

Annual Review 2016-17

Just want to say a massive thank you for all your help in sorting out my Housing Benefit...



The Home Support service is fantastic. It has enabled me to stay in my own home...



It never ceases to amaze me the range of skills and talents our volunteers have to offer.

Fran's not my volunteer, she's my friend. I feel as if she's been in my life all my life.



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Welcome to our 2016/17 annual review.



It has been another very exciting and busy year for us. We continue to provide a wide range of services and support to older members of our community, reaching out to more individuals than ever before.

Through our traditional Information and Advice, Befriending and Home Support services we supported nearly 6500 Torbay residents last year, this is a huge achievement, of which we are very proud.

Our work within the Ageing Well Programme has been critical in positively changing the lives of older people. We have helped shape and develop new models of support and care, adding value through our interventions, and look forward to continuing to build on this work as we move through 2017 into 2018.

We could not of course achieve any of this work without our fantastic network of

volunteers and small core team of staff, and I would like to take this opportunity to extend a personal thank you to all of them for their hard work and continued dedication.

We have continued to see changes as an organisation with two new trustees, Faye Roebuck and Alan Powell joining the board. We will continue to grow and develop as we move forward.

As we embark on a new year, we very much look forward to continuing to build on our historical achievements and successes, whilst looking for new opportunities to make a difference to the older people in Torbay.

With my best wishes for the coming year.

Jacqui Lyttle - Chair

A photograph of two elderly women standing outdoors. The woman on the left is wearing a white shirt and glasses, and the woman on the right is wearing a white jacket and glasses. They are both smiling.

“I must tell you I am so grateful. I have managed to save up and buy myself a mobility scooter, which is being delivered today. I am so excited, as it means I have freedom.”

Thank you for your support this year

This year has seen the start of our Wellbeing Torbay project, funded through Big Lottery as part of Ageing Well. We have been overwhelmed with over 500 lonely and isolated people in our 3 towns who need support to engage with their community, make friends and get out and about. Our team of Wellbeing Co-ordinators can visit people in their own homes and build a plan with people to enable them to lead the best lives they can. We are really happy with the way this project is building, but what it does bring to the forefront of all our minds, is the need for tackling loneliness and isolation in our communities.

We continue to develop our work with Torbay Community Development Trust, Brixham Does Care and other partners to reach older people across the bay.

The next few years will see us adopting a new strategy for ensuring we remain future fit as the Number 1 'go to' organisation for over 50s in Torbay.

I need to mention our funders, Big Lottery, Torbay and South Devon NHS Foundation Trust, and Eon and Age UK national, our relationship with these organisations is fundamental to

the work we do and we are eternally grateful for their support and understanding of the work we do.

Finally, a big thank you to those of you who have donated both time through volunteering and money through donations, big and small to Age UK Torbay, we couldn't do our work without you.

Best wishes to you all for the coming year.

**Helen Harman -
Chief Officer**



“I feel as if I have been reborn. I will never be able to repay Age UK Torbay for all they have done for me.”

**Encouraging choice and opportunity
for older people**

What we achieved

Information and Advice

- More than 4669 enquiries (up 9% from last year).
- Assisted older people to claim £1,171,731 of benefit entitlements.
- Plays a vital role in tackling poverty and promoting dignity and older peoples' rights.
- Gives health and social service professionals the option of signposting older people to an independent service designed especially for them.
- Often reduces need for other services.

“Just want to say a massive thank you for all your help in sorting out my Housing Benefit, Council Tax and Pension Credit. I am now happily retired and looking after myself and enjoying every minute”

**£1.172
million
benefits raised**



**Over
4,669
people
advised**

An estimated £3.5 billion in Pension Credit and Housing Benefit is unclaimed nationally every year

(Source: Age UK)

Advocacy/Case Work

- Work in partnership with older people and “take their side”.
- Promote social inclusion, equality and social justice.



593

**clients assisted with
diverse problems and issues**

513

**home visits, mainly
assisting for
Attendance Allowance**

“As a result of your lovely lady’s kind visit, I am now in receipt of Attendance Allowance and increase to my Pension Credit. Also, due to her superb advice, I now have a blue badge parking permit. There aren’t words to express my very deep gratitude to your fantastic organisation and this very special lady!”

Befriending and Careline

- **Befrienders supported 24 people plus 10 people received a weekly phone call from a volunteer.**
- Provide emotional support - can lead to improvements in mood and confidence.
- Improving communication skills – talking to someone else who has time to listen.
- Give people something to look forward to.
- Significant increase in need for befriender volunteers. Volunteer numbers need to grow (currently 21) to match demand.

**Could YOU
volunteer to
become a
befriender?**



Days Out Service

2525
Days Out hours
provided 45 people
with a friendly
'home from home'

- Provide friendship and peer support.
- Reduce risk of social exclusion.
- Reduce number of people admitted to hospital or residential care.
- Providing breaks for carers.

Home Support

- Provided 12,585 hours of Home Support service to 240 older people this year.
- Helps people retain their independence by assisting with tasks such as cleaning, shopping, and collecting prescriptions.

12,585 hours
Home Support service
helped 240 people
retain independence

“Gwen is a lovely caring person and she really makes us feel at home for the day.”

Wellbeing Torbay

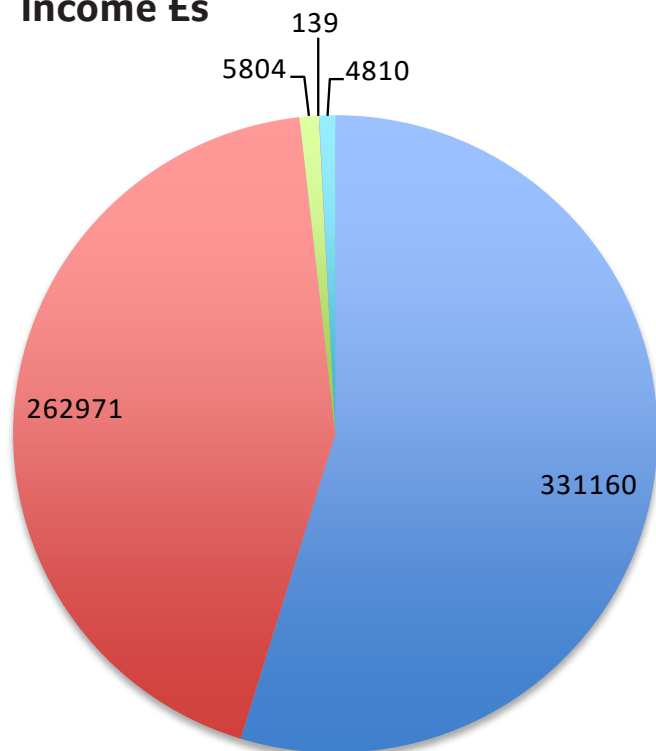
- 2 year project working with lonely and isolated older people, enabling them to re-engage with their communities, set and achieve their own goals and provide support to prevent ill health.
- Wellbeing Co-ordinators use guided conversations that encourage individual own goals and support people to live their lives the way they want to.
- Wellbeing Co-ordinators have worked with over 400 lonely and isolated people in the first year.



“A year ago I couldn't go out on my own and I never saw anyone. Thanks to Fran, I now have a social life and a diary to plan where I'm going.”

Headline Finance

Income £s

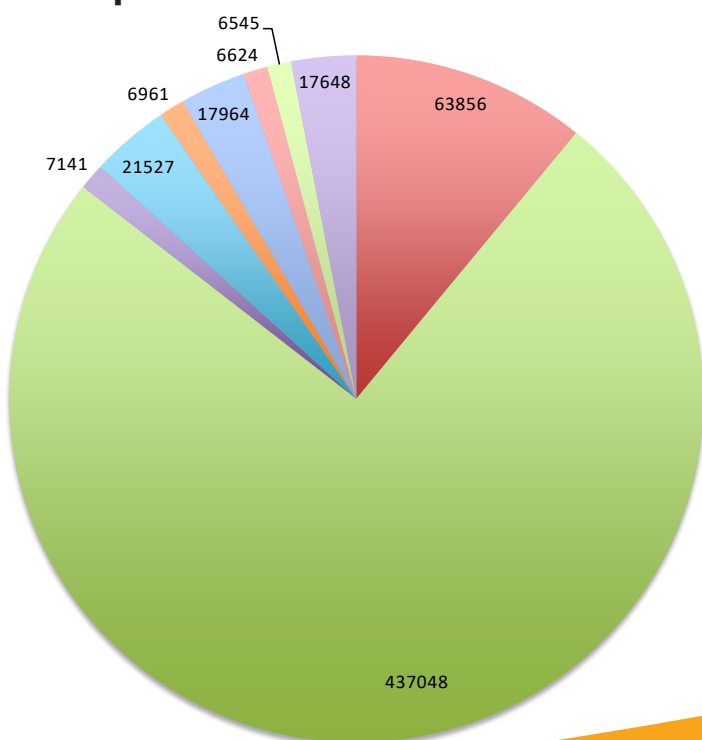


Income £s

- Donation and capital grants - £331,160
- Charitable Activities - £262,971
- Other trading activities - £5,804
- Interest received - £139
- Other income - £4810

TOTAL - £604,884

Expenditure £s



Expenditure £s

- Premises - £63,856
- Staff costs - £437,048
- Travel costs - £7,141
- Grants to other organisations - £21,527
- Legal and Professional - £6,961
- Depreciation - £17,964
- Accountance and audit - £6,624
- Supplies and Services - £6,545
- Other - £17,648

TOTAL - £585,314

Thank you to everyone who has donated this year

Tackling loneliness and isolation in older people

45
amazing
volunteers

We owe a huge thank you to our volunteers, we really couldn't do it without them.

We have over 45 volunteers who regularly support us on a day to day basis.

Traders Register

611 people requested details of traders through our register of traders who have been checked and abide by a code of conduct.

611
people
used our
Traders
Register

Campaigning

We participated in national campaigns organised by Age UK, and campaigned locally on a number of issues including:

- No one should have no one - raising awareness of the millions of older people who face later life alone
- Attendance Allowance Campaign

38
people
learnt IT skills
in our ipad
classes

"I had visions of a care home or similar but now thanks to Age UK Torbay and the help available from the NHS I feel sure that I am able to live alone."

Age UK Torbay is an independent local charity and partner of Age UK. We are a registered charity and company limited by guarantee.

We're open and accessible, and everyone who is interested in what we do has a chance to participate in it, influence it, or contribute to it by becoming a member.

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