

Annual Review

2022–2023



Loving Later Life
in Sunderland
for over 70 years!

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Introduction from the Chair and Director

This review demonstrates how Age UK Sunderland (AUKS) has supported older people in the City throughout 2022/23 focussing on how we realigned, sustained and developed our service provision to meet emerging identified needs.

In addition to telling AUKS's story in facts and figures, the report looks at how we have furthered our Charity's fundamental purpose of promoting the wellbeing of older people across Sunderland by delivering a diverse range of high-quality services to some of the most vulnerable older people across the City.

Our Mission is:

To promote the wellbeing of all older people throughout the City of Sunderland, improve their quality of life and help them maintain independence.

As we moved into our 72nd year, AUKS has continued to remain dedicated to the delivery of a wide range of support services for the older people of Sunderland. Despite increasing financial constraints, we provided much needed support across 20 services, 28,831 clients were supported across all services resulting in **81,240 contacts** with older people.

AUKS has sustained delivery and secured funding to develop many critical support services.

Our 2022-2025 organisational strategy demonstrates that we pledge to ensure that we continue to provide our ambitions in the years to come.

The organisation has remained dedicated to the needs of older people to ensure ongoing support for older people when they needed us most.

Through the work of AUKS, older people are better able to:

- improve or maintain their independence for longer
- feel less socially isolated and lonely
- improve or maintain their health and wellbeing
- make informed choices
- feel safe and more secure
- enjoy a better later life

AUKS is driven by its quality standards and currently holds ISO 9001:2015, Age UK Charity Quality Standards (CQS) and the AUK Information & Advice Quality Programme (IAQP). We are also accredited with CHAS and hold a certificate in Safety, Health, Environment & Fire (SHEF).

As the Chair and Director of such a vibrant organisation, we are delighted and proud to be part of such a great team of staff and volunteers who have gone above and beyond to ensure older people were supported during 2022/23.

We would also like to thank everyone including our many partners across the city for their continued support in improving the lives of older people in Sunderland.



Graeme Miller
Chair of
AUKS



Tracy Collins
Director of
AUKS



Our Board & Other Offices

President	The Right Worshipful the Mayor of the City of Sunderland	
Patrons	Professor Peter Michael Fidler CBE, DL, MSc, RTPi and Sir Thomas Allen, CBE	
Chairman	Mr Graeme Miller	
Vice-Chair	Mr Roy McLachlan	
Hon. Treasurer	Currently Vacant	
The Board	Mrs Carol Harries	Trustee
	Mrs Ann Lawson-McLean	Washington Representative
	Mr Matthew Jackson	Trustee
	Ms Fiona Miller	Trustee
	Kath Robinson	Trustee – Commenced 14/11/22
	Anthony McDermott	Trustee – Commenced 26/01/23
	Mrs Nicola Sharp	Trustee – Commenced 26/01/23
	Mr Colin McCartney	Trustee – Commenced 23/03/23
Director	Ms Tracy Collins	
Company Secretary	Ms Tracy Collins	
Solicitor	McKenzie Bell	
Auditors	Read Milburn	
Head Office	Bradbury Centre, Stockton Road, Sunderland, SR2 7AQ Tel: 0191 5141131 Fax: 0191 5670378 Email: enquiries@ageuksunderland.org.uk Website: www.ageuksunderland.org.uk	
Registered Charity No.	1086995	
Registered Company No.	4199449	
Area Offices	Essence Centre The Sir Thomas Allen Centre Mill Hill Road Doxford Park Sunderland, SR3 2ND Tel: 0191 522 1310 Email: essenceservice@ageuksunderland.org.uk Coalfields The Metcalfe Centre Lee Terrace, Hetton-le-Hole, DH5 0AQ Tel: 0191 526 9274 Email: metcalfe@ageuksunderland.org.uk	



Front Door Service (FDS) Social Prescribing Programme

Enabling older people to stay independent longer

Funded by Sunderland City Council, AUKS's Front Door social prescribing programme provides preventative low-level tailored support to enable older people to stay independent for longer in their local community.

The FDS offers a single point of contact and extends access to information, early interventions and flexible low-level community-based support to adults who do not require intensive or specialised care or support interventions from statutory services.

Social Prescribing interventions are provided by a team of Front Door Living Well Link Workers who are supported by the wider FDS infrastructure. The team work directly with the older person as an interface supporting the referral process in to health, housing, social care and voluntary/ community services.

The wider FDS infrastructure includes AUKS's:

- Advocacy Service
- Information and Advice Service (income maximisation)
- Community Support Clubs
- Keeping in Touch (KIT) Befriending Service
- Dial a Driver Service
- Volunteering Opportunities



"The best support system I've encountered"

"Age UK Sunderland gave me peace of mind"

"Knowing I had help available made me feel safer"

"Someone is always there for me"

"You have been very supportive, Thank you"

The interventions provided by the FDS Living Well Link team have shown significant increases in the wellbeing and confidence of older people and in their interactions within their local community.

81% of clients who accessed the FDS needed support to become

more independent as well as having choice and control over their health.

Over 50% of clients reported they needed support to establish social interactions and support networks.

"I felt at times they were the only service offering assistance"



During 2022-23

1,261
new referrals

11,764
total support interventions

1,411
people supported

FD Advocacy Service

Assisting older people to enable them to find their voice

Funding from the Big Lottery supports AUKS's FD Advocacy Service, which is accessible to everyone aged over 50, and is the only one of its kind for older people in Sunderland.

The service is free of charge and assists people who are experiencing difficulty with resolving issues. The Advocacy Service aims to resolve problems ensuring that the client's voice is heard, achieving a positive impact on older people's health and wellbeing.

Our professional advocates work with volunteer advocates to liaise with and support the older people of Sunderland through a range of disputes. The advocates provide a selection of options from which the client can determine their chosen pathway.

The Advocacy Service is essential in ensuring that every older person has a voice

to obtain the support they need to be able to speak up for themselves.

Often in later years, especially when people are moving through life transitions such as bereavement and health issues, life can often prove to be complex and challenging.

Our advocates also attend community events and hold regular outreach surgeries in the community to enable more people to access the service.

During 2022-23

483

issues resolved

402

people supported

4

volunteers



FD Community Support Clubs (CSC)

Reducing loneliness and social isolation

Our CSCs are Citywide and bring people together to socialise with friends old and new at the same time offering the opportunity to join in with activities

We continue with the escalation of our CSCs and have launched new clubs with special interest groups.

Working in partnership with The Beacon of Light and Sunderland Empire Theatre, we have been able to introduce new clubs designed specifically to bring likeminded older people together to enjoy the company and friendship that being part of a club can bring.

These clubs provide a vital opportunity to socialise which reduces the impact of loneliness and isolation in older people.

Through attendance at our CSCs we are able to help older people to:

- lead healthier and happier lives
- tackle loneliness and isolation
- get more active
- stay independent for longer

During 2022-23

151

older people attended CSCs each week

25

CSCs

30

volunteers

"The club has given me a whole new boost of confidence"



FD Keeping in Touch (KIT) Service

We all know what it's like to feel lonely but did you know that some older people regularly go an entire month without speaking to anyone?

Loneliness is a growing issue for older people. Over half of people aged 75 and over live alone, and 1 in 10 people aged 65 or over say they are always or often felt lonely.

One of the most effective ways of helping to alleviate the feeling of loneliness and social isolation is our KIT service. It is a simple, straightforward way to connect with others.

Information is gathered about a person's previous employment, hobbies, likes and dislikes to ensure KIT volunteers are

matched to older people with things in common. Our volunteers often tell us they get as much reward from delivering the service as the clients do in receiving it.

During this year we have been able to support 449 clients with either a weekly telephone call or a Friendly Face visit from one of our 66 volunteers. Often this call or visit is the only contact a client has with somebody for days on end and clients tell us how much they look forward to hearing from their KIT volunteer.

During 2022-23



FDS – Dial a Driver

Providing transport to vital appointments in the community

Dial a Driver is a volunteer car transport service providing people over 60 in Sunderland with a ride to non-urgent appointments at hospitals, doctors, dentists and podiatrists.

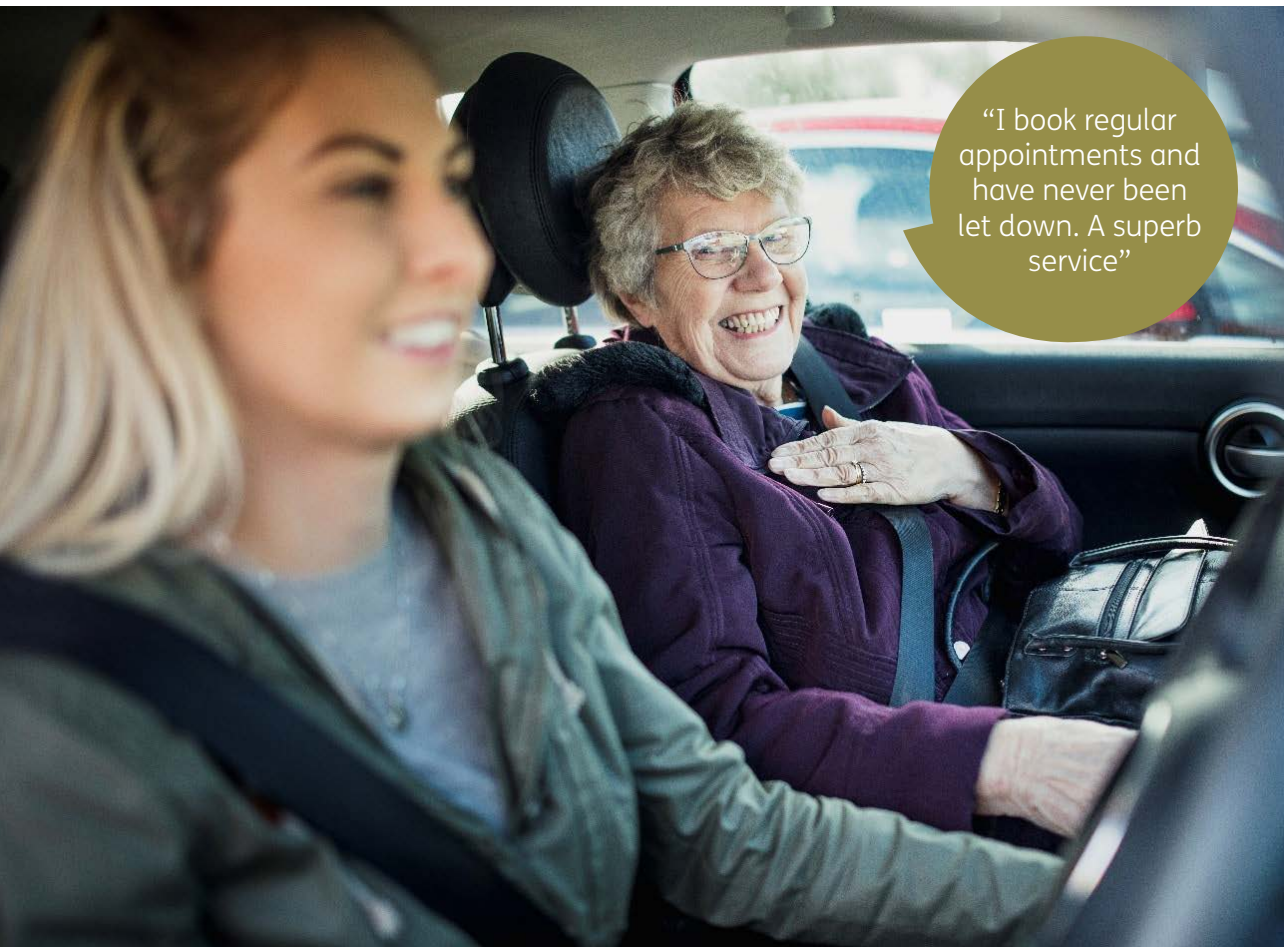
Poor health or lack of mobility can often mean it is difficult for older people to access public transport and they may lack the confidence to do such a journey on their own. Our small team of volunteer drivers use their own cars to provide a door-to-door service, friendly chat and assistance where needed. This can take the stress and worry out of getting to and from an appointment.

While medical appointments are the priority, the service can also be accessed

for journeys to day centres, community clubs and some social visits, when the client would otherwise be unable to travel and may become isolated.

Our remodelled Dial a Driver service was escalated in June 2022 following a lengthy suspension due to Covid 19 restrictions. The service operates with 9 volunteers who have provided transport for 1,696 trips for older people.

During 2022-23





Community Integrated Teams (CIT) Living Well Links

Social Prescribing Programme

Support for local people who need it most

Funded by NHS North East & North Cumbria Integrated Care Board (ICB) the CIT Living Well Link Service works to support people who:

- are 65 years old or over
- have two or more complex long-term health conditions
- face social challenges as a result of their health and wellbeing

The service is part of Sunderland's CITs which enables older people to access better, more integrated care outside of hospital, thus helping to reduce unnecessary hospital admissions.

The aim of the CIT Living Well Link service is to put older people living in Sunderland in personal control of their health and wellbeing by linking them into community support and assets via social prescribing.

The Living Well Link Service works across all 5 localities to provide a City-wide service working with colleagues in health, social care and the VCS to ensure older people are supported to receive the help they need to live independently.

The team have supported clients, throughout 2022/23 using a triage system to complete initial assessments by telephone or home visits.

The service is a great success and our team ensure that the older people of Sunderland with long-term conditions are supported to have a better quality of life within their communities.

The team act as a first point of contact to support older people in their homes, care homes and other community settings using

a person-centred approach, which includes their families and carers. Non- medical support is provided based on the client goals, ensuring older people receive the right support at the right time



"I would like to thank the community integrated link workers for the concern they showed for my mother. The kindness & support we both received made a world of difference."

During 2022-23

1,969

referrals or signposts (including assisted signposting) to other services have been made

1,021

older people have been supported by the Living Well Link Service



The level of information and advice was excellent."

Hospital Discharge Service (HDS)

Actively reducing the re-admission of older people into hospital

Funded by NHS North East & North Cumbria Integrated Care Board (ICB), AUKS's Hospital Discharge team are based within the Discharge Lounge at Sunderland Royal Hospital (SRH) operating across the City of Sunderland for older people aged 60+. The Hospital Discharge team work closely with staff within the hospital wards and discharge lounge in Sunderland. The HDS focus on preventative support to avoid readmissions back to Hospital.

The team offers a flexible range of advice and support within the home on discharge from hospital. Working with patients over a number of weeks. The service includes assisting in meal preparation, helping with light house work, shopping support and signposting to other support services.

Some clients request ongoing support after the initial HDS intervention and are then referred to other services to support the individual on a longer-term basis.

During 2022/23, this vital support service has remained operational providing crisis food packs to older people requiring emergency support on discharge from hospital, as well as shopping and housework support.

The service continues to build good support systems with other professional services and organisations ensuring older people receive a variety of support interventions.

During 2022-23

2,008

home visits were made

2,256

patient contacts within the Discharge Lounge and across Hospital Wards

748

older people supported

246

signposting and referrals made to additional services



"Age UK Sunderland and the support they have provided me with has been absolutely fantastic."

The Essence Service

Sunderland's Dementia Hub for those in the mild to moderate stages of the condition



AUKS's Essence Service has continued to develop and make a positive impact for people with a mild to moderate diagnosis of dementia and their carers.

Our Essence Service is dedicated to ongoing consultation with those with a mild to moderate dementia diagnosis and their carers to ensure the service is client focused and tailored to individual need.

Our feedback clearly demonstrates that the service provides a high level of information, advice, activities and listening ear support which helps people come to terms with and accept a dementia diagnosis in an informed and supportive environment.

We are delighted that the NHS North East & North Cumbria Integrated Care Board (ICB) continue to commission this service to help us carry out our vital work.



"If I hadn't been pointed in the direction of the Essence Service I don't know what I'd have done. You have been a massive help to me. Kindness shines out of all of you."

*Christmas Party 2022
"What a Great Day, really enjoyable. My wife hadn't danced for years. Well done Essence Team."*

My sincere thanks to the Essence team for our trip to Beamish, my wife and I had a wonderful time,"

Until the Essence Service got involved I had no one to talk to. Essence has been a great support.

We have greatly appreciated your kindly and helpful visits and telephone calls in recent years



The Essence Service highlights the benefits of "keeping the Essence" of those with a dementia diagnosis for longer linking individuals and their carers into mainstream activities and support.

In addition to providing information on dementia, such as behavioural changes and the different types of the condition, a range of other information and advice has been delivered to people with dementia and their carers, such as:

- maximising income and accessing benefits
- supporting people to access a dementia diagnosis
- practical support for carers in their home via Essence Lifestyle service (shopping, housework,)
- information on community and residential care
- wills and power of attorney
- accessing social care assessments
- client centred support plans
- Training Programmes: dementia awareness training for clients with dementia, their carers and for professionals
- Support for carers when their loved ones dementia diagnosis becomes more advanced
- support meetings
- a variety of activities at our Essence Centre and in the community

During 2022-23

2,011
people have accessed the Essence Service

757
of which were new clients in 2022/23

4,694
attendances at sessions were delivered at the Essence Centre and outreach venues across Sunderland

374
groups attending on a monthly basis

59
people attended Essence virtual activities every month

Social Focus

A service for people aged 50+ who have a mild to moderate functional mental health condition, such as anxiety, depression or stress

3.6 million older people in the UK live alone, 1.9 million older people often feeling ignored or invisible with research finding loneliness can be as harmful to our health as smoking 15 cigarettes a day.

Source –Age UK

Funded by NHS North East & North Cumbria Integrated Care Board (ICB), AUKS's Social Focus Project is a service for people aged 50+ who have a mild to moderate functional mental health condition, such as anxiety, depression or stress.

The aim of the project is to tackle social isolation for older people with low-level mental health issues. The service looks to reduce symptoms of mental ill health to increase wellbeing.

Following referral, ongoing assessments are completed to identify need in terms of social exclusion and mental health issues. The service also acts as a form of signposting and support to promote independence and get older people integrated back into their local community.



72
people
received
support from
the project
during
2022/23

Active Friends

Funded by the Community Foundation Kellett Fund this project promoted access to free leisure and learning opportunities for older residents living in sheltered accommodation, or, extra care schemes in the City of Sunderland.

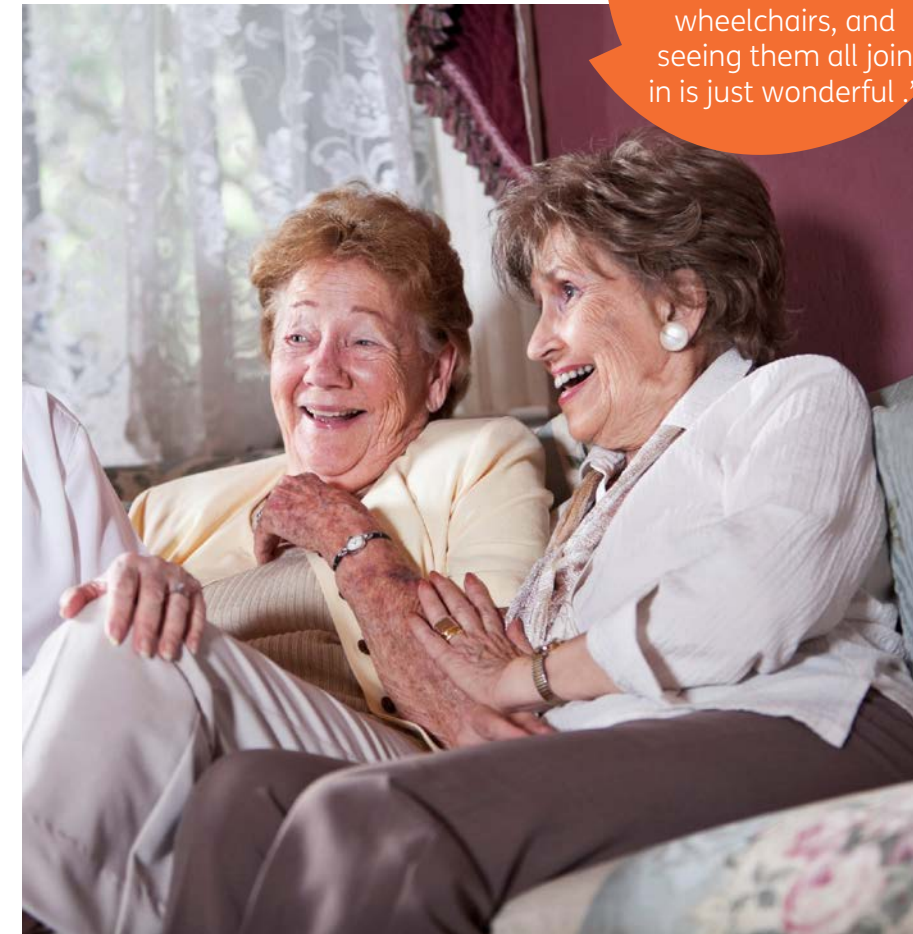
There is no better way to keep old age at bay than keeping your mind and body healthy!

Through the Active Friends project we have provided residents of sheltered housing and extra care schemes with an opportunity to become more mentally and physically active.

The project offered FREE leisure and learning activities to encourage older people to participate, with a view to activities becoming self-sustaining, with help from volunteers.

The aim of the project was to increase social inclusion, reduce loneliness and isolation; and improve mental health and wellbeing by creating a friendly, happy and engaging environment; improve physical health through a variety of stimulating activities for the body and mind.

"Looking at the smiles on everyone's face, watching them all sing and dance, even the ones in wheelchairs, and seeing them all join in is just wonderful."



During 2022-23

121
older people engaged
in the project

5
activity sessions

1,003
attendances

126
leisure and learning
activities

5
venues engaged

Information and Advice Service

Helping people to claim their entitlements

AUKS's Information and Advice (I&A) Service provides a free and confidential service which is a much-needed support to people aged 50 plus across Sunderland. The I&A team provide help with checking client benefit entitlements, offering advice on how to claim and assistance to complete benefit forms.

The I&A team ensures those claiming welfare benefits are receiving the full entitlement they should be receiving, signposting and referring clients where appropriate to other services and organisations providing supplementary information about supportive services and community care matters.

To ensure that no older person misses out on the opportunity to maximise their income the I&A service offers flexible appointments, which can be face-to-face or over the telephone. We can arrange your appointment to take place in our

offices, for those with a greater need and who have restricted mobility we can offer you an appointment to take place in your home, alternatively we can undertake your appointment over the telephone.

The I&A Service continued throughout the year to maximise client's income through benefit advice, ensuring older people are receiving their full entitlement. These entitlements empower local older people in receipt of low levels of income to maintain their independence and their general health and wellbeing.

Additional financial support helps to considerably reduce stress and the day-to-day concerns caused by the current cost of living crisis.

Benefits gained improve clients' wellbeing enabling them to increase participation in social activities and support, which reduces loneliness and isolation.

"Many thanks for your visit, helping me with my application for Attendance Allowance. I now receive this benefit and I am so grateful to you and to all at Age UK Sunderland for caring and doing your lovely work."



During 2022-23

1,070
people were supported in making claims

£435,741.15
backdated benefit arrears achieved

£1,413,374.04
in additional benefits paid to older people



"I wish to gratefully thank your Information & Advice Officer for all the help she gave me with my Pension Credit, she was absolutely brilliant. I would never have been able to do what needed doing. I will be donating to your great cause. Once again thank you and all the Information."

"Just to say I have nothing but praise for the way my claim was treated by Age UK Sunderland. Especially the lovely Information and Advice Officer, she treated me with great respect. I will be making a donation regardless of the outcome."

"A big massive Thank You! for helping me, I have now received the mobility part of my PIP all thanks to you! I can't thank you enough, I really appreciate what you have done for me, once again thank you so much. Sending love and appreciation."

LIFESStyle Service

Offering support in and out of the home

We have an invaluable team of experienced Older People Support Workers (OPSW) who provide help and support to older people across the City. This has been crucial over the last year as demand is on the increase.

Throughout 2022/23, our clients received shopping, housework and companionship support via our Lifestyle Service, which it is integral for our clients’ health, wellbeing and maintaining their independence.

With increase in demand for the service, we have successfully recruited, inducted and trained new team members in order to expand and develop the service.

This service is self-funded.

During 2022-23

16

older peoples support workers gave dedicated support

7,685

hours of support sessions were achieved

122

individuals supported on average per week



Redwood Day Service

Support to reduce social isolation and maintain independence

Our Redwood Day Service provides a fun day out and helps promote independence and wellbeing. The self-funded service offers a high standard of activities and events throughout the year at competitive rates.

The Redwood service provides a tailored 1:1 experience for each individual, including transport to and from the session and an offer of a freshly cooked 2-course meal.

Our Redwood Day Service provides both **respite for carers** and a supported and safe day out for older people who can take care of their own personal care needs.



During 2022-23

98

older people supported

241

support sessions

3,485

total attendances
made by older people



Metcalfe Dementia Support Service

Supporting the needs of people with moderate dementia

The Metcalfe Dementia Day Service was launched in March 2020 as a dedicated service for older people living with moderate dementia who live within the boundaries of Sunderland.

Due to COVID 19 the service was suspended during 2020 -23. However, we are reopening this chargeable service from September 2023.

This service is based at Lee Terrace in Hetton-le-Hole, in the Coalfields area of Sunderland. The centre has a high quality, colourful, dementia friendly design and was set up to offer tailored support from trained and dedicated staff.

The Metcalfe Centre includes an outdoor area with a sensory garden for additional stimulation and enjoyment.

Activities are designed to help stimulate those living with a moderate diagnosis of dementia, as well as providing much needed respite support for carers.

Participants must be able to support their own personal care needs.



Coalfields & Washington

AUKS support older people across the whole of the City and has outreach hubs at Washington and Coalfields

AUKS support older people across the whole of the City and has outreach hubs at Washington and Coalfields. Coalfields & Washington

Aby assisted by a number of dedicated volunteers, working with a range of partner agencies, we were able to continue to support many local older people during 2022-23 from the heart of local communities.

Coalfields & Washington

We will continue to escalate our Community Support Clubs during 2023/24 to ensure inclusivity and the reduction of loneliness and isolation.

All enquiries regarding the Coalfields & Washington services can be answered by telephoning 0191 514 11 31.



Campaigning

AUKS have continued to support Age UK's campaigns in 2022/23 via our advocacy service including:

- The Energy Campaign
- The Social Care Reform Campaign
- Improved Healthcare Campaign
- Visits in Care Homes Campaign
- Domestic abuse has no age limit Campaign



Promotions and Marketing

AUKS have been providing help and support to the older people of Sunderland for over 70 years and we are the largest local independent charity, working and campaigning on issues affecting all older people within the boundaries of the City of Sunderland.

With regard to our services, we aim to position ourselves in public spaces with high volume footfall, with regular promotional stands. This approach maximises our potential to introduce our services to new people as well as creating networking opportunities with other organisations learning about the services that they provide better equipping ourselves to inform our client base.

During 2022/23 we used the following methods to promote our services within the Sunderland area:

- Drop in sessions
- Events

- Press Releases to our local media to promote news events with great success.
- Radio interviews on local radio stations enabled us to have a strong voice on current issues during 2022/23.
- Via our social media sites (Facebook, Twitter, our website & Instagram) to promote our services and any news we wanted share.

AUKS is seen as a central hub by older people in Sunderland needing support, resulting in an exceptionally high demand for our services.



Health and Wellbeing Guide

We continue to produce AUKS's Health and Wellbeing Guide.

This guide contains health and wellbeing information and guidance for the over 50s.

There is information on the services and activities provided by AUKS and how to access them.

There is also information aimed at older people and their carers who may need to access social care support, either now or in the future.

The contents of this guide also reflect current guidelines that have been sourced from a variety of government agencies, including the Care Quality Commission (CQC) and NHS Choices.



Donations and Fundraising

Our thanks go to everyone who has been involved in fundraising for us during 2022/23. It is with the generous support of donors and fundraisers that we are able to have a positive and lasting impact on the lives of vulnerable older people in Sunderland.

To fund our work, we seek to achieve a constant flow of income through a balance of commissioned services and fundraising.

We would like to give a special thank you to all of our commissioners for continuing to fund vital work that improves the lives of older people in Sunderland.

As Covid restrictions eased we were able to organise fundraising activities and events during 2022/23. Our annual Christmas Spectacular in December 2022 was a great success and a welcome return for many.

We were very grateful for all the donations received during 2022/23. These donations supported our work and made a great difference to the lives of many older people in Sunderland. We are grateful to everybody that made donations.

Individual fundraising and donations

AUKS have an online donation page, using Just Giving. People make individual donations via this account and some choose to use the page as a way of remembering lost loved ones and to say thank you for the support their relatives and friends received from AUKS in later life.

To donate please visit:

<https://www.justgiving.com/ageuk-sunderland>

Pay It Forward

Many of the services offered by AUKS are provided free of charge. They are designed to support those in need and to help improve personal situations, finances or overall quality of life.

We ask clients that have benefited from these services to consider donating to help sustain our work for others, which contributes to meeting the ongoing cost of services.

‘Pay It Forward’ is a way for clients or their families to recognise the professional support they have received by making one-off or regular donations to AUKS.

The addition of Gift Aid by UK taxpayers also adds an extra 25% to any donations we receive. Contact AUKS if you would like to know more about how you can ‘Pay It Forward’ and support our vital services.



Christmas day 2022

Working with a local Sunderland councillor, 24 festive turkey dinners with all the trimmings including special Christmas desserts were kindly donated and delivered to older people in Sunderland who were spending Christmas day alone.

Christmas Hampers

Working in partnership with Feeding Families, AUKS staff delivered 60 Christmas hampers containing Christmas food and goodies in advance of the Christmas period 2022 to help some of our most lonely and isolated older clients enjoy their Christmas festivities. We would like to thank all of those involved on behalf of our clients that received Christmas hampers.

And a big thanks to ...

All of the individual and group donors including Trust funders and AUK National who have supported us over this exceptional year.



Partnerships

As the leading charity for older people in the City, AUKS support a wide variety of partnerships and community work. A number of the key partnerships we engaged with in this year are detailed below:



Sunderland City Council

We continue to work closely with elected members and officers to support older people across the City and continue to have representation on:

- Sunderland Safeguarding Adult Board
- (SSAB) Quality Assurance Sub Committee
- Ageing Well Board

NHS North East & North Cumbria Integrated Care Board (ICB)

AUKS work in partnership with NHS North East & North Cumbria Integrated Care Board (ICB) and has representation on a number of working groups to ensure that older people's lives are improved and that services and support are in place to maximise independence. Choice and control, whatever their individual needs are.

Supporting Community Development via Social Prescribing

AUKS is active in supporting community assets via social prescribing for older people within the City. AUKS have 2 dedicated social prescribing teams. CIT LWL Living Well Link Workers who support people aged 65+ with comorbidities, and our Front Door Living Well Link Workers who support people aged 50+ focussing on the preventative agenda.

Social prescribing is a way for local agencies to refer people to a link worker. Link workers give people time, focusing on 'what matters to me' and taking a holistic approach to people's health and wellbeing. They connect people to community groups and statutory services for practical and emotional support.

Partnership working

We work in partnership with many VCS colleagues across the City and aim to strengthen the voluntary sector footprint at all times. Partnership working is vital to ensure all community infrastructure resource is utilised effectively without duplication of service delivery.

During 2022-23 AUKS has worked in partnership with various different services including The Green Doctors, Active Families NE, The Salvation Army, Sunderland Family Zone, Compass Community and many more.

When social prescribing works well, people can be easily referred to link workers from a wide range of local agencies and partners. Self-referral is also encouraged.

Our Better Mental Health events took place in the Everyone Active Leisure Centres in Washington and Silksworth Sports Centres.

The aim was to promote Better Mental Health via a number of partner agencies, as well as providing taster sessions of physical activities aimed at improving mental wellbeing through involvement in activities, as well as providing mental health support.



Volunteering

During 2022-23, 139 dedicated volunteers provided more than 200 hours of their time per week helping to run our service across the City including the Washington and Coalfields areas.

We have a large team of dedicated volunteers who each provide a few hours of their time a week helping to run our services across the City including the Washington and Coalfields areas.

New people are joining us from a range of backgrounds, experiences and varying ages, ensuring our volunteer base is diverse. Volunteers offer an impressive range of skills, as well as great reserves of energy and enthusiasm. The volunteer recruitment procedure is robust and includes the completion of an enhanced Disclosure & Barring Certificate (DBS) and 2 references for all volunteers.

We have volunteering opportunities located all over Sunderland with many services benefiting from our Volunteers.

The Volunteer News newsletter continues to be published every quarter to keep our volunteers up to date with news stories, profiles, information and the regular training opportunities which are available such as dementia awareness sessions and safeguarding.

We also hold regular coffee mornings with our volunteers to catch up on what has been happening in the organisation in a relaxed and informal setting.



VOLUNTEERS



News and Events

Age UK Sunderland were delighted to hold its Annual Volunteer Celebration at The Grand Hotel on Thursday 9th June 2022 after two very challenging years during the Covid-19 pandemic.

The celebration was the perfect opportunity to thank our dedicated volunteers who are the backbone of the organisation.

AUKS has a large team of volunteers who reach over 16,000 older people each year. Volunteers work in a variety of key roles across the City in services such as KIT, Advocacy, Essence, and AUKS CSCs across the City.

The celebration was held at the Grand Hotel Sunderland and awards were presented by The Right Worshipful Mayor Elect Councillor Alison Smith and Consort Mr. David Smith who honoured the hard work and dedication of our longest serving

members, some of which have been with us for over 25 years, as well as announcing Ian Cunningham, Fred Gallagher and Alan Wright as joint winners of AUKS's Volunteer of the Year Award for 2022 (see picture below). 3 volunteers were honoured in 2022 due to not being able to hold this event during COVID lockdowns.

AUKS volunteers were treated to an afternoon tea as well as entertainment performances from a local String Quartet, a Saxophone Player and East Herrington Primary Academy Choir, as a thank you for their valuable contribution in improving the lives of many older lonely people in Sunderland.

Pictured below from left to right:

Karen Barratt (AUKS advocate, Consort Mr. David Smith, The Right Worshipful Mayor Elect Councillor Alison Smith, volunteers Ian Cunningham and Alan Wright as joint Volunteer of the Year winners and AUKS senior manager Leah Abdulla.



Acknowledgements

We would like to thank all of the funders of our services. Their continued support enables us to fulfil our mission statement for the older people in the city.





Age UK Sunderland

Bradbury Centre
Stockton Road
Sunderland
SR2 7AQ

t 0191 5141131

e enquiries@ageuksunderland.org.uk

www.ageuksunderland.org.uk

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