

# Update

*The latest on what you  
have helped us achieve*



September 2021

Welcome to your September Update newsletter.

## Thank you for your incredible support during the pandemic

**A huge and heartfelt thank you to everyone who donated to our Coronavirus Emergency Appeal during the pandemic.**

We launched our emergency appeal in March 2020 at the start of the first national lockdown. Older people most vulnerable to the virus were isolating at home alone and were turning to Age UK in unprecedented numbers, anxiously seeking urgent help with basic needs such as accessing food and medication.

We launched our appeal to raise £10 million to help us respond to this overwhelming need. We could never have anticipated the immediate and generous response from our committed supporters, volunteers and those who gave Age UK their support for the first time.

The public, our funders, and partners donated **a staggering £12.2 million**. This helped us provide emergency support to **hundreds of thousands of older people** through our national telephone and online services, as well as funding the essential frontline work of our 125+ local Age UKs.

**We'll always be humbled by and grateful to our supporters for helping Age UK be there for older people through this incredibly difficult time. The challenges for older people are far from over, and we hope we can rely on your support going forward to continue to be here when we are needed most.**

### Between March 2020 and March 2021



We've answered **202,921** calls to Age UK Advice Line, from older people, their families, friends and carers.



Our Telephone Friendship Service has made more than **155,000** friendship calls to lonely older people.



130 local Age UKs have provided vital community support like medicine and food delivery, to over **800,000** older people.

**Thank you** for helping us to be there for older people who need us most

# Thanks to you, we were here

**Older people in the UK have faced some devastating challenges over the past few years. Thanks to incredible supporters like you, Age UK has been there to help. Here are just some of the many ways that, together, we've helped support older people recently.**

## You've helped provide answers and reassurance

In March 2020, as the UK locked down, millions of older people found themselves isolated, anxious and unsure what to do. Within days, we'd created a COVID-19 information hub on our website, updated with Government announcements and scientific discoveries.



## You've made sure support is just a phone call away

Calls to the Age UK Advice Line increased by 88% during the first lockdown. We remained open every single day, and our team of expert advisors were there to provide answers and reassurance. That was only possible because of our supporters.



## You've given older people a friend to turn to

Age UK's Telephone Friendship Service is a lifeline for older people who are lonely. We're currently helping thousands of older people enjoy a regular phone call with a volunteer. We also offer group calls so older people can chat with each other.



Find out more: [ageuk.org.uk/your-impact](https://ageuk.org.uk/your-impact)

## You've helped us campaign to make older people visible

Until last year, no official data was collected about victims of domestic abuse over the age of 74. We campaigned to change the system and ensure older victims were counted, so they could get proper support. And we won. On behalf of older survivors of domestic abuse who are no longer forgotten, thank you.



Your support makes a life-changing difference. See more about the impact you help us to make at [ageuk.org.uk/your-impact](https://ageuk.org.uk/your-impact)

## Would you like to receive Update emails about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the products and services you can buy?

Every fortnight we send a round up of what our supporters are helping Age UK achieve. Our emails include stories, information, advice and the many ways Age UK is working to support older people. As well as more information on how you can support our vital work in the future. If this sounds like something you'd be interested in email us at:

[contact@ageuk.org.uk](mailto:contact@ageuk.org.uk) or call **0800 169 8787**.

## Campaigning to fix care once and for all

**On his first day as Prime Minister, Boris Johnson promised to fix care once and for all. We have been campaigning hard to keep him to this promise.**

We've written to the Prime Minister alongside 49 other charities calling for his plan not only to deal with the cost of care but also provide proper recognition to the care workforce and ensure everyone can receive high quality care when they need it.

Thousands of campaigners from different charities have also written to their MPs calling for a social care plan to be urgently released



– thank you so much to the 12,000 Age UK supporters who have joined in. And to mark his second anniversary as Prime Minister we threw Boris Johnson a little party outside number 10 with a reminder that fixing care is still on his to do list!

Find out more: [ageuk.org.uk/your-impact](https://ageuk.org.uk/your-impact)

Age UK is a registered charity, number 1128267.

# Keeping older renters warm

**Age UK is urging the Government to help older people living in private rented homes to stay warm and well.**

With the colder weather fast approaching, lots of us will be thinking about our heating bills and how to keep our homes warm affordably. This is particularly important for those who may struggle with high fuel costs.

While most older people own their own homes, Age UK estimates that around three quarters of a million people aged 65+ are renting. Many older renters are living on low incomes and in homes that aren't energy efficient. This can leave them in cold, draughty housing which affects their health and wellbeing, and facing debt to pay high heating bills.

According to our research, Age UK estimates that there are nearly 1 million older people in England living in fuel poverty - meaning they can't afford to heat their homes properly. To make sure the most vulnerable older renters' homes are warm, decent places to live, we're calling on the Government, landlords, local councils, health bodies and community organisations to work together to upgrade cold rented homes to the highest standards.

Older renters should expect their homes to be efficient and affordable to heat, and we know that's what the majority of landlords want too. If more homes reach energy efficiency standards, more older people who rent will be able to stay warm and well.

**The Age UK Advice Line often receives calls from older people struggling to keep warm in private rented housing. Here are a couple of examples of the kinds of issues people are facing:**

**"I fear my aunt's letting agency are taking advantage of her."**

'A staff member came round to assess some damp and a broken boiler but despite clear evidence of it, they were completely adamant that there was no issue in the property. My aunt has a developed a breathing issue which she has been in hospital for.'



**"We have not had heating since September 2019."**

'The landlord told us last autumn we had to be responsible for the heating repairs or the rent would be increased by a few hundred pounds. My husband is in his nineties and I am in my eighties. We have no car, no money, and we are very, very cold.'

Our Winter Wrapped Up guide has lots of information on keeping warm and well through the winter months.

Order your copy, visit [ageuk.org.uk/winter](https://ageuk.org.uk/winter) or call the **Age UK Advice Line** on **0800 169 65 65** (8am-7pm, 365 days a year)



Find out more: [ageuk.org.uk/your-impact](https://ageuk.org.uk/your-impact)

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# Making the move online

**While the pandemic meant many people embraced all things digital, 2 million over-75s still don't have the access or the ability to use online technology. Our Digital Champions are on a mission to help.**

Digital Champions are people who are keen to share their skills to motivate and support older people to get online. They provide bespoke support to older people in their local area.

Lloyd is a Digital Champion who was paired with 82-year-old Ray to help him increase his confidence and get more out of the digital world.

"The pandemic has isolated a lot of individuals," says Lloyd. "They've desperately been looking for ways to connect."

Ray used to go to art clubs before the pandemic restrictions hit. Seeing his wife enjoying video calls with her friends inspired him to see if digital technology could help him explore his passion for art remotely.

Lloyd and Ray worked together to help him achieve his goals, finding ways to accommodate Ray's memory problems and giving him the encouragement to use computers, smartphones and email.

"I cannot praise Lloyd enough for his patience," says Ray. "Everything to do with the internet is a lot easier for me now. I can have my art meetings virtually."



**"Ray's progress has been absolutely phenomenal," says Lloyd. "I tailored the programme to suit his needs and he's been fantastic!"**



## COVID-19 booster jabs: what we know so far

**The NHS may provide booster vaccinations against COVID-19 for some people this autumn.**

Booster jabs will likely be offered to the over 50s as well as some other groups more at risk from the virus, and could be given at the same time as the flu jab. Vaccines are safe, effective and the best way to protect ourselves and others - so if you're offered an extra jab, it's a good idea to get it.

For more information about coronavirus, visit [ageuk.org.uk/coronavirus](https://ageuk.org.uk/coronavirus)

or call the Age UK Advice Line on **0800 169 6565** (Free to call 8am - 7pm 365 days a year)

**Thank you** for helping us to be there for older people who need us most

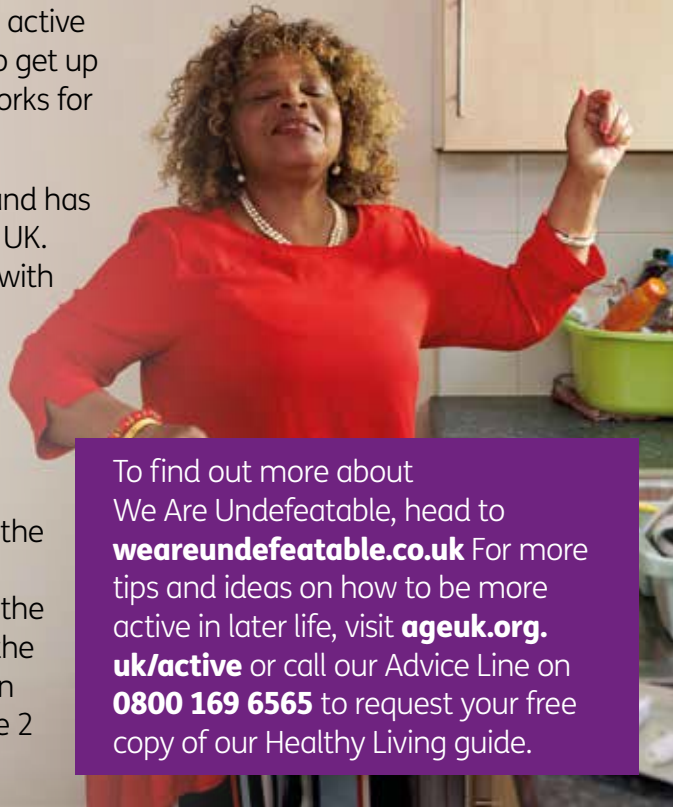
# We Are Undefeatable

**Age UK is proud to be part of the We Are Undefeatable campaign, helping to show that when you're living with a long-term health condition, every step forward is a step in the right direction.**

Life with a health condition can make getting active challenging, and some days it's not as easy to get up and go. But when you find something that works for you, a little bit goes a long way.

We Are Undefeatable first launched in 2019 and has been developed by 16 charities including Age UK. Its aim is to inspire and support people living with long-term health conditions to keep moving in ways that suit them. Look out for a brand new TV advert featuring six people all finding ways to get active that work for their condition, not against it.

Finding little ways to move more throughout the day can make all the difference. Taking a few more steps on your walk or stretching during the ad breaks all adds up. For Meg, who's one of the faces of the campaign, it's all about dancing in her kitchen – a great way to manage her Type 2 diabetes and give her mood a boost!



To find out more about We Are Undefeatable, head to [weareundefeatable.co.uk](http://weareundefeatable.co.uk) For more tips and ideas on how to be more active in later life, visit [ageuk.org.uk/active](http://ageuk.org.uk/active) or call our Advice Line on **0800 169 6565** to request your free copy of our Healthy Living guide.

## The Big Knit

**Download our innocent Big Knit knitting patterns and help us be there for older people who are most in need.**

Age UK works in partnership with innocent drinks to ask knitters of all abilities to knit (or crochet!) little woolly hats.

These hats are then placed on to innocent smoothie bottles in shops, and for every smoothie sold, innocent gives 25p to Age UK.

We've received so many amazing hats from knitters all over the UK this year and we would love to receive lots more.

Once your hats are ready, you can drop them at your nearest local Age UK or send them to Age UK, The Big Knit, Fruit Towers, 342 Ladbrooke Grove, London W10 5BU.

To find out more and to check out our knitting patterns, please visit [ageuk.org.uk/Bigknit](http://ageuk.org.uk/Bigknit)



**Thank you** for helping us to be there for older people who need us most