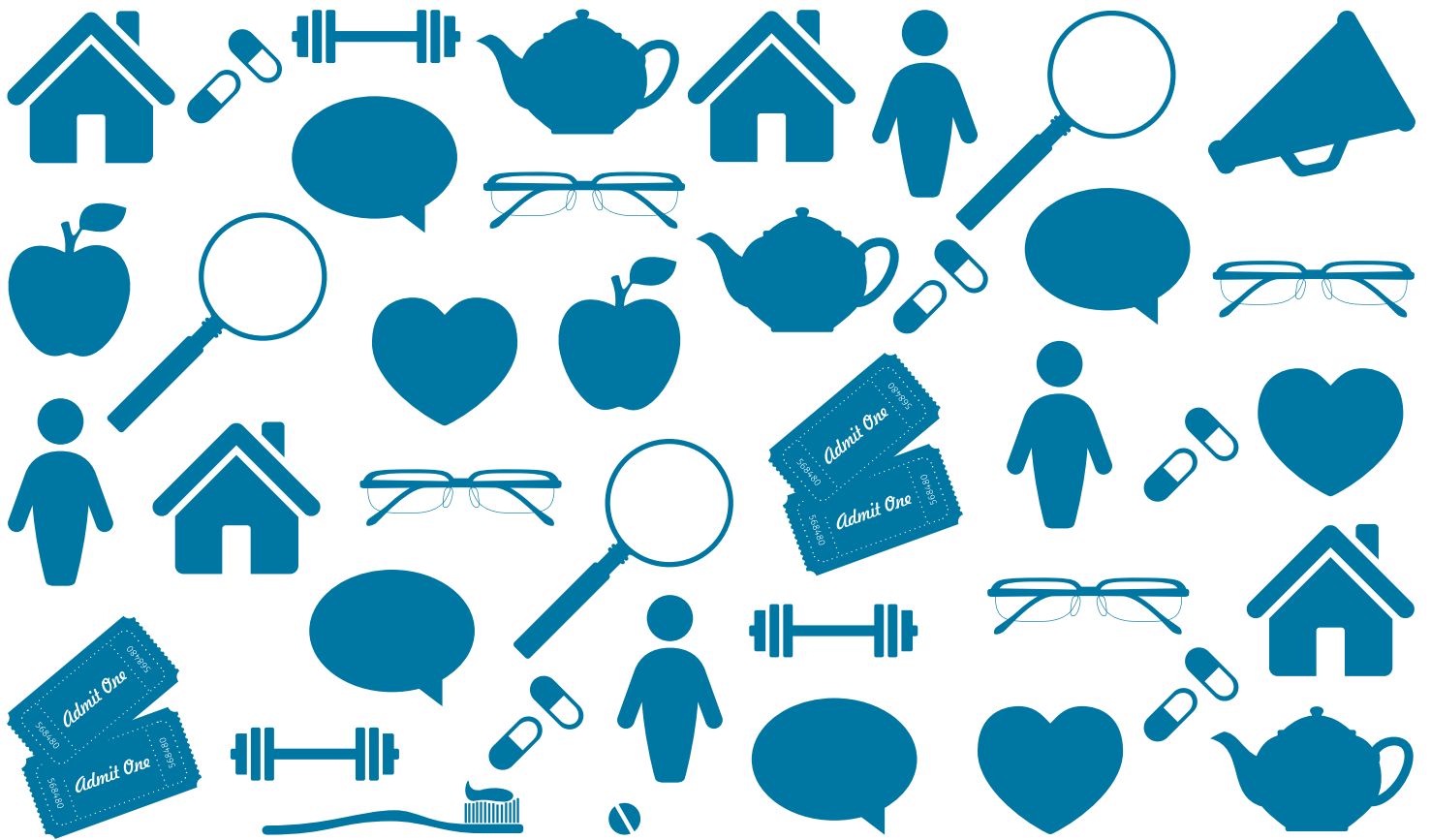


Age UK Stockport Supporting local older people



We are Age UK Stockport

Our key commitments remain unchanged: our vision is for communities where older people are involved, valued and in control of their own lives; our mission to work locally for positive choices in later life; our work is supported by our core values of being in all respects Focused and Responsive to the people we support, Experienced and Positive to ensure quality services and Caring and Fair in all we do.



Introduction

Welcome to the Age UK Stockport 2013 Annual Report. March 2013 was the end of two years of the new incorporated charity having taken over from Age Concern Stockport after 27 years.

It is good to report that the new brand partnership with the national organisation Age UK has been positive. It has enabled the organisation to remain strongly committed to its roots as a local and independent Stockport charity; and also to have the benefits of being connected to a larger organisation and part of a larger and nationally influential brand.

The last twelve months have been a lot about settling in to the many changes following the major internal restructure of 2011 and 2012. This has confirmed the benefits of the focus on generic workers and teams, streamlining delivery through maximising staff time and reducing duplication and through the commitment to delivery based on individual needs from the start. All achieving the desired improvement in the quality of a person's journey with Age UK Stockport, as demonstrated daily through client feedback.

To note just a few of the many hundreds of comments received 'Your service makes us feel like we now have someone to ask and somewhere to go.' 'It made a stressful situation bearable.' 'Such a professional support.' 'Within 6 weeks of your involvement I was feeling a lot better and finally going forwards.' 'If I required your services again I would feel confident in knowing that you were there.' As last year 99% of feedback was positive and 99% of our clients reported feeling better informed and supported after involvement with Age UK Stockport.

Thanks are due to all involved in helping this to happen. The reduced senior management team has had high levels of work to cover. The staff have been exceptional at working with management to respond to the many changes, and always with a total and genuine commitment to and care about service delivery and client outcomes. Volunteers continue to give so generously of their time and energy to the work of the organisation and the trustees continue to govern with much experience and dedication.

Derek Caldwell, Chair of Trustees
Margaret J Brade, Chief Executive Officer

The Wayfinder and Wellbeing Teams provide comprehensive and holistic services

Key messages

Some general numbers to illustrate the level of work undertaken by the teams in the year:

- 52,299 people supported
- £1.5 million additional benefits claimed through Age UK Stockport
- People supported in Priority One areas increased to 16%
- Complex casework across the organisation increased to 14,552
- Telephone contacts 57,294, Home Visits 21,833

'I was extremely impressed with what Age UK Stockport offered. It would be my number one recommendation to anyone in senior years.'

Client focus – team approach

The Age UK Stockport teams deliver a wide range of practical, personal, emotional and social support to older people and their carers. Short, medium and longer term support to keep people well and safe. Everyone works flexibly to ensure quality and individually focused delivery as required by each person.

The Wayfinder Team is the entry point to the organisation delivering immediate support from first contact and named to describe its additional function of providing a gateway to a wide range of further support. This may be through the Wayfinder team, the specific services of the Wellbeing team or services external to Age UK Stockport as best suits the person's needs and wishes. Each person is given as much or as little support and encouragement as they require to consider their options and to action their choices.

Staff training was maintained throughout the year to ensure the workers build on their experience to be multi-skilled on relevant issues to older people, such as safeguarding, falls, social isolation and more. During the year information and advice was given to thousands of people and 36 Safeguarding cases reported. 11,470 people were supported by Wayfinder of which an increase number of 5,432 were complex casework support.

Wayfinder community

The community team consists of experienced workers who deliver support across the Borough. They undertake visits to people usually in their own home or other community settings as required by the individual person. Each person is linked to a named worker who will support them throughout their contact with the organisation. The team work across a broad spectrum including housing, transport, practical help and mobility. The team deliver practical and emotional support and services aimed at increasing personal and home safety, keeping finances safe, slipper exchange, plus much more.

Wayfinder public

The public office is available to callers by phone, email or in person. Located in Lower Hillgate next to the Pop In, with experienced advisors specialised in understanding and dealing with the full range of issues affecting people in later life. They also provide top quality Age UK information resources on a wide range of issues and specialist surgeries for practical assistance.



One of our advisors
Free, confidential advice

Wayfinder Stepping Hill Hospital

The team visits referred patients providing timely practical and emotional support on discharge, with access to any needed longer term or specialist support. Skilled and experienced staff assisted 3,563 people in a variety of ways helping them to return home well and safely and avoid readmissions.



Local people meeting at our clubs
Make new friends

Wellbeing team

The team delivers a range of support with a specialist focus. The support is sometimes short term, but often over medium or long term. Wellbeing is delivered through six areas:

Practical support

A range of practical help is provided including Handy Help, Gardening, Shopping, Pension collection, Money Management and Digital Inclusion.

Support can range from a one off Handy Help job such as fixing a broken lock to delivery of financial advice over a few weeks to a long term shopping service providing a weekly shopping delivery.

Easy Shop and Personal shop made 13,062 calls and processed 5,910 orders; Handy Help & Gardening jobs and advice totalled 6,577 and Home Safety 5,613.

Supporting You

Supporting You provides a range of highly individualised services to support people to reduce isolation, increase confidence and increase emotional and physical health.

Jackling social isolation

For people who are housebound and no or limited social contact we can provide a regular face to face or telephone befriending service. For people who would prefer get out and about and engage with activities in their community, we can provide one to one support to remove barriers to enable them to access activities in the community.

Supporting emotional and physical health

Provides support for emotional and physical health and wellbeing in a number of ways including a counselling service and a Health Check.

Stats

- Befriending Services 5,150
- Reducing Isolation 18,212 personal and telephone contacts
- Mobility support to over 1060 people
- Counselling sessions 2871



Our Housing support
Helping local older people



The Wayfinder and Wellbeing Teams provide comprehensive and holistic

Personal Support and Placement

A specialist and experienced service providing information, advice and support to people, their families or carers, already in or considering long term care. Over 240 people supported in the year.

Social support

Social support delivers a variety of opportunities from group activities to individual support to re-engage with social and other activities. The Out and About Service provides a great selection of social groups and activities such as singing groups, friendship groups, pub lunches, allotment group, life story work, Tai Chi lessons and walking groups. New activities are being added regularly.

A new Travel Club was launched during the year offering members advanced notice and booking on a good selection of trips across the year, as well as social gatherings to discuss future trips.



One of our service users

Enjoying one of our lunch clubs

'All my contacts were wonderful, friendly, helpful and experienced. If there was a category box better than excellent I would have ticked it.'

Support services

Provides people with support as often as they require to enable them to meet their goals and helping them to live independently. Support can include escorted activities such as attending hospital appointments, social occasions, shopping, day trips out, groups and clubs or support in the home including meal preparation, medication prompts and more. As with all services support is tailored to the individual.

Carers

Carers are supported through a variety of services and activities across the organisation. This ranges from information and advice specifically for carers through to delivery such as Respite and Carers Emergency Alert card.

Carers support provides carers with a reliable break from their caring responsibilities; this can be a regular daily, weekly or as and when required. Our experienced staff will support the person being cared for either in their own home or escorting them to external activities or appointments. It provides a bespoke service to meet the needs of the individual. Time for Carers provides short term support for carers to take a break, holiday, or attend work or a training course. Experienced support staff stay with the person being cared for so the carer can participate in their chosen activity. 5233 hours were delivered under carers support. 894 carers were supported with information and advice.

Day services

Working with ISSK Solutions Age UK Stockport provides a range of day services from full day building based sessions to short, one or two hour groups and activities based in local communities. Over 500 activity based sessions delivered in the year.

General support

Includes a number of information and other events and activities through the Pop In Social Centre and the Hat Works. The annual AGM and the now annual Winter Warmth Days are well attended events and every other year a large consultation event is held at the Town Hall – 2014 being the next. The quarterly free Stockport Age Magazine is also an important part of keeping people informed and in touch so they know we are there if needed.

Age UK Stockport. Improving later life in Stockport

Key messages

With so much going on it's sometimes easy to lose sight of what really matters – the impact our work has on people in Stockport. The following are just two examples of thousands of cases that show how involvement with Age UK Stockport has had a positive impact on people's lives.

'The advice and support was invaluable. I was not aware that you had such varied help on so many aspects concerning life in general and later life in particular.'

Case study one

Age UK Stockport have supported Mrs A for six years following an original referral from Adult Social Care. Mrs A is nervous of agencies generally and our workers are the only people she will allow in her property. The client telephoned on numerous occasions for general support and for assistance with shopping, writing cheques and paying bills, and many home visits have been made.

Following a period of ill health the client requested an urgent home visit and eventually gave permission for us to contact her GP and arrange a home visit; however she insisted our worker was present as she feared they would 'take her away' if not. This however did enable her to get some much needed medical support. Eventually, after much encouragement she admitted that she could not manage on her own and has agreed to community meals and for a domestic support worker to be employed to assist her.

This process has been a long and complicated journey. Without a named worker and the flexibility to work at a slow pace gaining her trust Mrs A would never have accepted the support she needed and deserved. She is now living independently and has avoided further decline and the inevitable need for crisis support.



Mrs A
Benefiting from home visit

Case study two

Mrs N contacted the organisation looking for a shopping service. A home visit was arranged and it was identified that Mrs N had a history of falls since breaking her foot earlier in the year; subsequently she had lost confidence in walking outside. She had been issued with a walking stick but felt it did not give her enough support to prevent further falls and so she had stopped going out alone and wanted a shopping service. This was put in place to solve the immediate issue and an arrangement made to go back and visit.

During the home visit a home safety check was carried out and it was agreed that Handy Help would come and secure her carpets as they were trip hazards; she was also supported to purchase a 3 wheeled walker to reduce the risk of falling.



Mrs N
Helped my our team

Mrs N was offered and accepted walking practice and she was amazed at the difference in her confidence levels using the walker. At the right time it was suggested that rather than use the shopping service all the time she may be able, with support, to do her own shopping again.

Despite her initial reluctance and with ongoing encouragement she agreed that ultimately she would prefer to do her own but was scared to try again. After some time she was managing to get out independently for short walks to her nearby doctors, neighbours and post box. She then felt ready to attempt to take the walker on the bus to the local shops. She was supported to do this as she felt anxious at the thought of doing it on her own initially.

Mrs N managed with support to get to the shops by bus and stated she 'felt like crying at her achievement. You don't know how much this means to me, (going to the Post Office to buy stamps to post her Christmas cards). I thought I would have to ask someone to do this for me and to have the independence to do this is just fantastic.' Mrs N was helped to get a bus pass and within a short time was able to use the bus independently.

She stated how important it was for her to regain her independence and how much this has impacted on her self-esteem and improved the low mood she had been experiencing prior to the support. Whilst Mrs N still gets a weekly call to check her shopping requirements she only uses it occasionally to deliver heavy goods for stocking up. She does however often say she likes the 'safety net' the calls give her. Prior to this she was inclined to visit the Doctors more with small issues but now this is less and less.

'Mrs N was offered and accepted walking practice and she was amazed at the difference in her confidence levels using the walker.'

Supporting delivery for effective, efficient and quality services

Key messages

Age UK Stockport cares about local people's life experience as they get older. So a lot happens behind the scenes to maintain an efficient organisation, positive support and representation of local older people and effective service delivery. Particularly to protect clients from the turbulence that organisations are facing.

'You are a valued partner in my life. People can take over your life. I felt your staff respected my independence.'

To support our vision, mission and values as set out, our stated aims for 2013/14 will be maintained as follows:

- To positively involve and engage with local older people, communities and stakeholders to ensure added value and continuous improvement in all we do.
- To provide accessible and quality services responsive to present and future needs and wishes of local people.
- To provide individuals with information, advice and support to enable choices about the quality of their own lives.
- To maintain and develop strong community and strategic partnerships to represent, influence and improve opportunities for people in later life.
- To manage and develop the organisation to be effective, financially secure and fit for purpose; including ensuring that quality is the responsibility of everyone throughout the organisation.

As an incorporated charity Age UK Stockport is governed by the Directors, who are also the Charity Trustees, responsible for proper governance. They meet regularly and work to established terms and conventions to determine the strategy in accordance with the objectives stated in the Memorandum and Articles. They also oversee the Charity's Risk Management Strategy including actions required to mitigate identified risks. The Chief Executive and Senior Management Team regularly attend.



Our Housing support

Helping local older people





Representing and engagement

This is a core part of the work of the organisation, facilitated across the organisation and through roles such as the FILL (Facilitating Life and Lifestyles) to ensure older people are considered in the development of local strategies and developments.

Work varies from supporting national and local campaigns, running local events such as Older People's Day and annual Winter Warmth events, and supporting local groups in many ways. A particular focus in the year continued to be support to the now established and active Stockport Older People's Forum.

Volunteering

Volunteers are an essential part of our support to older people and work in many different roles in the community, back office or directly with clients. The following comment captures how some volunteers have come to us – the best of outcomes! 'Age UK Stockport staff were genuine - easy to talk to - made me feel like a human again - got me help from other organisations - gave me information whenever I needed. I couldn't get enough of them. I hope to volunteer when I am well enough'. To maintain our commitment to volunteers the organisation maintains the Investors in Volunteering award, which will be renewed in 2013/14.

Quality and standards

The organisation has continued to work hard to ensure quality at all levels through policy, procedures and also through a number of externally assessed and accredited quality marks.

Quality is checked through a number of feedback mechanisms which achieve a near hundred percent positive response. Potential issues are proactively identified through all feedback going through the CEO and a committed Quality Team with workers from across the organisation.

ISO internationally recognised standards ISO 9001 Quality and ISO 14001 Environmental were both renewed with UKAS accredited assessors at the end of the year in February 2013. Both were achieved with no non conformities.

In addition the organisation continues to maintain Investors in People award which was renewed with commendation in October 2012.

Information governance

The organisation also made a solid commitment to ensuring a high level of Information Governance as a key part of the quality promises to our clients and stakeholders, particularly around confidentiality and protection of privacy. The highly regarded international standard ISO 27001 was achieved through external assessment in August 2012. Work is ongoing to renew and develop this work.

Service standards

In addition to organisational standards some individual services have to look to their own quality standards to ensure the best. During the year the Social Isolation / Befriending Service was successfully awarded the Befriending and Mentoring, Approved Provider Standard (APS) with no non conformities and comments on the high level and quality of service delivery, management, and the commitment of the staff and volunteers within the service and the wider organisation.

The Handy Help Scheme also achieved the rigorous Foundations Handyperson Quality Mark. Achieving the Foundations standard also enables automatic entry onto the government backed national TrustMark directory. The assessor was impressed with the standard of delivery and the service was put forward as an area of best practice.

At the end of the year the Wayfinder Public Office was commencing work on a new Information and Advice quality standard to be developed within the Age UK brand and will be audited in 2014.

'It was obvious from the level and quality of service that the staff and volunteers are passionate about their work – well done and thank you.'



Age UK Stockport offers a level and range of support beyond that available through direct charitable funding as illustrated in the finance section. A flow of independent income is required to maintain this, raised through a range of activities.

Fundraising

Many funding applications continued throughout the year to the smaller number and increasingly competitive trusts and funding agencies to bring new monies into Stockport. Above average success was achieved, and particularly with EON, enabling additional benefits advice and free home safety equipment to local people. Limited actual fundraising activities were undertaken during the year due to limited resources and expense but those events that were carried out were successful financially and in terms of awareness raising.

Trading

Age UK Stockport's trading offer a range of Insurance, Energy and other specially developed products for the over 50s market. The trading activities work in a Financial Services Authority regulated environment (Financial Conduct Authority from April 2013), and provides nationally backed products. Further information is available in our general products leaflet.

Services and activities

A number of direct and key preventative services continue to be well supported through contracts and grants with Stockport Council and the PCT (Clinical Commissioning Group since April 2013). This is key work that contributes greatly, as shown above, to keeping people safe and well and away from higher cost services. The use of individual or personal budgets for older people is slow but growing and the organisation is pleased to support older people in all respects and delivers services directly under budgets.

In addition some services are now only sustainable into the future through suggested donations and charges. Items such as safety slippers, a range of 'Get Connected' computer services and various activities were reviewed during the year with new charges being introduced.

Finance

Key messages

The charity's objective of delivering services to local older people was achieved through comprehensive risk management, low governance costs, clear designated funds and strong reserves. An increased deficit on charitable activities of £92,913 was again turned into an overall surplus by the charity's efforts locally through donations, trading and other activities.

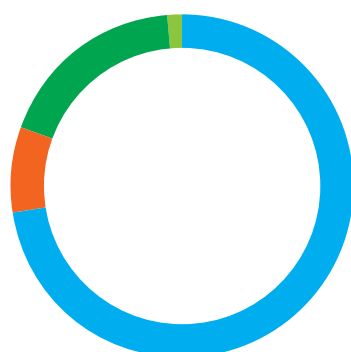
It is vital to highlight the value to the charity provided by our volunteers, who directly enable the level of services we provide. A conservative estimate of £435,000 value is provided annually.

The organisation continues to work to maintain sound financial and risk management as key factors in keeping the organisation solid for future sustainability, particularly through such difficult economic times and a very significant changeable external environment.

Continuing to protect front line services remains the priority and the back office has remained lean from the cuts and redundancies of 2011/12. Investment in new IT infrastructure has enabled effective performance monitoring and internal communication to be maintained and in fact improved at lower costs. Some resource commitment to external communication has been maintained as important for responding to future challenges.

Financial Reserves Policy: The Board aims to maintain reserves sufficient to protect the charity from financial risks and to ensure that funding of the identified key future spending priorities is provided. The level of reserves has been maintained at the six months level following careful and increased designation of funds. Funds are designated to respond to the trustee's assessment of the main commitments, particularly to service delivery. The unexpected large legacy in the financial year has enabled the designation of a special two year fund to directly support service delivery whilst the organisation deals with many changes.

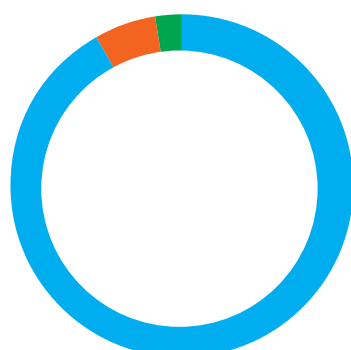
Investment Policy: The Board manages the cash resources available for investment with advice from appointed experts following an extensive review in 2012/13. The charity's freehold property is a functional asset of the charity providing more efficient working methods and also represents a major strand in the long term investment strategy of the charity.



Income
Total Incoming Resources £1,551,550

- Charitable activities (£1,128,565)
- Activities for generating funds (£121,976)
- Donations and legacies (£281,094)
- Investment income (£19,915)

Income increased from the previous year by 15.5% due entirely to Donations & Legacies. Donations actually declined again from the previous year reflecting the economic situation but legacies increased from £28,658 to £264,770. This significant increase is due to legacies from two estates: Winifred Casemore and Mary Jane Walker.



Expenditure
Total resources expended £1,282,905

- Charitable expenses (£1,176,971)
- Costs of generating funds (£74,313)
- Governance costs (£31,621)

Charitable expenditure maintained at 92% demonstrates the level of work in pursuing the charity's objectives of providing services and public benefit. The deficit on charitable activities, 50% up on 2012, was again more than covered by proactive work undertaken to raise independent income as shown below. Governance costs were again maintained at a low 2%.

Analysis of unrestricted surplus for the year that enables continued service delivery:

	2013 £		2012 £	
Donations and legacies	279,730		48,011	
Surplus on Trading Activities	77,363		95,750	
Investment income	19,915		16,816	
Total		377,008		160,577
Deficit on charitable/other activities		(92,913)		(62,098)
Net surplus for the year		284,095		98,479



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