

# ANNUAL REPORT 2018 - 2019



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"OUR COMMITMENT TO PROVIDING THE BEST SERVICES WHICH MEET THE NEEDS OF OLDER PEOPLE IN TEESSIDE REMAINS THE SAME."

### CHAIRWOMAN'S MESSAGE

### Developing new ways to help older people



The past twelve months have been an exciting period for Age UK Teesside. We opened our new premises in the TAD Centre in September 2018 and named them the 'Dorothy Rose Suite' in continued recognition of our longest serving supporter and volunteer.

Our location might have changed but we have continued to offer our core services including advice and information, welfare benefits service, social activities and befriending. We have secured funding to develop and grow these services for the older people of Teesside, including a three-year grant from the Henry Smith Foundation which will enable us to develop our welfare benefits services in Hartlepool. Strategically, this year has been an important one. Our governing document, the 'Strategic Plan' has been revisited and updated for the next three years. Our commitment to providing the best services which meet the needs of older people in Teesside remains the same. But we feel passionately that we should also be actively championing and celebrating later life, and this is one of our key objectives for the next three years. We want to challenge some of the negativity and inherent ageism associated with later life by promoting and celebrating the positive aspects of older age, through campaigns and events. You can read more in the Strategic Plan, available on our website.

We have increased our fundraising efforts through a range of fun (and sometimes adrenaline inducing!) activities including a Ghost Hunt, Bark in the Park (a regular favourite among our staff and volunteers!) abseiling and Wills Month. Many thanks to everyone who got involved and helped us raise funds to sustain our charity. We are also very grateful to our corporate supporters, including Santander, Tilly, Bailey & Irvine, Cummins and Teesside Money.

Outside of fundraising, we have continued to work closely with local partners and stakeholders. These partnerships enable us to work with other charities, organisations, trusts and local councils and commissioners to identify and respond to new opportunities to innovate our service delivery.

Looking ahead, Age UK Teesside has lots of exciting plans. We are still looking for appropriate premises for our new shop and hope to be opening this within the next year. In terms of governance, we have recently welcomed Anthony Jackson to the board. He will shortly replace our current Treasurer, Jon Berg, who has served the charity for the last decade. We are also hoping to grow our board through the appointment of two new trustees who will help us deliver on our vision and objectives.

To keep up to date with everything we are doing, you can check out our monthly newsletter by signing up to receive a copy at www.ageukteesside.org.uk or emailing haley.dye@ageukteesside.org.uk

Of course, none of this would be possible without our fantastic staff and volunteers (including fellow trustees). On behalf of the board, I would like to thank everyone for their continued commitment to our charity.

Hannah Bows Chair of the Board of Trustees

#### **Our 2018/19 Achievements**

### SUCCESS IN NUMBERS

**£1.1MILLION** 

2,887 HOURS OF BEFRIENDING VISITS

8,318

OLDER PEOPLE SUPPORTED

**80** WARM HOMES ASSESSMENTS

200 ACTIVE VOLUNTEERS

100% FUNDER APPROVAL OF PROJECT SUCCESS



## OUR AIMS FOR 2016 TO 2019: HOW DID WE DO?

Age UK Teesside's objectives are set out in our three-year strategic plan. For the period ending in March 2019 the following key performance indicators were set and the outcomes measured:

#### To increase the number of older people supported by our services by 10% annually

• In 2015/16 we helped 6,318 older people. By 2018/19 this number had increased to 8,318.

#### To develop three new innovative project concepts to support older people

- We successfully instigated and delivered social activities to vulnerable prisoners in Holme House Prison. This is now funded until 2024.
- We started delivering a Hoarding Prevention Service for people aged 50 plus in Middlesbrough, which continues to be funded.
- We introduced a Welcome Home pilot project, working with James Cook and Redcar Hospitals to support older

people of Redcar & Cleveland to get home quickly after a stay, thereby reducing their time in hospital and their reliance on the NHS.

#### To further improve staff morale

• In 2015/16 73% were satisfied, very satisfied or extremely satisfied. This had risen to 80% in 2018/19.

#### **Project success**

• We achieved 100% funder approval of project achievement.

#### Fundraising

• Has increased year on year since 2016.



A new strategic plan has now been produced for the period 2019-22, incorporating new aims and objectives.

#### **Services to Older People**

## WHAT WE DO AND WHERE

#### STOCKTON-ON-TEES HARTLEPOOL • Better health better wealth project • Welfare benefits advice • Welfare benefits advice • Befriending service General advice and information • Walking group Teesside Social activities Love later life **MIDDLESBROUGH REDCAR & CLEVELAND** Phoenix project Welcome home service • Befriending service Time out project Hoarding prevention • Befriending service • Welfare benefits advice Social activities • Walking group General advice & information Social activities

#### TAD CENTRE IS OUR NEW HEADQUARTERS

#### All services now delivered in the community

After 20 years of operating from premises on Borough Road in Middlesbrough, we have made the move to rented office space at the TAD Centre on Ormesby Road in Berwick Hills. The decision to move was made because of the rundown nature of the area around our property at Borough Road and the safety of our customers and staff. It also coincided with our decision to deliver all of our charitable services out in the community, making it accessible to all older people. This has allowed us to reduce the size of space that we needed and the overheads to the organisation, allowing us to spend more money on vital support.

### INFORMATION & ADVICE SERVICE IS A £MILLION SUCCESS

One of Age UK Teesside's most important and successful services is to offer free information and advice to improve the finances and quality of life of over-50s in the area. We help older people with welfare benefits and support with the completion of forms. The service includes assistance with:

- Attendance and carer's allowance
- Council tax
- Personal independence payments
- Housing needs
- Local services

- Pension credit
- Disability living allowance
- Accessing social care
- Community care

#### In 2018-19 Age UK Teesside:



#### Information & Advice Case Studies

## £11,300 ARREARS PAYMENT

Mr and Mrs J asked for help with completion of a Personal Independence Payments form. They were asked to bring the relevant paperwork to a further appointment as the amount they received did not seem correct.

> We discovered that, since a change in her circumstances in 2015, a severe disability premium should have been paid to Mrs J in her pension credit calculation.

> > A new claim was made together with a request for backdated payment, resulting in an increase in benefits for the couple of £64.30 per week together with an arrears payment of £11,300.

## COUPLE AWARDED £9,300

When Mr B asked for help with completion of a benefits review form we discovered that a severe disability premium, to which both he and his wife were entitled, had not been included in their pension credit award.

With our help, they were initially awarded £1,800 for three months backdated benefit, but we advised them to challenge this with a mandatory reconsideration request, after which they were awarded a further £7,500.

Our client's pension credit award was also recalculated, resulting in an extra £128 a week payment.

A personalised and free service to help people aged 50 plus to improve their lives and finances



### Befriending TACKLING SOCIAL ISOLATION

Funded by the four local authorities in Teesside, Age UK Teesside's growing Befriending Service is for those aged 65 plus who are identified as socially isolated, live alone, have little or no contact from family and friends and have difficulty accessing social groups.

Our befriending volunteers are DBS (Disclosure and Barring Service) checked and suitably recruited and then matched to our clients to undertake weekly home visits. They offer support and encourage them to socially interact by going for walks, coffee, shopping and to join in community social groups.

Additionally, in Redcar & Cleveland, we have the Befriending Extended Service, where we provide support to enable those clients that are not isolated, but need support to engage with community activities. We support them to access local social groups, help build confidence to make new friendships and find out what is going on in the local community.

## BEFRIENDING IN TEESSIDE



#### **Befriending Case Studies**

## VOLUNTEER ANN, MARGARET AND GERARD

Ann is a new volunteer at the Age UK Teesside Stockton Befriending Service. She says she really enjoys her role of meeting people and making new friends, at the same time gaining confidence in herself. She has blossomed over the time she has been volunteering.

Ann's first client was Margaret and they hit it off straight away, enjoying each other's company. They shared stories of each other's families and talked about the topics of the day. Margaret was undergoing treatment for cancer and Ann was a great support during this time.

Unfortunately, Margaret had a bad fall and was admitted to hospital. Ann asked to be allocated to another client, so she was introduced to Gerard, who Ann enjoys visiting as they share friendly chats over cups of tea.

Although Ann does not drive, she travels by bus to see Gerard in all weathers. They have talked about getting out and about and are aiming to visit Teesside Retail Park together for a shopping spree in Marks & Spencer.

Gerard is greatly looking forward to the trip as he rarely gets out and about.



Ann with Margaret

Ann with Gerard

### VOLUNTEER EMMA AND 'G'

Middlesbrough Befriending Service volunteer Emma had been visiting client G for three months and had built up a great friendship. She said:

My heart absolutely melted yesterday and I was so happy. I went to see G and he had made these paper toys for my boys.

> It made me smile, as I know he has a lot of time to himself and has trouble with his hands, so it was lovely to see what he had achieved.





my boys absolutely love them and I can't wait to tell G next week. I just felt I needed to share this with you.

#### Befriending Case Study

### A WARM WELCOME FOR "JR"

JR referred herself into our Redcar & Cleveland Befriending Service as she felt she was becoming increasingly lonely and isolated. Her family live in the south and, although in regular contact, they do not get to see her often.

Her health has declined and she has mobility problems, which means she is no longer able to get out of her home independently, so has to rely on the support of neighbours for help with shopping and daily tasks.

JR lives alone and is a very nervous individual who is uncomfortable with strangers, but she was happy to be introduced to a volunteer befriender who now visits on a weekly basis, offering company and support.

#### **Energy Check**

When we visited, we identified that JR's home was extremely cold, draughty and not good for her health and wellbeing. We issued an Age UK Teesside Winter Home Pack containing gloves, a flask, hot water bottle, blanket, scarf and a hat.

Her home was not energy efficient, so we referred her to the Warm Homes Energy Service. A handyman will go out and check the property, then insulate where they find draughts around doors and windows. In addition, they will assess the home for energy efficient light bulbs and offer advice on how to be more economical and energy efficient.

#### **Case Study**

### REDCAR EXTENDED SERVICE 'MOTHER HEN' MARGARET

When Margaret was referred by her Wellbeing Practitioner to Age UK Teesside, she described feelings of loneliness and isolation and felt she couldn't attend certain activities because she was on her own.

Margaret lacked confidence to attend groups but knew that, following an episode of anxiety and depression, she needed to socialise and rebuild her support network and friendship groups.

She was supported by Robynne, who has developed our Extended Service and who carried out a wellbeing assessment to find out what interests Margaret had. She also visited Margaret several times to build a therapeutic relationship.

From this Robynne and Margaret agreed to start attending the Silver Surfers group at Marske Library, where Margaret already knew someone. She came every week and started to form friendships with Silver Surfers Volunteer and group members. She became a real asset to the group and began to help others solve their IT problems. Robynne then suggested attending Community Stepping Stones' Knit and Natter group in Dormanstown. Margaret was initially anxious about going on her own, but was assured that she would be okay - and that our office was not far away if she needed Robynne to meet her at any point.

Margaret did go on her own and loved it! She is now attending the games afternoon there and has been described as a "wonderful lady with a lot to give" and "the mother hen of the group".



Margaret at the Knit and Natter Group

#### **Services to Older People**

Two Age UK Teesside projects are helping older people with health conditions to cope with their circumstances...

### WELCOME HOME

Funded by Redcar & Cleveland Council, the project aims to provide support and company for older people who have been discharged from hospital and live alone in the borough.

Before or upon discharge, suitable patients are matched with a project volunteer who will support the patient to get home. They offer four to six weekly visits at the client's home to help rebuild their independence and wellbeing, leading to a reduction in unnecessary re-admission rates.

The trained volunteer ensures the patient has the necessary basic needs, such as fuel and food, upon discharge, visits the client at home and provides company and conversation, as well as signposting the patient to other appropriate services

### INTEGRATED PERSONAL CARE

IPC is a peer support group for those affected by respiratory conditions, diabetes and neurological conditions. The group is for carers and partners to meet others with similar situations and encourages open conversations about experiences. There are NHS speakers, a general knowledge quiz and gentle chair-based exercise. Twelve clients successfully engaged with the project.

### PHOENIX PROJECT

- Funded by Middlesbrough Council
- Allows over-65s plus to engage in a social environment designed around their individual needs
- Aim is to create a stimulating and entertaining environment where people can make new friends
- Weekly activities include carpet bowls, craft group, Friendship Friday, chair-based exercise and Lunch n Social
- In 2018-19 we delivered eight weekly groups in the community. Total membership was 225 with an accumulated attendance total of 2,456

### FUN AND FRIENDSHIP MAKE PHOENIX PROJECT A WINNER

Mrs S first attended Phoenix Group social activities in 2009. She was a widow and her son and daughter-inlaw lived with her. She was a very active woman who used to work in a pharmacy before progressing into care, where she loved working with older people in a care home.

Mrs S had many tales to tell of her activities and adventures with the clients she cared for. She enjoyed walking groups along with 'Lunch n Social' activities and "Friendship Friday" fun. She loved to meet new people and always made them feel welcome. Within the groups, she would take the lead and encourage clients to continue attending.

Mrs S was diagnosed with Dementia and with the support of her family she attended MCST (Maintenance Cognitive Stimulation Therapy) sessions.

She remained positive and happy, always laughing and smiling, never missing a Lunch n Social or Friendship Friday. Even though her dementia was progressing, she remained positive, caring and supportive of her friends within the groups.



The Friendship Friday Group

Sadly Mrs S passed away in May this year.

You have to keep coming to these groups and you have to make the effort, I don't know what I would do without all you lovely people keeping me busy.



#### **Services to Older People**

## BETTER HEALTH BETTER WEALTH

The Better Health Better Wealth service, funded by Stockton Borough Council, offers a wide range of benefits to over-65s in borough. This includes:

- Welfare benefits checks
- Support to access health and wellbeing services
- Social activities in local communities
- Practical help through our befriending service
- Social care referrals for homecare, aids and adaptions
- Other wellbeing needs

Age UK Teesside's work begins with a social well-being assessment to identify health and welfare needs including those that are isolated or show signs of dementia.

## OUR IMPACT IN NUMBERS

**246** CLIENTS REFERRED INTO THE SERVICE

WEEKLY GROUPS IN THE COMMUNITY INCLUDING MONDAY MATES, TRY IT TUESDAY AND MUSIC IN HOSPITAL EVENTS

177 MEMBERS ATTENDING GROUPS

**1,611** ATTENDANCES ACROSS ALL GROUPS

### Case Study DENISE: "IT WAS THE LIFE SAVER FOR ME…"

Denise accompanied her husband George to the Friday Friends Group at the Livewell Hub in Thornaby and she joined the Carers Group. This is what she had to say about the support they have both received from Age UK Teesside:

"In 2014 George was diagnosed with dementia with Lewy bodies, which includes Parkinson's movement disorder. Gradually we were unable to do any of the social activities we had done together for many years and were beginning to get isolated.

It was a hard decision to look for something that we could still do together and we tried one or two groups. With some groups the carers sat outside the room but at the Wednesday social group another carer and myself went into the room with our partners.

George could still join in a bit at that time and enjoyed it, but it was the life-saver for me as a carer. I found it very hard to make that first move to go to the group but we were welcomed and soon settled in and made friends. We do quizzes, games, and music and it can be noisy, with a lot of friendly banter. More recently, George has been admitted to hospital and then to a care home. Asking if I could still go to the social group, I was overwhelmed by the response by Gillian and other members. I was told that I was a member of the group and had to continue attending.

I do attend every week and it is one thing to look forward too. A bit of a laugh and joke and the continuing support from people who know exactly what it means to be a sufferer or carer for a person with dementia. The help and support I have had and am still getting has been amazing. My only regret is that we did not find the group sooner. Lately, more dementia sufferers have attended with their carers and it works very well. It is a very happy group, long may it continue."

## WARM HOMES PROJECT HITS THE TARGET

The Warm Homes campaign is funded by EON and aims to improve energy efficiency and ensure older people don't suffer from the cold in the winter. This service was available to everyone over 50 who lives in the area.

A one to one assessment questionnaire identified any areas of concern, followed by easy energy saving tips and how to keep warm.

A handyman visited the home to fit energy saving light bulbs, draught excluders, night safety lights and remote controlled timer switches.

We achieved our target of 80 warm home assessments including handyman visits.

#### **Case Study**

ageuk

### LOFT HATCH IS THE CULPRIT

Mrs A called Age UK Teesside to see if she could get any help with keeping her home warm. She explained that her two-bedroom house was warm but she had a draught and could not find out where it was coming from.

Despite calling many other services, she had been unable to find anyone who would support her without charging a fee.

The handymen went to assess her home and identified that the draught was coming from her loft hatch. He fitted both the loft hatch and letterbox with draught excluders to solve the problem.

Mrs A called Age UK Teesside as soon as the handymen had left her property to say they were wonderful, friendly and extremely helpful. She could feel the difference immediately.

> I'm over the moon with the service, thank you so much.

#### **Services to Older People**

### LIVING WITH AND BEYOND CANCER

The Living With and Beyond Cancer project covers the Tees Valley area and offers support to people aged 45-plus who are receiving treatment or have recovered/recovering from cancer.

We offer a holistic needs assessment designed by the Macmillan Cancer Support Service to ensure that their needs are being met.

We work with the clients on a one to one basis and offer support, advice and guidance.

102 referrals were made with 45 of these requiring a full holistic needs assessment.

Six presentations were delivered to breast cancer groups at: James Cook, Redcar, North Tees and Hartlepool Hospitals; Holme House Prison; South Tees Hospital staff; and social services staff in the family care and elderly care teams at Redcar & Cleveland Council.

#### **Case Study**

## CARE PACKAGE PUT IN PLACE FOR HOME ALONE PATIENT

Age UK Teesside was asked to arrange a Holistic Needs Assessment for a patient whose routine test showed they had stomach and oesophageal cancer. This required treatment which would leave the patient needing home care for at least 12 months after leaving hospital.

A home visit was requested, so an Age UK team member visited and ran a benefit check to see if they were entitled to any financial assistance. This showed that no pension credit or any means tested benefits could be awarded. However, Attendance Allowance might be available in anticipation of the care needs to come. This could be done by Age UK Teesside or Macmillan.

As the client would need to go home with no-one to look after them, a care assessment by the hospital social worker was also arranged.

Thanks to the advice and support, the client said they felt more informed and supported after the visit.

#### **Services to Older People**

## LIFE IS MILES BETTER WITH STOCKTON DEMENTIA WALKING GROUP

The Group is known as "Strollers and Stragglers" and is for people who are affected by dementia and their carers.

Members complete short walks at a manageable pace around Tees Barrage, Ropner Park and Preston Park.

Afterwards they go for coffee and cake and a chat to round the morning off and plan the week ahead.

22 Members joined the group and 28 walks were completed with a total attendance of 232.

#### **Case Study**

Walker Martin:

We now look forward to Monday mornings, meeting up with the group, walking together, knowing help is at hand if needed...

"It was towards the end of summer last year, when searching for help to look after my wife Janet, who has dementia, that we were referred to the Live Well Dementia Hub at Thornaby. Among the many facilities and activities available there we were immediately attracted to the walking group run by Age UK Teesside.

Being keen walkers we had spent many holidays walking in North Wales, Scotland and the Swiss Alps, but we can now no longer manage the distances we used to. The programme of walks offered of around two to three miles, based on Preston Park, Ropner Park and The Tees Barrage, seemed ideally suited to our current ability.



As well as keeping us active and getting out in the fresh air, we have also made many new friends with both fellow walkers and Age UK Teesside workers and volunteers. There is always a friendly atmosphere on the walks, along with opportunities to discuss any issues or share experiences with each other.

I have found it particularly helpful to talk to other carers about the similar situations we face in looking after loved ones with dementia. We now look forward to Monday mornings, meeting up with the group, walking together, knowing help is on hand if needed and especially the coffee and cake at the end of the walk!"

Martin and Janet - both benefited from joining the Dementia Walking Group

#### **Our People**

Here we tell the stories of two of Age UK's staff - the people who drive the work we do to help older people in need of support, advice and companionship...

#### LOUISE'S STORY LOUISE WHEATLEY IS THE OPERATIONS MANAGER FOR AGE UK TEESSIDE

"I started working for Age Concern in 1996, before we changed our name to Age UK Teesside. I was 17 years old and was employed through the Youth Training Scheme (YTS) as an administrator.

From the first day I really loved my job, taking on all the challenges that the role required. I gained a place as an apprentice in 1997 and began my new role in the accounts department, where I worked as a personal assistant for the Chief Officer. I achieved my NVQ level 2 and 3 in Administration and continued in this role for the next three years, working in all our offices across the four boroughs.

In 2000 I started working for the trading side of the company, selling Age UK insurance products and services. I really enjoyed working with the public, ensuring they bought the best home, travel and car Insurance for their needs. I also took a lot of pride in the advice and guidance we offered for funeral plans. This was a difficult but very worthwhile job and I felt great satisfaction knowing I had supported the elderly and their families. In 2013 I was promoted to Trading Supervisor, my knowledge both in charity and trading helping me to grow within the company. I continued in this role while the organisation went through some changes and was then given responsibility for staff and project management, working alongside our Chief Executive.

I was promoted to Operations Manager in 2018 when one of the managers left and I have enjoyed helping to develop a successful workforce."

I have seen many changes in the 23 years that I have worked for the charity. I have worked alongside some great colleagues, shared in some great successes and met the most amazing customers. I've seen shops and offices open and close. I celebrated my 40th Birthday at Age UK Teesside this year. I have so many memories - there are too many to mention. I still enjoy coming to work every day as I take a pride in how we help and support those who are vulnerable and offer advice and guidance to those in need.



#### **Our People**

#### GILLIAN'S STORY GILLIAN MARTIN IS BETTER HEALTH BETTER WEALTH PROJECT LEADER

"My journey started in 1994 when the organisation, then known as Age Concern, set up a luncheon club in my area. I thought this was a valuable service for the community so I became a volunteer. The club was one of four around East Cleveland and it would go on to serve my community for nearly 20 years.

We identified a need for groups in the community and over the years various groups and shops were established in Bow Street in Guisborough, the Pop In at Kemplah and bingo at Whitby Close, Skelton.

I continued to volunteer at these groups and in 1997 also started to help at Grosmont Day Centre. I assisted with the daily activities in the centre and as an escort on the mini bus to bring clients into the centre. Over the years my duties enabled me to learn new skills in care for the elderly and gave me the opportunity for training to enhance my role as a volunteer.

In 2006 I was offered employment as a Day Care Officer working part time in the Grosmont Day Centre. Within two years I was working full time and had achieved qualifications in Health & Social Care at level 3, First Aid, Moving and Handling. I even learned circle dancing! By 2010 I had been appointed Manager of the Day Centre. This brought brand new challenges. I was responsible for the smooth running of the centre, for customers and for staff, ensuring that health & safety and safeguarding procedures were followed, continually assessing the needs of the customers, arranging activities and trips and meeting with commissioners on a regular basis to discuss the progress of the centre. In my manager's role I undertook and achieved my Level 5 in Leadership and Management in Health & Social Care.

2016 brought changes to the organisation which also affected my role as the Day Centre closed. Although I was sad to see the demise of this service, we introduced new services and established these around the four boroughs.

I became a member of the Health & Wellbeing Team and was responsible for Stockton Borough. This brought about new experiences and challenges. On completion of home welfare visits to clients, I was able to identify personal support needs, not only those available from Age UK Teesside but also from other services such as Occupational Therapists or Cleveland Fire Brigade. I created groups to support the elderly in the community, encouraging them out of isolation and into social interaction."



Over the years there have been many changes. Services and provisions come and go as funding changes but one thing that hasn't changed is our dedication to helping individuals to be empowered and to gain their full potential. I am very proud to work for Age UK Teesside, along with my dedicated colleagues and managers who lead by example.

66

#### **Our People**

### VOLUNTEERS - A VITAL RESOURCE

Volunteers are a vital resource here at Age UK Teesside and they are very much valued. They come from a range of backgrounds, experiences and ages, ensuring a diverse volunteer base as well as an impressive range of skills!

The recruitment process is robust but straightforward. We believe that if someone wishes to offer their time freely we must ensure that their application, interview, DBS checks and training are as painless as possible.

People volunteer at Age UK Teesside for a range of reasons, including wanting to give something back to their community. Volunteering also provides some people with a focus and an opportunity to address their own loneliness, offering companionship to others who are in a similar situation.

We currently have over 200 active volunteers, assisting in a variety of roles including befriending and helping at social or fundraising activities.

Our Board of Trustees is also made up of volunteers who give their time and support to ensure that the organisation has the right governance in place to comply with its charitable status. We are currently seeking additional board members, particularly with skills around health & social care and employment law.

#### **Case Study**

### REBECCA

Rebecca is one of our Stockton area Befriending Service volunteers who served for 15 years in the Royal Navy's Queen Alexandra's Royal Nursing Service (QARNN). When she left the forces she wanted to make friends who would fit in with her new job as a Nurse working night shifts.

Rebecca was introduced to Mary, one of our isolated clients who was lacking confidence and very reclusive. However, over time she started to go out with Rebecca for coffee and walks, resulting in a massive confidence boost.

They were both invited to the Age UK's Better Health Better Wealth Christmas Party and Mary was very pleased to attend along with Rebecca.



Rebecca and Mary at the Christmas Party with Age UK's Befriending Coordinator Janet

#### **Money Matters**

## TEESSIDE COMMUNITY RALLIES ROUND TO SUPPORT AGE UK FUNDRAISING

Age UK Teesside is a local charity which operates in co-operation with, but independent of, the national Age UK organisation. As a result, we are highly dependent upon raising funds locally, particularly following a substantial reduction in financial support from Age UK nationally.

During the 2018/2019 financial year we continued to build on the success of events such as the Wills Month, Bungee Jump, Skydive and the Santas on the Bridge Abseil.

New events were introduced aimed at appealing to as wide a range of people as possible. This included Bark in the Park, a Celebrity Ghost Hunt, Great North Run and the March Against Loneliness Zumbathon.

Corporate support increased with Co-op Food, Morrisons Supermarkets, Tilly Bailey & Irvine, Smooth Radio, Grahams and Durham Animal Feeds all supporting the charity.

Community fundraising focused on collection boxes, seasonal blind cards and merchandise, with third party fundraising from Signals Bistro and Yarm Prep School.

21 funding bids were submitted with ten being successful to a value of over £149,000.





Bark in the Park – sponsored dog walk and show



The March Against Loneliness Zumbathon



Abseiling from the Transporter Bridge

### THANKS...

...for the wonderful support we receive from our corporate supporters and their staff



Santander supports local charities and has an excellent relationship with Age UK Teesside, supporting a range of activities including:

- Monthly support rota to the Phoenix project, resulting in weekly volunteers attending Age UK venues, socialising with the clients and engaging in stimulating activities such as Dominoes, Scrabble and dementia walks
- Clothes donation bins within the Santander workplace to encourage recycling of goods for the charity to raise revenue
- Multiple sponsorship activities including the Great North Swim, Great North Run and Dragon Boat Race
- Raising awareness among the vulnerable and elderly with 'Scam awareness talks'

This is a fantastic charity which truly does make a difference to people's lives. It is also is a fantastic way for Santander to support a local charity and community, which is also great for team building.



Tilly Bailey & Irvine Law Firm has always put people at the forefront of its mind, so working with the local charities is part and parcel of our genetics.

We have always striven to make a difference through supporting the fantastic work done by those at Age UK Teesside, the region being where our roots first began back in 1842.

Through participating in events, supporting clients with legal matters and assisting the great work they do, we look forward to continuing our backing with all involved and do our bit to help.



Now a prominent feature within Stockton High Street, Finance and Mortgage Brokers, Teesside Money celebrated their continued success by pledging support to Age UK Teesside.

Directors Ian Skerritt and Steve Paterson organised a raffle at the launch of their new Wellington Square office, raising £480 and then formalised their support by opting to become a Corporate Sponsor.

Ian said "We are a local business serving local people and strongly believe in building a community spirit, hence the fact we have re located to a high street location, giving our clients the option of calling in to speak to us in person.

We chose Age UK Teesside as our preferred charity as we see some of the work they do within the community for the older generation. Like us they are passionate about supporting the older community and we felt the link worked well."

### THANKS...

...to all the individuals and companies who have supported the work of Age UK Teesside in so many ways

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### LOOKING AHEAD

#### Now we look ahead to the next three years... Our strategic objectives for 2019 to 2022 are to:

- 1. Celebrate later life, promoting the positive aspects of ageing and the contribution that people in later life make to Teesside.
- 2. Be relevant, by continuing to provide appropriate services and partnerships to help people in later life in Teesside to live independent, happy and healthy lives.
- 3. Strengthen our strategic leadership and governance by diversifying and developing the board of trustees.
- 4. Increase impact.
- 5. Diversify and increase unrestricted income (i.e. income which is not ring-fenced for specific projects).
- 6. Continue to increase awareness about issues relating to ageing.

#### Age UK Teesside

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