

Age NI **Impact Report** **2017-2018**



**Celebrating our key achievements
in 2017-2018**

We're Age NI

Age NI is 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 as independent as possible, supporting those who need help in our society and inspiring people to love later life.

We believe that people should have enough money; be enabled to stay well and feel good; and have the opportunity to be equal and engaged citizens.

We make this happen through our care and wellbeing services. We also bring about change through our policy work and engagements with older people and age sector networks.

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

Our Vision

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

Over the next three years Age NI will work to deliver the following key strategic objectives for older people:

Strategic Objective	Age NI Priorities for 2018-20
Staying Well & Feeling Good People in later life experience the best possible health, wellbeing and independence	Continue to deliver safe, effective, compassionate, well-led services for older people as well as influence change around social care, dementia and loneliness
Enough Money People in later life have enough income to live comfortably and are able to participate in society	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 this affords
Equal & Engaged Citizens People in later life are valued as equal citizens and have opportunities to actively engage in society	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

Why we're here

Age NI has three core strategic objectives, aimed at making Northern Ireland a positive place to grow older.

- 1. Enough Money:** People in later life have enough income to live comfortably and are able to participate in society.

'In the days and weeks after my wife's funeral I was so unhappy. I was in pain, I was scared and I felt very low. But with the help of the Age NI Advice Service, suddenly I realised I was not alone. Age NI worked with me to get help with my money worries, to move home, to have a second chance at life. My life has totally transformed. In less than six months, I changed from a depressed, broken man to a man who views the world in a new light. I have a lovely, secure, affordable place to live. I am making new friends.'

Age NI, Advice Service User

- 2. Staying Well and Feeling Good:** People in later life experience the best possible health, wellbeing and independence.

'I am very impressed with the knowledge of Age NI staff and the level of kindness they have shown to me. When you have always been independent and find yourself in my position, it takes a lot of courage to open your heart to someone you have never met before, about a problem, not even your best friend is aware of. I can't think of any way to improve your service, it is 100% and your staff are very special people - every one.'

Age NI, First Connect Service User



Service users, staff and volunteers at the 20th Anniversary of Meadowbank, Age NI's Residential Care Home

- 3. Equal and Engaged Citizens:** People in later life are valued as equal citizens and have opportunities to actively engage in society.

'Mum really benefits from your services, socialising with others, while we're out at work. It also gives us peace of mind that she's not sitting on her own every day and that the people visiting are reliable and trustworthy. The good morning call could be of benefit to her and also that they would phone us if there was a problem. You're a mine of information - you've given me so many contacts, I didn't know there was so much available.'

Age NI, Local Community Navigator Service User

Our 2017-18 in numbers

Key Area:	In Numbers:	Our Impact:
Advice & Advocacy	11,200 calls for free advice, advocacy and information to Age NI Advice Service	 Identified £1.8M unclaimed benefits
Care Services	95,000 engagements to frail, dependent older people plus specialised dementia support in our residential, day and domiciliary care facilities	 100% of family members feel their relatives are treated with dignity
Community Navigators	803 referrals from individuals, healthcare professionals and the community & voluntary sector for people 50+ to remain independent	 66% of service users reported feeling more connected to people after 6 weeks
First Connect	746 older people offered dedicated emotional and practical support at difficult times in their lives	 100% of service users felt emotionally supported
My Life My Way	2170 volunteer visits provided emotional and practical support to older people with dementia and their carers	 97% of respondents reported improved confidence
Memory Link	994 older people supported following a diagnosis of dementia	 2774 hours of contact with older people
Living Well Moyle	123 older people living with chronic conditions supported to reconnect with the local community and live better, happier and healthier lives in their own homes	 51% of service users experienced a reduction in isolation/loneliness
Engagement	110 nursing staff in 11 hospital wards received 24 action learning sessions from Age NI peer facilitators	 4 Age NI Peer Facilitators led our Project Retain training for nurses
Policy	50 MLAs elected in 2017 signed up to act as Age Champions in the Northern Ireland Assembly	 Stormont MLAs Age Champions
Fundraising	£732K raised for Age NI services through our fundraising activities	 £24,784.35 raised by volunteer fundraising activities
Volunteers	400 volunteers raising funds, providing support and promoting the voice of older people	 96% of volunteers enjoy their roles



'I was in pain, I was scared and I felt very low. But with the help of the Age NI Advice Service, suddenly I realised I was not alone. Age NI worked with me to get help with my money worries, to move home, to have a second chance at life. My life has totally transformed.'

Roy Beck, Age NI Client

Look out for older family, friends and neighbours.
If you're worried about them, please call us today.

Age NI Advice Service

0808 808 7575

Freephone 7 days a week 8.00am-7.00pm

We'd love your support

You can help Age NI in so many ways:

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

To find out more about how you can get involved with Age NI visit www.ageni.org call **028 9024 5729** or email info@ageni.org

Our 2017-18 Trustees Annual Report and Financial Statements are available for download at www.ageni.org



Age NI, 3 Lower Crescent, Belfast, BT1 7NR.
Company number NI071940, HMRC charity registration number XT14600,
registered with the Charity Commission for Northern Ireland NIC104640.

Printed 2018