

Improving later life

2017-18 Annual Review



Welcome to Age UK Solihull's Annual Review 2017-18

Our **vision** is of a world where older people flourish, and our **mission** is to help improve the lives of all older people in the borough of Solihull.

Together with our trustees, staff, volunteers, partners and supporters we help make later life better for thousands of older people in Solihull.





Directors and Trustees

D C Mattocks (Chairman)

M D Way (Vice Chairman)

A C Steer (Honorary Treasurer)

L E Bourne

D Williams

S Ahmed

J Baynton

D T Bowyer

P J Oakley

S R Tomlinson

A Copsey

N C Robinson

SMBC Rep

Cllr J Potts - to September 2017

Cllr D Holl-Allen from October 2017

Company Secretary

A F Hastings

Registered Office

The Core, Central Library Building, Homer Road, Solihull,
B91 3RG

Registered Charity Number

1055887

Senior Statutory Auditor

Mr J Seagrave FCCA

Statutory Auditors

Seagrave French LLP

13 - 15 Regent Street, Nottingham, NG1 5BS

President's Message

It has truly been an honour and a privilege to have been your President during my year in office as Mayor of our Borough.

The remarkable work Age UK Solihull undertake for the elderly and infirm in our Borough is, I know, invaluable. We are living much older than used to be the case and although many people are keeping fitter, there are those who, for one reason or another, cannot take part in many activities.



The help and care given by Age UK in Solihull is truly magnificent. To have in place a system of support, which many people have come to rely on, is a credit to you all.

I thank you for all the work you carry out, and congratulate you all on your success. My very best wishes now and in the future.

Councillor Stuart Davies
Mayor of Solihull 2017-18

Chairman's Statement

It has been a very turbulent and traumatic period for the Charity since the last report, amid the huge disappointment and dismay at the early closure of the Care Navigator Service, at a time when many CCG's around the country are investing in them, recognising the true value of helping people to navigate the complex world of health and social care in this country.



Despite that setback, we supported over 7,000 people in Solihull and helped them to claim £2.4 million in benefits, all of which contributes to keeping them safe and independent in their own home.

Market conditions in the retail sector have worsened, with the closure of many big-name firms and our charity shops have been affected too as people are simply not spending as much as they used to in the current difficult economic climate.

We were sorry to lose one of our long servicing Trustees, David Williams, who died earlier this year, his knowledge of what a good property lease should look like, was very valuable to the charity. Our governance arrangements are very good, and we have a strong and committed Board of Trustees, which I am proud to chair.

I wish to thank the staff and volunteers of the Charity, who have shown tremendous commitment to the cause of making a difference to the lives of older people in Solihull.

D C Mattocks

Chairman - Age UK Solihull

Chief Executive Officer's Message

We are passionate that everyone should have the opportunity to make the most of later life.

One of the most important ways we help is through the impartial and expert information and advice we provide to thousands of people each year. The Care Act 2014 set out high level requirements for local authorities to provide a universal information and advice service and we are very pleased to have been able to work closely with Solihull Council to continue to provide face to face services through the Community Advice Hubs, which are often still the preferred and most effective method of contact with vulnerable and older people. We helped older people find out about £2.4 million in benefits to which they were entitled, and our Direct Payments I&A Service helped 390 people to manage their personal care budgets and find the right support. Our work to support vulnerable people during winter through the Winter Warmth Helpline continues apace as does our work in safeguarding adults. We are grateful to our many partners in the Community Advice Hubs who demonstrate all that is good in a caring society.



We recognise that it is possible to be isolated without being lonely, and lonely without being isolated, so our Linking People Together Service has worked hard at supporting older people to re-engage and become more socially connected, whether through our clubs or one to one volunteer support. The total number of people helped now stands at 283, supported by 123 volunteers. Although loneliness cannot always be prevented, there is a promising evidence, including the experience of our own service, which shows that it can be effectively tackled.

Not being able to do all the things you used to do can be isolating too, but with the help of our Home Support Service, over 15,000 hours of support was given to older people to help them continue to live as independently as they would wish.

Falls related injuries are among the most serious and common medical problems experienced by older adults. Our Postural Stability instruction service supported 112 frequent fallers to attend 20-week classes to improve their stability, again showing it to be one of the most successful falls prevention initiatives in Solihull.

We are very grateful for the dedication and passion shown by some 300 volunteers who make such an active contribution to our work and contribute so much to community life in Solihull. We are pleased that research has shown that volunteering is also very good for the volunteer themselves because we would never be able to repay them for this amazing gift of time and energy.

Much of our work would not be possible without the continued efforts of our fundraising team, our retail presence and our social enterprise activities which bring in much needed unrestricted income.

It has been a year of trauma with the loss of the Care Navigator Service, at a time when it was showing such promise, especially its ability to reach people who had very little contact with any other help and support, apart from their GP. Public sector cuts in funding such as this, hit the charity hard not just financially but because we find it very difficult to walk away from such obvious need.

We have an amazing staff and volunteer team at Age UK Solihull and I wish to thank them and our dedicated Trustees for all that they have done during the year to support people to have a better later life in Solihull.

Anne F Hastings
Chief Executive Officer

Employees as at 31st March 2018

Management



Charity Shops



eBay



Community Advice Hub -
South Solihull



Community Advice Hub -
North Solihull



Older Peoples I&A



Attendance Allowance



Benefits



Winter Warmth



Home Support Service



Postural Stability
and Linking People Together



Warm and Well



Direct Payments



Finance



Admin



Fundraising



Volunteering



Enabling Older People



**to get involved in shaping their world
so that it better meets their needs**

Highlights



The **Community Advice Hubs** supported **7,244** people to find solutions to their problems.

6,566 referrals were made to partner organisations.

Two welfare benefit services:

- Older People's Benefits Service
- Volunteer Attendance Allowance Visiting Service



Were accessed by **581** older people and ensured that across Solihull they were **£2.4 million** better off in 2017 – 2018.



Direct Payments Information and Advice Service

helped **390** people to manage their personal care budgets and find support for their care needs. There were **135** new service users this year.

Our **Will Writing & Legal Advice Appointments Service** ensured that our clients had the opportunity to make a will and receive free legal advice.



The **Older People's Information and Advice Service** dealt with **353** referrals covering **1,382** issues

Promoting Positive Attitudes to Ageing



**by recognising the valuable
contribution that older people
make to society**

Highlights

Safeguarding Adults

Age UK Solihull's natural instinct is to protect older people with care and support needs and so the challenge for us in making safeguarding personal was to ensure that we valued the individual and recognised their rights to lead a lifestyle of their choosing.



We have been regular attendees at the Solihull Adult Safeguarding Board and recognise the value that the voluntary sector partners bring in helping to ensure that the Board is well linked into the wider community in Solihull.



Solihull Healthy Minds **Improved Access to Psychological Therapies (IAPT)** have held monthly surgeries at The Core to support people who need support for depression, anxiety, panic attacks, stress and phobias.

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Partnership Working

Age UK Solihull have a long reputation of working in partnership with statutory and voluntary sector colleagues in Solihull to achieve the best outcomes for our clients. This year, we are pleased to work with the University of Birmingham, to undertake a research project into the experiences of self-funders in Solihull.

In addition we are committed to working in partnership with Age UK and the Age England Association working towards a common vision of a world where everyone can enjoy later life.



Supporting Older People



**through a wide range of services
delivered in the way
that older people want**

Highlights



The **Care Navigator Service**, based in GP Practices across the borough, started in October 2016 and closed to new referrals in October 2017.

During this time:

- 17 care navigators received **1,707** referrals
- they completed **984** holistic assessments
- completed **775** falls assessments

All with the aim of supporting frail older patients to find solutions to the issues they face.



The **Solihull Winter Warmth Campaign** has been delivered by Age UK Solihull on behalf of the Council since 2008.

This year it dealt with **4,283** contacts. Claims for Warm Homes Discount were made for **227** residents and **83** people acted on switch advice.

91 of the most vulnerable older people in our communities were provided with one to one volunteer support through our **Linking People Together Service**.



188 new clients joined the service in 2017-18 bringing the total number to **283**, supported by **123** volunteers.

Over **143**
people
attended our 4
clubs



Working With and For Older People



**in very practical ways to
promote their health
wellbeing and independence**

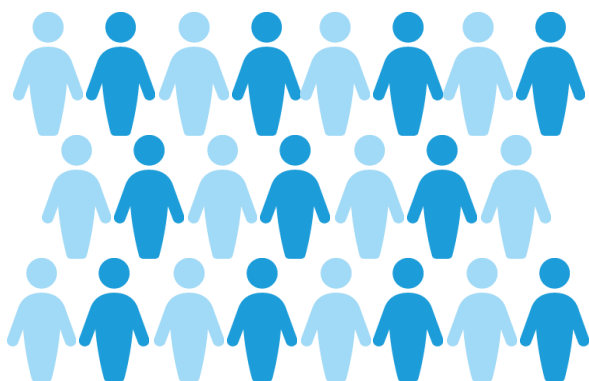
Highlights



The **Home Support Service**, our only charged for service, provided **15,467** hours of support to older people in their own homes and empowered them to undertake daily living tasks.

Our **Postural Stability Service** is one of the most successful falls prevention initiatives in Solihull.

112 frequent fallers attended the 20 week classes, beating our target of **88**.



300 dedicated volunteers support our services.

In the last year, we welcomed **42 new volunteers** into our services, adding to the invaluable contribution made to the Charity.

- **£21,256** was saved through Switch Savings.
- **£31,780** was claimed in Warm Home Discounts.



How we raise our funds



Age UK Solihull's unrestricted income in 2017-18 was £688,815 which was derived predominantly from our charity shops, social enterprise and fundraising, allowing us to deliver on our core objectives of improving later life

Highlights



Sales from our three charity shops at

- Station Road, Solihull
- Hobs Moat Road, Solihull
- Hurst Lane North, Castle Bromwich

totalled **£161,954**

Our eBay online shop has helped to promote the work of Age UK Solihull across the UK.

Sales of donated goods this year amounted to **£26,500.**



Commission income from the sale of products and services through arrangements with Age UK

Enterprises totalled **£52,290** this year,

resulting in a surplus of **£4,598** which was gift aided to the Charity to directly support its charitable activities.

Income from our Home Support Services amounted to **£253,125.**



Our Fundraising Team raised **£183,805**, of which **£39,613** was from events with local companies, schools, groups and associations. Parachute jumps were particularly successful, as was our ongoing partnership with Solihull SUSTAIN to run another successful Charity Ball.

Financial Review

In 2017-18, our total incoming resources were
£1.608 million

Income by source

Voluntary income **£156,000** 

Retail **£188,000** 

Insurance and other commissions **£52,000** 

Charged for services **£264,000** 

Income from charitable activities **£905,000**

Fundraising activities **£40,000** 

Other **£3,000**

Charitable Expenditure - total £1,248,000

Supporting older people **£475,000** (38%) 

Enabling older people **£427,000** (34%) 

Promoting positive attitudes **£10,000** (1%) 

Working with and for older people **£336,000** (27%) 

Other Expenditure - total £344,000

Governance costs **£13,000** 

Cost of generating funds **£331,000** 



Age Concern Solihull trading as Age UK Solihull, started life as Age Concern Metropolitan Borough of Solihull in March 1983 in response to considerable research and strong evidence of the need for an organisation to provide services and to work in partnership with the local authority for the benefit of older people.

Age Concern Solihull is a charity - registration number 1055887. It is a company by limited guarantee, the company number is 3180062. The registered office is The Core, Central Library Building, Homer Road, Solihull, B91 3RG.

Age UK Solihull is a member of the Age England Association (which replaced the Age Concern Federation following the merger of Age Concern England and Help the Aged in April 2009). In September 2010, Age UK Solihull became a brand partner of the new national charity Age UK, with a shared commitment to working with older people, shared values and aims. In 2016 we agreed a new Brand Partnership for 5 years to 2021.

Today, Age UK Solihull is a medium sized organisation, employing 67 staff (full and part time) and has one of the largest volunteer workforces (300+) in the borough.



Charity Number: 1055887