activity groups and other activities.

This work supports our activities to reduce loneliness and give a greater voice to older people across the Borough.



# 465

older people were helped by our Hospital Aftercare Service to get back in their feet after a stay in hospital.



# 325

people benefitted from the extension of a pilot which saw our Hospital Aftercare Service expand into the Urgent and Emergency Care Centre (UECC) at Rotherham Hospital.



# Thank you for your support

Thank you to everyone who helped to make 2018-19  
memorable and successful.

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## Our volunteers

Our volunteers supported our work in a range of ways. This included work across all service areas as well as supporting us with administration and fundraising.

Volunteers provide valuable resources that complement and enhance the services provided by paid staff, adding value and quality to those services and helping to sustain them.

Around 80% of our volunteers are people over the age of 50. They report positive impacts on their own health and well being as a result of volunteering for Age UK Rotherham.



**We would like to thank our supporters, funders, customers, staff, volunteers and partners who have worked with us.**

**Age UK**  
**Allotts Business Services**  
**Asda Rotherham**  
**Carlton Park Hotel**  
**Clifton Methodist Church**  
**Engage Rotherham Groups**  
**EON via Age UK**  
**Friends of Clifton Park**  
**Healthwatch Rotherham**  
**Independent Training Agency**  
**Love is Louder**  
**Marjorie Coote Old**  
**People's Charity Fund**  
**Mears Group**  
**Morrisons**  
**Ray Matthews**  
**Rother FM**  
**Rotherham Advertiser**  
**Rotherham Clinical Commissioning Group**  
**Rotherham Golf Club**  
**Rotherham Harriers**  
**Rotherham Health and Wellbeing Board**  
**Rotherham Hospital Foundation Trust**  
**Rotherham Metropolitan Borough Council**  
**Rotherham Minster**  
**Rotherham Older People's Forum**  
**Rotherham Pensioners Action Group**  
**Rotary Club of Rotherham**  
**Rotherham Social Prescribing Service**  
**Rotherham Together Partnership**

**Rotherham United**  
**Community Sports Trust**  
**South Yorkshire Community Foundation**  
**South Yorkshire Fire and Rescue Service**  
**South Yorkshire Police**  
**St James Church, Clifton**  
**Tassibee**  
**Tesco Extra Rotherham**  
**Tesco Maltby**  
**Voluntary Action Rotherham**  
**Ye Olde Bell Hotel and Restaurant**  
**Yorkshire Venture Philanthropy Fund**



## *We'd love your support*



### *Donate*

Support from individuals, grant providers and businesses is essential to our work with older people.



### *Volunteer*

Our volunteers are important to us. By sharing your skills or simply donating your time you would be helping a great cause.



### *Fundraise*

There are lots of ways you can raise money and we'll provide support to help you along the way.



### *Campaign*

Many people campaign with Age UK to help improve support and services for people in later life.

## *We'd love to hear from you*

**For more information about our services please contact:**

**Advice and Information Service**

Tel: 01709 835 214

**Care and Support Services**

Tel: 01709 786 955

**Registered office:**

Galax Business Centre, Eastwood Trading Estate,  
Fitzwilliam Road, Rotherham S65 1SL

**Visit us online at: [www.ageuk.org.uk/rotherham](http://www.ageuk.org.uk/rotherham)**

Age Concern Rotherham Ltd operating as Age UK Rotherham is a registered charity No. 1039771 and a company limited by guarantee registered in England and Wales No.1927474. Our registered offices are Galax Business Centre, Eastwood Trading Estate, Fitzwilliam Road, Rotherham S65 1SL.