



# Annual Review 2017-18

A photograph of a coastal town built on a hillside overlooking a sandy beach and the sea under a clear blue sky.

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...

I look forward to getting up in the mornings now

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

# Contents

<b>Introduction from our Chair</b>	<b>2</b>
<b>Message from our Chief Officer</b>	<b>3</b>
<b>Our achievements this year</b>	<b>4-6</b>
<b>Headline finance</b>	<b>7</b>
<b>Contacts</b>	<b>8</b>

## Welcome to our 2017/18 annual review.



2017/18 has been another busy year for Age UK Torbay. We have continued to support older people within our community through both our #traditional services such as Information and Advice, Befriending and our Home Support service and innovative new partnerships with the NHS and other local organisations through Wellbeing Torbay.

We continue to reach further into our community helping more older people than ever before. Through our traditional services we supported nearly 7,000 Torbay older residents last year, and helped local older people access £1,284,018 in benefits that they were entitled to.

As a lead partner in Ageing Well Torbay – a collaborative, funded by Big Lottery, we enabled more than 500 people to reconnect with their community, helping them to reduce their personal isolation and loneliness. Whilst these numbers are important, what is more important to us as a charity is that we are making a real difference to

the wellbeing of our older residents, which is something that we wish to build upon in the coming years.

To ensure that we are sustainable and fit for the future, we developed a new strategy during the year. As part of our new strategic approach we have begun to review our portfolio of services and support so that we can be assured that we are both self-sustaining and supporting as many older people as possible. Sadly, we have had to make the difficult decision to close our Day's Out service in July 2018.

Building on the work undertaken in 2017/18 we look forward to being seen as the go to provider of older people's services in the future and supporting even more older people in Torbay.

None of our achievements would be possible without the hard work and support from 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 we are very much looking forward to continuing to build on what we have already developed and achieved, whilst exploring new opportunities that will make a positive difference to the older people in Torbay.

With my very best wishes for the coming year.

With my 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 is ensuring that Age UK Torbay is still here, supporting older people into the future. We have made some innovative changes to our Home Support Service, working with the NHS we have introduced a sitting service and even dog walking! This is as a result of listening to what older people say they'd like!

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

Sadly, we have had to close our Day's Out service which has supported many people for many years. The decision was difficult, and I would like to acknowledge and thank both the staff and clients for being understanding.

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

I need to mention our funders, Big Lottery, Torbay and South Devon NHS Foundation Trust, Eon 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 of the work we do.

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 4690 enquiries at our Information and Advice service.
- Assisted older people to claim £1,284,018 of benefit entitlements (a 10% increase on last year).
- Vital role in tackling poverty, 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.

£1.284  
million  
benefits raised



66 year old Mike lives in Torbay and has various medical conditions. He was referred to Age UK Torbay Wellbeing Service by his Social Worker when facing eviction from his flat due to it being very cluttered and therefore posing a fire risk.

We arranged for someone to help with de-cluttering his home and also helped to complete an application for social housing. Following a poor banding decision we assisted Mike to get supporting evidence from medical professionals who he had regular contact with to improve the banding.

We asked our Information & Advice team to complete a full benefit check with Mike and they helped him claim his entitlements of Housing Benefit, Council Tax Reduction, and Attendance Allowance.

Total weekly amount gained £180.19

Mike has now moved into new accommodation and is receiving the extra income of over £9,000 a year. He attends social activities and events, something he didn't want to do when we first met him.

Mike said: "*The support I have received from the Information and Advice team and Wellbeing Services at Age UK Torbay have made a huge difference to my life.*"

## Advocacy/Case Work

Our Advocacy service assisted more than 582 clients 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.

# 582

**clients assisted with diverse problems and issues**

# 888

**home visits, (up 42% from last year) mainly for Attendance Allowance**

## Befriending and Careline

- **Befrienders supported 18 people plus 13 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 17) to match demand.
- Participating in the Age UK “Call in Time” telephone befriending scheme, referring older people who might benefit from regular telephone contact.
- Provides friendship and peer support.

# 449

**visits to lonely and isolated older people**

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

**Working in partnership with older people**

*Tim was lonely and isolated, living in a caravan and had attempted suicide. Our Wellbeing service helped him find new accommodation within a community and worked with him to help him gain back the confidence to participate in events and outings. His health has improved and he now looks forward to each day.*

***"I can see the light at the end of the tunnel and I don't go to the doctor as much and I don't feel suicidal..."***

## 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.
- 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
- Service commissioned for another 3 years.



**50%**  
reduction in  
loneliness



**539**  
lonely & isolated  
people helped

**Home Support service helped 240 people retain independence**

## Home Support Service

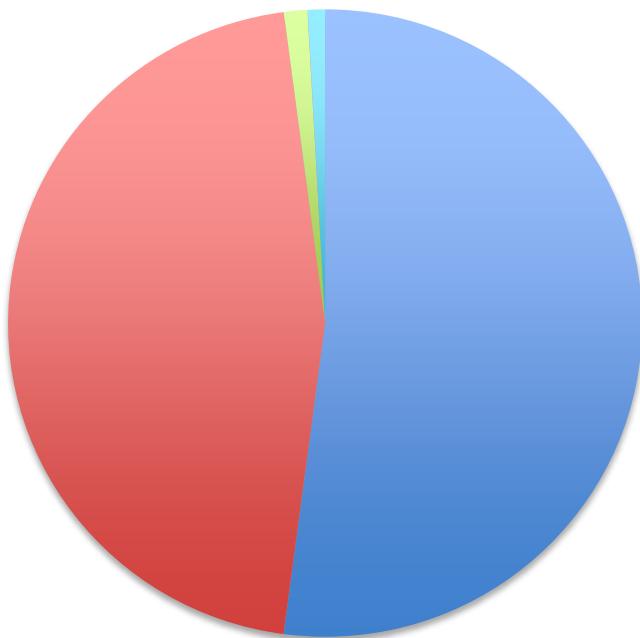
We provided 12749 hours of service to 212 older people this year.

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.

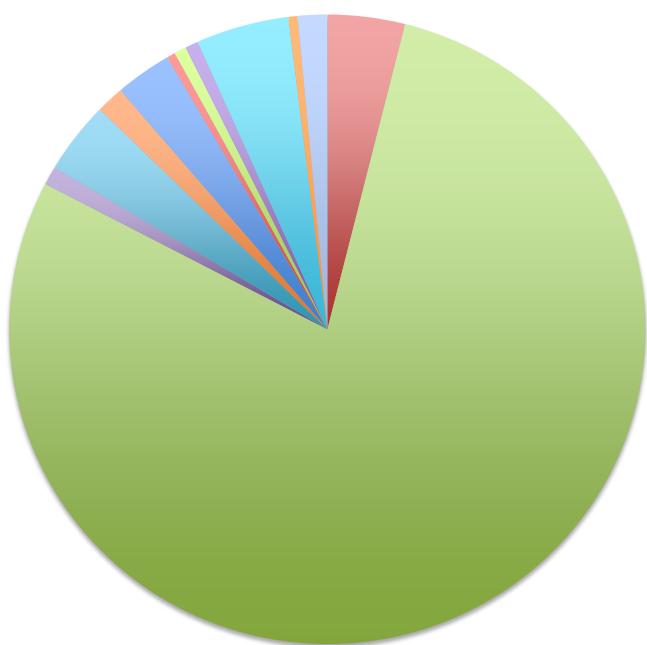
- The older people we help through this service value the continuity of their relationships with staff who 'look out for them', and often benefit from being introduced to our other services where this is appropriate.
- A flexible and valued support option for older people.

# Headline Finance

Income £s



Expenditure £s



Income £s

- Donation and capital grants - £325,132
- Charitable Activities - £285,973
- Other trading activities - £7,474
- Interest received - £77
- Other income - £5470

**TOTAL - £624,126**

Expenditure £s

- Premises - £25,717
- Staff costs - £514,994
- Travel costs - £6,247
- Grants to other organisations - £24,354
- Legal and Professional - £9,246
- Depreciation - £18,862
- Accountance and audit - £2,760
- Supplies and Services - £4,048
- Insurance - £4,309
- Office expenses - £30,961
- Equipment costs - £3,034
- Other - £9,802

**TOTAL - £654,334**

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

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

**681  
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
- The Innocent Big Knit Campaign - our volunteers knitted over 12,000 hats for the national campaign

**53  
people  
learnt IT skills  
in our ipad  
classes**



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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