

# Age NI Impact Report

2018-2019



Celebrating our key achievements  
in 2018-2019

# A message from our Chair and Chief Executive

Welcome to our Impact Report, which highlights how Age NI has continued to help thousands of older people, their families and carers, by supporting them to remain independent, connected to their communities and inspiring them to love later life.

During 2018/19, we were proud to:

- Have 94,965 engagements with older people through our services, support networks, policy and influencing activities
- Identify £1.2 million in unclaimed benefits for older people through our Advice and Advocacy Service
- Listen and represent the voice of 2,312 older people through the activities of our Policy and Engagement team.

We are privileged to support and care for older people, and we are passionate and determined about working together to make later life better.

As our ageing population grows, it's more important than ever that people get the help they need, as early as possible, to enable them to remain independent, well and connected to their community. That's why we continue to lead the way in developing innovative services, and work alongside partners in the voluntary, private and public sectors.

Of course, none of this would happen without the unwavering commitment of people like you, our supporters. We thank you for your continued dedication as we work towards our vision – a world where everyone can love later life.



*Linda Robinson*

Linda Robinson  
Chief Executive



*Raymond Mullan*

Raymond Mullan  
Chair

# Who we are

We are Age NI, the leading charity for older people in Northern Ireland. We are at the forefront of change, enabling older people to have a voice and to remain independent, supporting those who need help in society and inspiring people to love later life.

**Our vision** is a world where everyone can love later life.

**Our mission** is to help people enjoy a better later life.

## Our values

- We are passionate and determined about making later life better.
- We act with integrity and show pride in everything we do.
- We work together as one team believing in the potential of people.
- We set the standard of success for ourselves and others to follow.



To find out more about what we do and how you can support us, go to [www.ageni.org](http://www.ageni.org)



## Martin's story

“The staff at Age NI are absolutely fantastic - they're my lifeline. I know that if I need support, I can ring up and they will be there. I can't thank them enough for what they've done for me.”

**Martin Murtagh, who receives support from Age NI, to help him live well with dementia.**



# Why we're here

We have set four goals which determine what we do. These are driven by what older people have told us matters to them.

## Enough money

People in later life have enough income to live comfortably and are able to participate in society.

**Our priority** - To offer free, confidential advice and support on benefit entitlements, as well as support older people in and into employment to maintain the income and social involvement they require.

### Impact at a glance



**9,481** clients supported through our Advice and Advocacy Service



**£1.2** million in unclaimed benefits identified for older people



**91%** of Advice clients are better off financially



**£2.2** million secured from the National Lottery Community Fund for an Age at Work project in partnership with Business in the Community, to support older workers in Northern Ireland, Scotland and Wales

## Alan's story

“After I retired, I became a volunteer with Age NI and someone suggested I contact their Advice team for a benefits check.

You could have knocked me down with a feather when I was told that my wife and I were entitled to an extra £186 a week. That extra money means we can now save money to replace vital aids, like our scanner which reads our mail and our mobile ‘speech’ phones.”



**Alan Owens received support from our Advice and Advocacy Service to claim extra benefits.**

# Staying well and feeling good

People in later life experience the best possible health, wellbeing and independence.

**Our priority** - To continue to deliver safe, effective and compassionate services for older people as well as influence change on social care, dementia and loneliness.

## Impact at a glance

 **75,248** engagements with older people through our care services

 **398** people with dementia and their carers were supported through our My Life My Way service

 **91%** of people supported through our My Life My Way service reported increased confidence

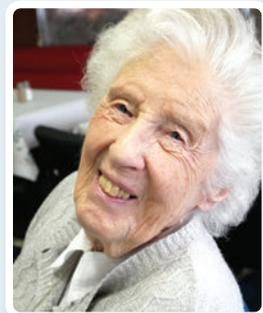
 **100%** of people supported by our First Connect service said they felt less lonely



## Jean's story

“Loneliness is truly the worst thing I have ever faced. Before I got help from Age NI, I often didn’t see another person from one day to the next.

I now have a volunteer called Gillian who comes and takes me out, but sometimes we just stay in and have a chat. Having her company has made a great difference. I can’t thank Age NI for all they’ve done.”



**Jean received help from our First Connect service to help her cope with loneliness and grief after the death of her sister.**

# Equal and engaged citizens

People in later life are valued as equal citizens and have opportunities to actively engage in society.

**Our priority** - To ensure that the value, contribution, rights and voice of older people are central to decision-making and that older people's ageing well and age friendly agendas are prioritised.

## Impact at a glance



**2,312** older people's voices heard through the activities of our Policy and Engagement team



Co-produced **Enrich** training to improve skills and confidence of staff in care homes



Recruited **four** new members to Age NI's Consultative Forum



**74%** of Local Community Navigator clients have more connections



## Flo's story

"I joined Age NI's Consultative Forum three years ago. I'm also a Peer Facilitator which means I support Age NI to raise awareness of the issues that matter to older people and ensure their voices are heard.

I volunteered because I thought I could use my skills to help older people. With our older population increasing, it's important that the voices of older people are heard and I wanted to play my part."



**Flo McKeever is a member of our Consultative Forum and also volunteers as a Peer Facilitator.**

# Progressive organisation

Age NI is a professional, sustainable, well-governed organisation driven by the voice of older people.

**Our priority** - To ensure that the voice of older people influences what we do and that Age NI is a great place to work and volunteer, and is properly resourced.

## Impact at a glance



**261** volunteers raising funds, providing support and promoting the voice of older people



**92%** of volunteers enjoy their role



**£1.08** million raised for Age NI services through our fundraising activities



Shortlisted for an **Investors in People** National Award in the Silver Employer of the year 50-249 category



## Ken's story

"I play the keyboard and have enjoyed singalongs with the service users at Age NI's day centres. I also help out by volunteering at supermarket collections, providing musical background for shoppers.

Regardless of the voluntary aspect, I give as much to the role as I would if I was being paid. Everybody is so grateful and my reward is seeing the smiles on people's faces."



**Ken Robb, who has been volunteering with Age NI since January 2015.**

# We'd love your support

We couldn't do what we do if it wasn't for the support of people like you. There are lots of ways you can help Age NI:

- **Donate**
- **Volunteer**
- **Fundraise**
- **Campaign**

To find out more about how you can get involved and support our work, go to [www.ageni.org](http://www.ageni.org), call **028 9024 5729** or email [info@ageni.org](mailto:info@ageni.org)

## Advice and Advocacy

Age NI offers free, independent and confidential advice to older people, their families and carers on a range of issues including health, care, housing and money.

If you, or an older person you know, needs help and support, please call us on:

**0808 808 7575**

**Freephone 7 days a week 8.00am – 7.00pm**



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\*The statistics in this Impact Report have been collected for each service during the 18/19 period. The impact data collected for each service is driven by funder/regulatory requirements, and has been evaluated via a range of bespoke, retrospective and validated measurement scales at set intervals. This data does not relate to service performance.