

Annual Review 2018-19

They can help
you to claim your
benefit
entitlements...

Their Home
Support service is
fantastic...

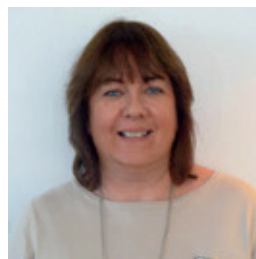
I look forward
to getting up in the
mornings now

I enjoy
volunteering and am
glad I can make a
difference.

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Welcome to our annual review for 2018/19.



This has been another very busy year for Age UK Torbay. We have continued to support older people within our communities, through both our traditional services such as Information and Advice, Befriending and Home Support, whilst continuing to build and strengthen our partnerships with the NHS and other local organisations through Wellbeing Torbay. This year has seen us broaden our reach into specialist areas of support, including End of Life, Dementia and Housing.

Through our services, we are now reaching more Torbay older residents than ever before, and during the year helped local older people access £1.7m in benefits that they were entitled to.

We have a responsibility to ensure that we are future fit using our valuable resources as appropriately as possible. To that end to remain resilient and sustainable we decided to close our Manor Corner office. This was both a cost saving measure,

and a commitment to our communities – that more of our work will be embedded in our neighbourhoods and accessible to all.

As a charity supporting older people our innovative work has been recognised both regionally and nationally and I was privileged enough to be invited to meet with HRH The Prince of Wales at Buckingham Palace as part of his 70th birthday celebrations. Whilst this was a great personal honour for me it was an even greater accolade for Age UK Torbay.

Building on the work undertaken this year, we look forward to being seen as the go to provider of older people's services in the future, supporting even more older people in Torbay.

None of our achievements would be possible without the hard work and support of our amazing network of volunteers and our small core team of staff and I would like to take this opportunity to extend a personal thank you to them all for their hard work and continued dedication.

As we move into a new year I am very much looking forward to continuing to build on the great work we have already done and successes that we have achieved, whilst continuing to explore new opportunities that will allow us make real positive differences to the older people in Torbay.

With my very best wishes for the coming year.

Jacqui Lyttle - Chair

A message from our Chief Officer

This year has been both an exciting time, but also one that ensures Age UK Torbay continues to support older people into the future. We have made some innovative changes to our Wellbeing service, incorporating specialist support for Dementia, End of Life, Housing and Mental Health.

Our other services, Home Support, Befriending, Information and Advice continue to be accessed by many older people across the bay.

We continue to strengthen our commitment to older people by working closely with our partners in both the voluntary and statutory services, including Torbay Community Development Trust and Ageing Well, Brixham Does Care, Step One, Citizens Advice Torbay, and Torbay and South Devon NHS Foundation Trust.

I need to mention our funders, Community Fund, Torbay and South Devon NHS Foundation Trust, E.on, and Age UK national, our relationship with these organisations is fundamental to the work we do, and

we are grateful for their support and understanding.

Finally, a big thank you to those of you 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*



“The support I have received from the Information and Advice team and Well-being Services at Age UK Torbay have made a huge difference to my life.”

**Encouraging choice and opportunity
for older people**

What we achieved

Information and Advice

- We received 4386 enquiries at our Information and Advice service.
- Assisted older people to claim £1,769,339 of benefit entitlements (a 37% increase on last year).
- Vital role in tackling poverty, promoting dignity and older peoples' rights.
- Working with Wellbeing clients who are presenting with both wellbeing and money issues such as rent arrears, poor housing, care needs and budgeting. Debt issues are referred through to Citizens Advice
- Gives health and social service professionals the option of signposting older people to an independent service designed especially for them.

Befriending and Careline

- **Befrienders supported 31 people (72% increase) and 27 volunteers (increase on 10 over the year) visited people in their own homes.**
- Befrienders provide emotional support which can lead to improvements in mood and confidence. They help to improve communication skills by talking to someone who has time to listen, whilst giving people something to look forward to.
- The high profile for isolation and loneliness, and the work being done by Wellbeing Torbay, led to a significant increase in the need for befriender volunteers. We continue to grow our volunteer number (currently 27) to match demand.
- We utilise the Age UK "Call in Time" telephone befriending scheme, referring older people who might benefit from regular telephone contact. Due to the retirement of a long term volunteer and the availability of Call in Time, we no longer operate our Careline.

£1.769
million
benefits raised



4,386
people
advised

- The timely information and advice we provide, often reduces need for other services.

72%
increase
in befriending
support

Advocacy/Case Work

Our Advocacy service assisted more than 726 clients (increase of 25% on last year) with a diverse range of problems and issues, some of them complex, requiring the intervention of a third-party.

Advocacy services take action to help people say what they want, secure their rights, and represent their interests and obtain services they need.

Our advocates work in partnership with the older people they support and “take their side”. An effective Advocacy service promotes social inclusion, equality and social justice.

726

clients assisted with diverse problems and issues

987

home visits, (up 11% from last year) mainly for Attendance Allowance

Benefit	No. of new claims	Amount gained
Attendance Allowance	352	£1,325,649
Disability Living Allowance	6	£17,745
PIP (Personal Independence Allowance)	42	£128,312
Pension Credit	63	£166,529
Housing Benefit	28	£76,763
Council Tax Benefit	48	£51,731
Working Tax Credit	3	£1,757
ESA	2	£853

“I enjoy volunteering and am glad I can make a difference.”

Working in partnership with older people

Case study

Mr R came to us as he was worried that his rent was going to be increased. We carried out a benefits check. Mr R was entitled to Pension Credit of £38. Housing Benefit of £92 and Council Tax Benefit of £16 per week.

A whopping £147 a week better off!

Wellbeing Torbay

- Launched in July 2016 and funded through Ageing Well (Big Lottery Fund) and Torbay and South Devon NHS Foundation Trust, this service works 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.
- Helped 539 lonely and isolated people over 50 this year.
- 44% decrease in NHS service use or no change
- 20% increase in mental health and wellbeing
- 12% decrease in extreme anxiety and depression
- 10% increase in physical wellbeing
- 50% reduction in loneliness

50%
reduction in
loneliness

539
lonely & isolated
people helped



**Home Support
service
helped 230 people
retain
independence**

Home Support Service

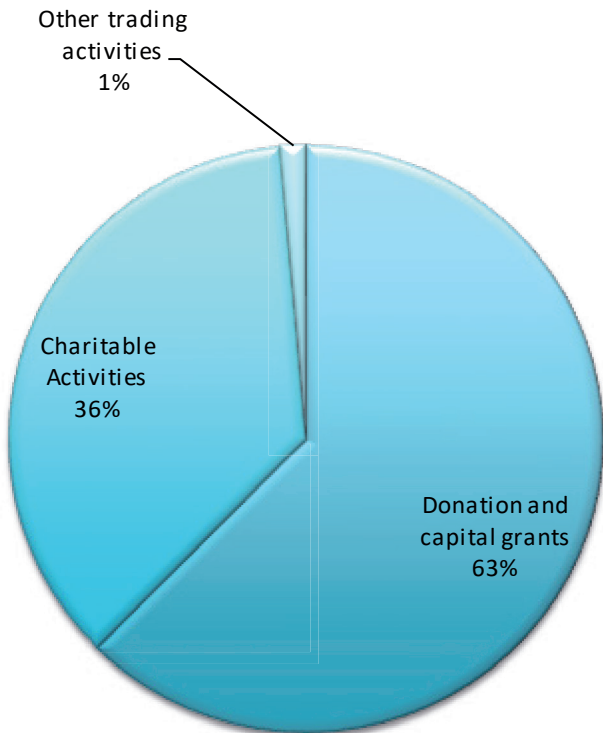
We provided 11,831 hours of service to 230 older people this year.

This service helps older people retain their independence by assisting them with tasks such as cleaning, shopping, ironing, cooking, and collecting prescriptions and pensions. Home Support also provides trips out, companionship support and a sitting service.

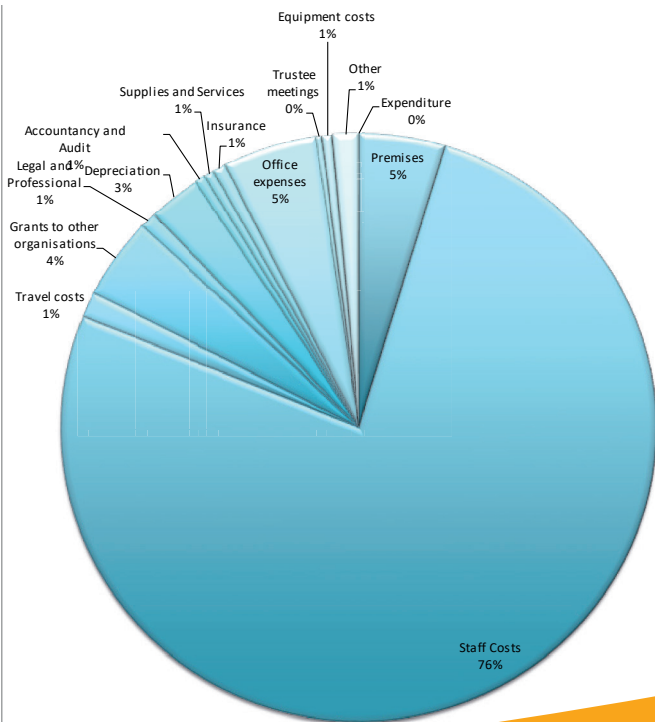
- The older people we help through this service value the continuity of their relationships with staff who 'look out for them', and often benefit from being introduced to our other services where this is appropriate.
- A flexible and valued support option for older people.

Headline Finance

Income £s



Expenditure £s



Income £s

- Donation and capital grants - £377,181
- Charitable Activities - £218,881
- Other trading activities - £8,341
- Interest received - £92
- Other income - £2,295

TOTAL - £606,790

Expenditure £s

- Premises - £28,765
 - Staff costs - £468,094
 - Travel costs - £8,664
 - Grants to other organisations - £27,438
 - Legal and Professional - £5,307
 - Depreciation - £17,444
 - Accountancy and audit - £3,600
 - Supplies and Services - £3,305
 - Insurance - £4,307
 - Office expenses - £31,585
 - Trustee Meetings - £2,066
 - Equipment costs - £3,034
 - Other - £9,802
- TOTAL - £612,460**

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

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

620
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
- Disabled Parking
- Attendance Allowance

40
people
learnt IT skills
in our ipad
classes

“The service is fantastic, it has enabled me to stay in my own home”



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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