

Fylde Borough Council Annual Progress Report

Period covered: 1st April 2018 – 31st March 2019

Compiled by: Linda Salazar, Engagement Team Leader

General Update

Age UK Lancashire (AUKL) is the leading organisation in the county providing support & services to enable vulnerable people and their carers to live independently in the way they choose. We promote & facilitate social inclusion and improve health and wellbeing through a variety of delivery models. These include group and peer activities, befriending and mentoring and one-to-one tailored and person-centered support. Services vary across areas according to local need.

During 2018-2019 in Fylde Borough we delivered the following services:

- Information & Advice including case work
- Hospital Aftercare – practical support for people discharged from hospital
- Befriending scheme – offering social visits and contact with volunteers
- Home Help service – providing cleaning, shopping and other errands
- Age of Opportunity – supporting people aged 50+ back into employment
- Veterans project – ensuring veterans are receiving all the help and support they are entitled to

Information & Advice

Age UK Lancashire provides a comprehensive Information & Advice service to older people over 65 years and their carers throughout the Fylde area. This is a free, one-to-one service supporting, informing and advising older people and their carers, often at the most vulnerable times in their life. Our services include: signposting and referral to other agencies, providing information and advice, form filling and casework and in 2018/19 we worked with **338** older people in Fylde. There is high need for the home-visiting element of our service, particularly to support older people who are housebound to claim their welfare benefit entitlements and we endeavor to assist with this wherever possible using both staff and trained volunteers. **96** home visits were provided throughout the Fylde area in 2018/19.

Of the **338** people worked with, we explored **669** topic areas, resulting in making contact with those older people **1416** times; an average of 4 contacts per client highlighting the amount of

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time it can often take to help resolve multiple issues.

We support all enquiries that are within our area of expertise and will actively refer to other specialist advice services where appropriate such as Citizen's Advice for debt advice and Welfare Rights for benefit appeals. If we cannot offer a home visit in a timely manner we refer to Department for Work and Pensions.

Our Advice Line service is well established, where local older people and their carers can ring in directly and receive a call back for telephone advice if they cannot get to the office or the enquiry is more complex. This last year, **32** clients in the Fylde area received appointments for comprehensive advice.

Our most common enquiries usually include:

- *Welfare Benefits*
- *Travel and leisure (including Blue Badge applications)*
- *Local services and activities*
- *Community and social care*
- *Housing options*

The service can be accessed by calling in to the Age UK Lancashire office in St George's Rd, St Anne's, by telephone, email, letter, referral from other community services or via one of Age UK Lancashire's other services. Home visits are provided for people unable to access the office, complex cases and lengthy form-filling. Our telephone and email service operates Monday to Friday 9am – 3pm (via our 0300 303 1234 number) with an out of hours answerphone facility which gives the customer the option of ringing the Age UK national Advice Line for support out of hours (open 8am-7pm, 365 days per year). This last year, **267** clients attended Information and Advice surgeries at the St. Anne's office.

The service works in partnership with a number of local key partners, including the Department for Work and Pensions, Welfare Rights, Pension Wise, Disability Information, Community Mental Health Team, Extensive Care Team, New Fylde Housing, Fylde CA, Care & Repair, Lancashire Fire and Rescue Service, Hospital Discharge Team, Trinity Hospice, Rosemere Cancer Unit, Social Services, Stroke Association, Alzheimer's Association, Parkinson's Society and Lytham Hospital Dementia services.

The service provided by Age UK Lancashire has led to an increase in older peoples' income of over **£435,595** per annum in successful benefit applications in the Fylde district. This money is most often spent in the local economy.

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Further Background

Our Team & their Training

The team consists of 1 Full Time Information & Advice Support Worker providing office appointments and home visits for those clients who are unable to come to us. We are also supported by Information & Advice volunteers undertaking home visits and completing welfare benefit claim forms, particularly Attendance Allowance. We have 1 volunteer who supports older people to complete online blue badge applications in the office and 1 Meet and Greet volunteer who helps by offering a reception service to visitors to the office by signposting, providing information or actively referring the client's enquiry to an appropriate service.

Age UK Lancashire has a comprehensive mandatory training plan for both staff and volunteers. We have invested in a high quality online training resource via ME Learning which enables many more staff and volunteers to access up-to-date training and undertake courses at their convenience. Regular meetings are held with all the volunteers to update them and provide general support. This last year we have concentrated on making sure they are familiar with the standards, policies and procedures set by the Information and Advice Quality Standard. Training includes Basic Life Support, Safeguarding Adults level one, Safeguarding Children level one, Dementia Awareness, Information Governance, Mental Capacity Act, and Fire Safety Awareness.

The Information and Advice Worker has also undertaken training on Pension Age Welfare benefits, Social/Community Care, Charity Log (in house Database), Information & Advice Quality Program training meetings, The Care Act, and General Data Protection Regulation.

Quality

We continue to hold the nationally recognized Age UK Information and Advice Quality Programme (IAQP) and the Advice Quality Standard which are rigorous and robust processes to ensure we are delivering a service that meets all their requirements. We also hold the ISO 9001 and the Age UK organisational standard.

Promotion and Engagement

We continue to support the Older People's Forum and the FAB group and we keep in contact with the social groups in the area. We continue to refer people to Just Good Friends and have recently met the Chief Executive about co-working. We have received an extension to funding for the Fylde Befriending Service for a further 4 quarters and take people to Just Good Friends

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through this service.

We recently attended Wesham Library for a Mental Health Day in partnership with Ash Tree Surgery and are planning a second Health and Wellbeing event with the surgery for 20th July.

Our engagement manager is giving a talk to the Land Registry staff in Warton, Fylde in late June.

We regularly attend the Forget Me Not Dementia café hosted by Home Comfort Service and staff attend the Fylde Coast Dementia Hub which rotates across the fire stations in the area; we are also attending a health and wellbeing morning at Hambleton United Reformed Church on 10th June.

Some of the Fylde groups that we have supported over the last year include:

- Social Groups at Kirkham and Warton
- Fylde walking football
- Fylde older peoples forum
- FAB group
- Just Good Friends, taking clients and befrienders to their groups
- St Anne's Soroptomists

Staff have attended local events and meetings to explain the service and generate referrals including Macmillan events and the Fylde dementia hub to provide information on services. We've attended meetings with Macmillan staff, GP practice managers, social workers and district nurses. We've contacted N-vision, Trinity Hospice, Cinnamon Trust, Lancashire well-being service, Salvation Army, Lytham Extensive Care Team, and we work closely with the Fylde and Wyre Clinical Commissioning Groups Public Patient Engagement Group to ensure our services are promoted locally.

Campaigns

Age UK Lancashire has supported the following national campaigns:

- Care In Crisis
- Winter Warmth and Winter Health
- Painful Journeys
- Jo Cox Commission on Loneliness
- Switched off, saving the free TV license for older people

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Appendices

Appendix B – Case Study

K is 78 years old and lives with her husband R who is 83. K has arthritis but appears to be fairly mobile, albeit frail, while R struggles with mobility and various health conditions. They live in a privately rented property, which is in council tax band A, but are hoping to move to a Progress property when their current lease ends.

Enquiry / intervention

K came into Fylde office asking for help completing a Carers Allowance form for her husband, R. She had been unable to get through on the 0300 number, so an appointment was booked in directly. She attended her appointment, but brought an AA1 as she was confused about Attendance Allowance/Carers Allowance. She looks after her husband, so we completed the AA1 for R. K told me that she already gets Attendance Allowance, so I suggested that she order 2 x Carers' Allowance forms, though they would receive underlying entitlement only.

During one of our conversations I got a feeling K wasn't receiving Attendance Allowance for herself, so with her consent I contacted the Department for Work and Pensions to check. It turned out the Attendance Allowance for R had been awarded at the lower rate for an indefinite period, so the AA1 would be used for a supersession. Client was advised that this would take around 12 weeks, as opposed to 6 weeks for a new claim. We discussed making a claim for K as she struggles with some aspects of personal care due to arthritis, and with her consent I ordered a form for her.

The Carers Allowance form has been completed and posted for K (as carer for R), and we discussed possibly doing another one for R, should K's Attendance Allowance application be successful.

A benefit check had been carried out, though the information provided was incorrect due to confusion over who received which benefits. We have arranged to complete another benefit check, once all disability/carers benefits are in place.

K also asked for some help following up an application that had been made with Progress Housing for a relocation, as she wasn't sure whether she was on a waiting list, but was hoping to receive some confirmation as current tenancy agreement ends in May so notice would need to be given in April. K told me the neighbours can be very noisy which disturbs them, and she wanted to be closer to her friends as she struggles with public transport.

I emailed Progress Housing while K was with me and received a confirmation email advising I

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should receive a reply within 5 days.

She also told me during the our conversation that R occasionally fell out of bed, and she thought a bed rail would be useful, so wanted information on how to get one.

I sent a referral to the Adult Social Care team at Fylde Borough Council for as assessment to be carried out, both for aids/appliances which may be useful to R, and a carer's assessment for K so a contingency plan could be put in place in case K's health started to suffer. The team contacted K within a few days, and have arranged for the bed rail to be fitted for R.

Outcomes

Attendance Allowance review for R
Attendance Allowance application for K
Carers Allowance application for K
Aware of benefit eligibility criteria and processes
Progress application escalated
Social care assessment carried out.

“Thank you very much for all the help you have given me and my husband, much appreciated.”

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Appendix B - Profile Data for Fylde 2018-19

TOPIC OF ENQUIRY

Topic	No. Enquiries
Age UK Services	21
Benefits	404
Community Care	38
Consumer	11
Employment and Voluntary Work	2
Family and Personal	4
Health Conditions	6
Health Services	9
Housing	19
Legal	11
Leisure and Social Activities	5
Nationality and Immigration	1
Other Money	6
Residential Care	22
Travel	110
Grand Total	669

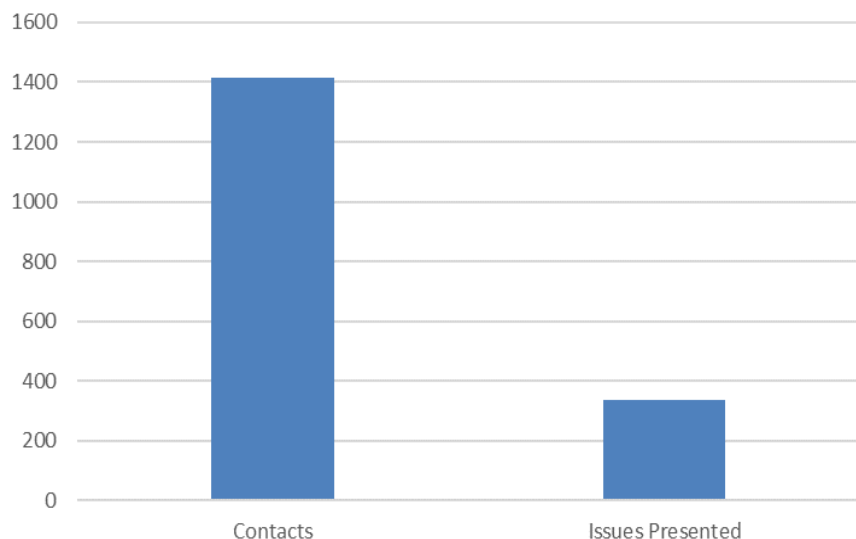
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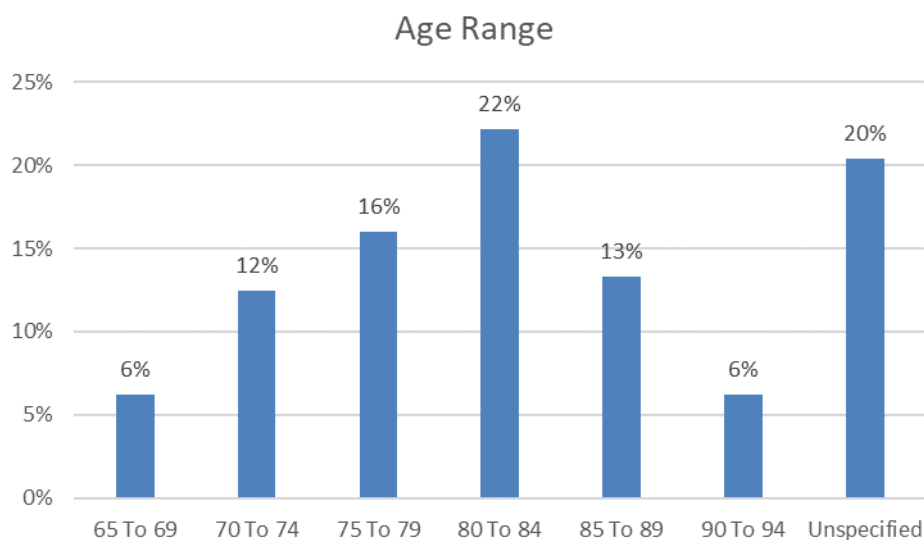


PROFILE OF SERVICE USERS

CONTACTS AND ISSUES PRESENTED



Total number of contacts	1,416
Total number of issues presented	338



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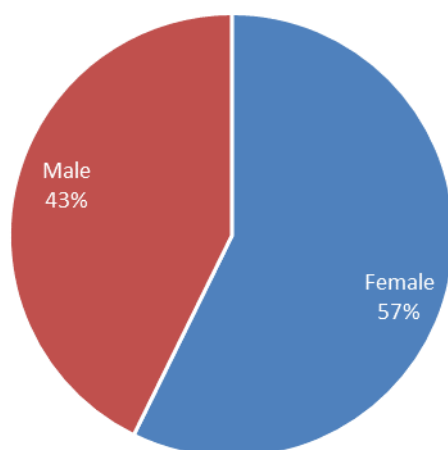
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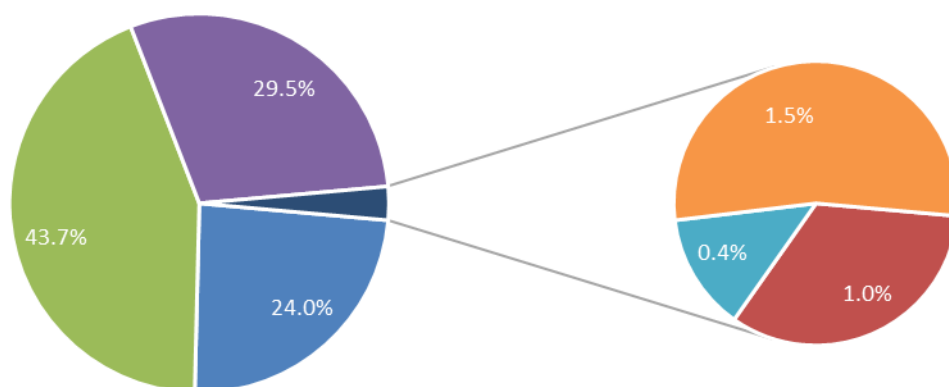
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Gender



Living Arrangements



- Lives Alone
- Lives With Friend
- Lives With Partner
- Unspecified
- Lives with Children
- Lives with Family

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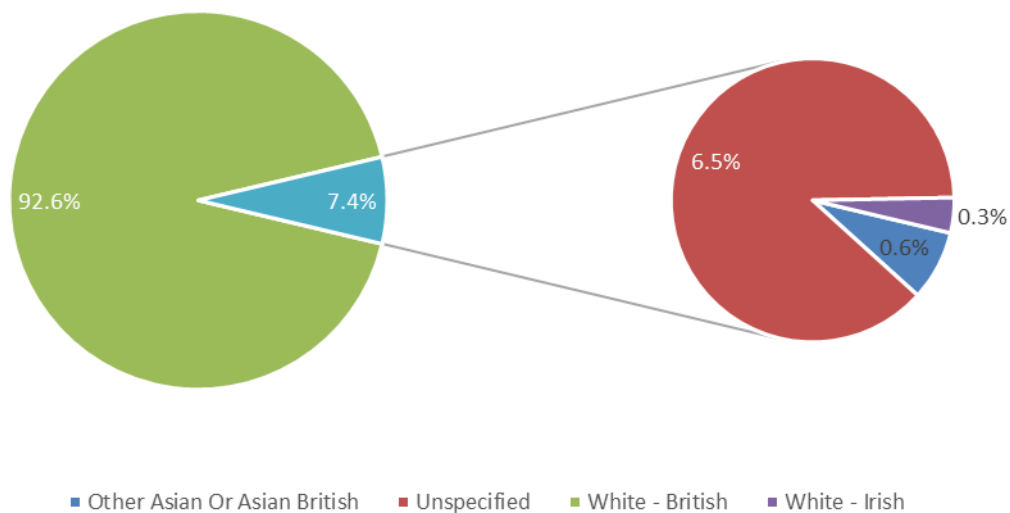
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Ethnicity



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