

Improving later life

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2021-22 Annual Review



Welcome to Age UK Solihull's Annual Review 2021-22

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)

J Baynton (resigned 24 November 2021)

L E Bourne

P Chauhan

P J Oakley

R M Paulin (appointed 25 May 2022)

N C Robinson

A J Rolf (appointed 27 July 2022)

S R Tomlinson

SMBC Rep

Cllr Andrew Burrow

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

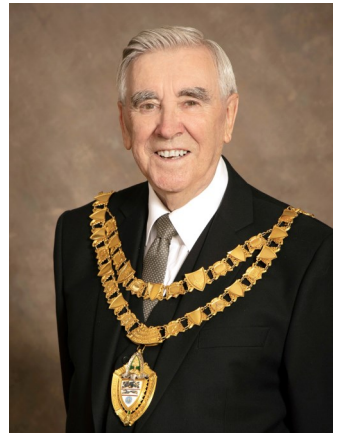
SFHQ, 1 Poplars Court, Lenton Lane,
Nottingham, NG7 2RR

President's Message

Having been involved with social care for most of my years as a councillor, I recognise the great work that Age UK Solihull does to champion and support older people.

The need for help, advice and support has never been greater than in today's challenging economic climate so the services provided by Age UK Solihull make a real difference to the lives of those who face the challenges of managing on limited incomes, are worried about the cost of heating, living with disability, are housebound and with limited mobility - or just needing someone to talk to.

Thanks to all the trained Advisers and other volunteers who give so much of themselves to make life better for our older citizens through a range of practical services. The work of Age UK Solihull is highly respected by the community and very much valued by the people you serve.



Councillor Ken Meeson

Mayor of Solihull 2021-22

Chairman's Statement

For the second year running, Age UK Solihull have risen to the challenges posed by the COVID-19 pandemic and its devastating effects on our older and vulnerable client group. We know that the pandemic isn't over but we are heartened that the vaccination programme has seemingly managed to break the connection between infection and death rates, which is extremely welcome.



Demand for our services have soared, particularly those which help people to cope with the isolation caused by the pandemic – such as our telephone befriending service. The reopening of our clubs in September 2021 was greeted with much joy as people tentatively tried to get back to some kind of normal.

The need to be digitally connected has never been greater and we are pleased to have been able to work with Public Health to successfully pilot the Digital Champions Project, with trained volunteers dedicated to helping older people to become confident in their use of digital tablets and smartphones and helping them to stay connected with friends and family during these distressing times.

This review contains many inspiring reports of our work and how we make a difference to the lives of so many older and vulnerable people in Solihull, whether it's through our very busy Community Advice Hubs, our specialist Information and Advice Service, Postural Stability classes, Home Support Service and more.

None of our work would be possible without the amazing input of so many volunteers. During the last year we have had 353 active volunteers - a ratio of 6 volunteers for every member of staff, a truly great example of active community involvement.

I am immensely heartened by the tremendous commitment shown to this charity by my fellow Trustees, and the staff and volunteers of Age UK Solihull, who do so much to help and support older people in Solihull. May I offer my personal thanks to the senior staff team, who have the concerns of older people at the forefront of everything they do.

D C Mattocks

Chairman - Age UK Solihull

Chief Executive Officer's Message

Well, we thought that 2020-21 had been a year like no other but sadly the COVID-19 pandemic has continued to disrupt what we used to call 'normal life' for the second year running. Age UK Solihull are profoundly proud of the dedication and willingness, to say nothing of the unending energy and enthusiasm, shown by our staff and volunteers in supporting our older and vulnerable residents and communities through the best and worst of times. Add to that the unexpected need to support the refugee exodus from Afghanistan, a huge number of whom came through Birmingham airport which is in the Solihull Metropolitan Borough and on our doorstep. This was followed it felt like not much later by a similar influx of bewildered and traumatised people fleeing the war in Ukraine. Such a troubled two-year period will not be easy to forget and there are many whose lives have been lost or changed forever that we will want to remember.



The last year has seen us learning to live with COVID-19 and to address its continuing impacts. For a while it was all a bit 'stop/start' in terms of what we could do and when we could do it, in trying to safely bring our services back to being open and face-to-face for our clients. In particular there has been the need for our staff to constantly test for COVID-19 infection themselves to help keep our more vulnerable clients as safe as we possibly could, while continuing with our vital work. The COVID-19 pandemic was a frightening time for many of our clients and their confidence to get out and about again has taken a severe knock.

Throughout another year of significant challenge and change, our team of staff and volunteers continue to work to not only maintain our own service delivery but to also play a role in the strong inter-agency partnerships in Solihull to support those in need.

Despite all this, we continue to face the future with enthusiasm, believing that we have a staff and volunteer taskforce and a loyal supporter base that will allow us to maintain a steady, reliable and supportive presence in the Borough of Solihull for older and vulnerable people.

Anne F Hastings
Chief Executive Officer

Employees as at 31st March 2022

Management



Charity Shops and eBay



Community Advice Hub -
including Benefits and Debt



Social Prescribers/
Community Advice Hub



Linking Veterans Together/
Community Advice Hub



Older Peoples I&A/
Community Advice Hub



Winter Warmth



Direct Payments



Home Support Service & Home From
Hospital Service



Postural Stability Instruction
and Linking People Together



Finance



Admin



Fundraising



Volunteering



Enabling People



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

Highlights

The number of clients accessing the **Community Advice Hubs** during 2021-22 were approximately **70%** of the levels of pre-pandemic levels (2019-20), but the number of contacts those accessing generated at around **90%** of pre-pandemic levels, indicating more work is being done per client. **392** people accessed the **Age UK Solihull Enquiries Line**, which generated **1,860** contacts.



The **South Solihull Community Advice Hub** dealt with **3,185** people and generated **15,691** contacts. The **North Solihull Community Advice Hub** supported **1,575** people and generated **7,064** contacts - **57%** higher than last year, indicating the more complex nature of the help needed in the second year of the pandemic.



Our **All-Age Benefits Services** (a partnership of Age UK Solihull and Solihull Mind) successfully claimed **£2,568,000**, only slightly below last year's figure of **£2,601,000**. Our success rate in supporting people to claim the benefits to which they are entitled remains consistently high, bringing our total benefits and grants success for 2021-22 to **£2,827,000**, an increase on last year's total of **£2,670,000**.



The **Direct Payments Information and Advice Service** was accessed by **55** new clients and helped **277** people to manage their personal care budgets and find the right kind of support to meet their care needs.



Our sub-contract with the **Disability Resource Centre (DRC)** to provide Disability Casework resulted in **424** clients being supported (141 in 2020-21), resulting in **1,910** contacts being generated (2020-21 was 964). Our Outreach services (Age UK Solihull and Solihull Mind) helped **540** people and generated **3,127** (2,738 in 2020-21).



The **Solihull Winter Warmth Campaign** has been delivered by Age UK Solihull on behalf of Solihull Council since 2008. This year the project recorded **912** clients (2020-21 was 418) and **3,428** contacts. **Solihull Home Energy Awareness Project** funded by **Energy Redress** is also part of the Winter Warmth Campaign and has exceeded its target of **500**; the actual number of homes being helped reached **784**.



Promoting Positive Attitudes to Ageing



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

Highlights

Safeguarding Adults



At Age UK Solihull, we take very seriously the need to work in a way that prevents harm and protects those we support.

Safeguarding adults means for us, protecting a person's right to live in safety, free from abuse and neglect.

As well as ensuring that all relevant staff and volunteers understand their responsibility, we also ensure that they have relevant training and DBS checks in place.

We sit on the Solihull Adult Safeguarding Board and chair the Engagement and Prevention Sub Committee and ensure that the Voluntary and Community Sector in Solihull are well represented as key players in the prevention of abuse of older and vulnerable people in the Borough.

Partnership Working

Age UK Solihull continues to work in partnership with statutory and voluntary sector colleagues in Solihull to achieve the very best outcomes for our client group.

This has never been more evident than in the last two years when amazing things were achieved by people pulling together to support those in need.



We also work closely with our colleagues at Age UK and the Age England Association on our common aims for older people and are active members of the Age UK West Midlands Regional Board and Networks.

Supporting Older People



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

Highlights

Our **Older People's Information and Advice Service** has seen a doubling of the number of older people accessing the service, up from 774 in 2020-21 to **1,641** in 2021-22. This is a specialist service which requires staff to have a high level of knowledge and experience in a wide range of areas including housing, care and independent living and a whole host of other issues which impact on the lives of older people in Solihull every day.



The **Linking People Together Service** has had an extremely busy year as during the second year of the pandemic, it was again at the forefront of ensuring that old people received welfare contacts to ease the worry and loneliness of lockdowns. Referral numbers doubled during 2020-21 at 424 but have remained high in 2021-22 at **307**. At the end of March 2022, there were **612** older people in the service (Befriending and Clubs) and a waiting list of **159** people. Volunteer numbers have dropped since the height of the pandemic when many people who were furloughed or otherwise not as busy as they would have been in a normal year returned to work and other activities; nevertheless volunteer numbers have remained good at around **200** for this popular service.



Linking Veterans Together is funded by the Armed Forces Covenant Trust Fund and to date has reached **318** older veterans against a target of **350** by the end of the project in March 2023, so it is well on track to meet the target. The service has delivered digital skills classes and has organised 3 events for veterans. Current work includes working with Veterans on a Memory Book which will include stories, photos and poems.



Later Life Goals supports older people with life-changing issues such as bereavement, life changing illness or loss of mobility, financial hardship and many other needs. It is funded by the Masonic Charitable Foundation via Age UK, and has also led to a practical and supportive relationship being forged in Solihull between Age UK Solihull and **Knowle Masonic Centre (KMC)** who were also very generous to older people during the pandemic.



Veterans in Solihull Not Forgotten was a new project funded by the Armed Forces Covenant Fund Trust, ensuring veterans had the help and support they needed in the height of the pandemic. It had a target of **200** veterans to be identified and offered direct support, and despite the limitations presented by the pandemic, was able to support **272** veterans in the borough.



Working With and For Older People



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

Highlights

Age UK Solihull's only chargeable service, the **Home Support Service** was hit very hard by the pandemic as clients feared the transmission of COVID-19 into their homes. In 2021-22 we continued to be affected by very high level of COVID and other non-COVID related staff illness. We also sadly saw a significant loss of clients due to death or a move into residential care as the effects of the pandemic took its toll on this vulnerable client group. **8,899** paid hours of support were provided to clients but this is around 65% of pre-pandemic levels. We remain optimistic and positive about the service and will hope to overcome the difficulties in recruiting locally to this vital service in the coming year.



The **Home from Hospital Service** is funded by Adult Social Care and enables timely discharges from hospital together with post-discharge support. It works closely with the Hospital Social Work Teams and provides a range of practical help and support to help a person settle back into home following a stay in hospital and the often unexpected disruption that can cause to an individual, particularly those who do not have family or friends nearby.



Social Prescribing funded by South Central Solihull PCN (4 GP practices) has consistently achieved higher-than-target outcomes with **164** referrals supported in the last year against a target of **96** for the period. The relationship with the PCN has also led to a second year of being able to support the Richmond Road practice with its well-organised vaccination roll-out by ensuring that the most vulnerable older people were able to get to the venue and safely access their vaccination when they were there.



Our **Postural Stability Instruction** classes funded by BSol CCG are the only evidence-based strength and balance exercise for those suffering frequent falls. The service has always exceeded its target numbers (**180** against a target of 136) and the outcomes for those using the service are outstanding, with **89%** of those successfully completing the programme not having had another fall in the post-programme monitoring period and **97%** continuing to undertake exercise following their completion of the course.



We are pleased to be working with the Public Health team to continue to successfully pilot the **Digital Champions Project** which was launched during the very difficult period of the pandemic lockdowns, which placed all sorts of barriers in the way of making the pilot a success, but we managed it! Over the period of the pilot, **21** clients were supported by **14** trained volunteers, who were carefully matched with clients based on location, interest, client needs and volunteer experience. Thanks to the success of the pilot, we are pleased to have been able to successfully bid for funding from Age UK to continue this vital project.



Volunteers have been at the beating heart of our work with older people this last year, supporting our clients through the worst fears and anxieties about the COVID-19 pandemic. We are proud to note that with **353** active volunteers - a ratio of 6 volunteers for every staff member - we are truly an excellent example of care, compassion and community activity.



How we raise our funds



Age UK Solihull's unrestricted income in 2021-22 was **£353,840** which was derived from **donations** and **grants**, our **charity shops** and our **social enterprise**, allowing us to deliver on our core objectives of **improving later life**.

Highlights

Our charity shops were open again from April 2021 but traded for fewer days overall due to illness and staff shortages.



Sales and grant support at our shops at

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

totalled **£64,929**

Income and grant support from our Home Support Services amounted to

£191,592



Our Fundraising Team raised **£140,386**, of which **£78,741** was unrestricted.

There was limited in-person fundraising again this year, so our focus shifted from our Covid Response Appeal to more general online fundraising and grant applications, particularly for unrestricted grants. We are grateful for the support we received from local organisations and businesses, including Countrywide Properties, National Grid and Knowle and Dorridge Rotary.

Financial Review

In 2021-22 our total incoming resources were **£1,751,000** and our total expenditure was **£1,712,000**. **92p** in every £1 was spent on our charitable activities.

Income by source

Voluntary income **£110,000**



Retail **£65,000**



Charged for services **£194,000**



Income from charitable activities **£1,370,000**



Fundraising activities **£9,000**



Other **£3,000**



Charitable Expenditure - total £1,582,000

Enabling older people **£858,000** (54%)



Supporting older people **£360,000** (23%)



Working with and for older people **£364,000** (23%)



Other Expenditure

Cost of generating funds **£130,000**





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. This is now due to be renewed in 2024.

Today, Age UK Solihull is a medium sized organisation, employing 57 staff (full and part time) and has one of the largest volunteer help-forces (350+) in the borough.



Charity Number: 1055887