

Age UK Lancashire

Fylde Information & Advice Service Progress Report

Apr-19 to Mar-20

General update

Age UK Lancashire continues to deliver a high quality, confidential Information & Advice service across Lancashire for people aged 65 + and their carers. The support from Fylde Council contributes towards our Information and Advice team via our 0300 call centre and our face-to-face community delivery in the area.

In Spring 2019, the team was restructured to respond to the growing demand for information and advice services across Lancashire, based on a model which is supplemented by a volunteer workforce. Two teams contribute towards the I&A delivery; our 0300 Call Handling team and our community focussed Wellbeing team. The Wellbeing team support volunteers to deliver home visits, surgeries and support with applications for blue badges and attendance allowance.

The first point of contact into the service is often our 0300 number where our Call Handlers can help immediately with a simple enquiry or triage clients appropriately. Thus far, **909** people from the Fylde area have contacted us this way for information in this time period; this alongside our internal services acting as referral agents, **242** people were referred for more detailed advice support. As our Wellbeing team recruit and train community volunteers, and increase their presence through outreach and engagement, we anticipate community referrals to increase significantly.

We continue offer dedicated advice where clients can either have a call back agreed at a convenient date and time with one of our four workers, or receive detailed advice via our email service. Their enquiry is fully explored and they receive comprehensive advice followed up with a confirmation of advice letter with details of the information and advice we have given and any steps they should take to achieve the desired outcome.

This year we have launched additional surgeries in the area to support people access face to face support more readily. The majority of surgeries are offered within the office in Fylde however we also delivered a community based surgery in Freckleton library.

Since April 2019, **242** clients have been referred to our Fylde-based I&A Wellbeing worker recruited to the team in September, alongside her volunteer, organised **69** home visits for welfare benefit checks or complete complex claim forms. In addition our Wellbeing Coordinator is also based in Fylde offering direct advice and support to clients.

The welfare benefit gain across the county is currently **£287,418.16** however we still have **£796,739.86** in arrears with unconfirmed benefits. In Fylde alone, **£30,056.20** has been awarded, with **£337,049.91** applied for and yet to be confirmed.

We have attended a number events and groups this last year including the Dementia Hubs across the area, delivered a presentation to a leukaemia support group at Victoria Hospital (attended by several Fylde residents), linked up with Carers Count, attended an event held for GPs at Trinity Hospice, a Health & Wellbeing Event at the Land Registry office and delivered a presentation at St.Nicholas Church in Wrea Green (ladies group).

We held a get together during Volunteers Week to thank our volunteers for all of their support which involved coffee and cake for volunteers from Information and Advice, Befriending and Retail.

During 2019/20 in Fylde we had the following services:

- Information & Advice, including case work
- Hospital Aftercare Service – practical support for people discharged from hospital
- Home Help – providing cleaning, shopping and other errands
- Age of Opportunity – supporting people aged 50+ get back into employment
- Older Veterans Project – ensuring veterans are receiving the help and support they are entitled to

No complaints received this period.

Performance to Target Outcomes

- A part-time Wellbeing Worker is employed to conduct office appointments and leads surgeries supervised by a part-time Wellbeing Coordinator, also based in the Fylde office
- **5** Information & Advice volunteers - staffing our reception desk, offering information and signposting, completion of blue badges and conducting home visits, in particular for Attendance Allowance form completion. We have increased our volunteer recruitment activity to increase our capacity for home visits and to support the staffing of the reception desk. 2 new volunteers were recruited this last financial year.
- We work with other agencies to refer clients where the issue falls outside of our areas of expertise or where our capacity is stretched

Organisation
Age Concern Central Lancashire
AUKL - Home Help - Fylde Coast
Hospital Transport Service
Lancashire Fire & Rescue
Parkinson's Support Groups

- Our office based in Fylde is staffed by staff and volunteers and open to the public Monday to Friday; our 0300 local rate telephone lines is also open Monday to Friday, 9 – 5.

Feedback

Your benefit claim was successful	79%
Your general well-being has improved	33%
You feel more independent or not as isolated	42%
Your knowledge of where to go for advice has increased	75%
You were satisfied with the service provided and would recommend it to others	71%

	Av score 1- 5
Staff were friendly & knowledgeable	5
I was treated with respect	5
My privacy & confidentiality were ensured	5
The service met my expectations	5
I received the service at the right time for me	5
How likely are you to recommend our service?	5

“Excellent service. Will have no problem calling to see you again if I have any other pressing problems”

“This was one of the calmest things I have ever had to do. I was advised what to bring to the meeting which was made at my convenience. I was helped 100% along the way. My claim was successful within a short time. I don't think you could better the system which you have in place. Long may you continue to help. Thank you. I can now use my car more instead of taxis”

“Janet was enormously helpful in recently procuring my husband's renewed blue badge. The process proved to be very time consuming, taking well over an hour of Janet's professional time. Considering this was a repeat application, the procedure appeared to be very complicated for us to complete unaided. My husband's mobility is very limited and he is now entirely dependent on the use of a blue badge. We are most grateful that our application has now been approved. Thank you to all concerned, and in particular to Janet for her kind patience and understanding”

“I could not have applied for the Attendance Allowance without Zoe's help. So I shall forever be grateful for her expertise in getting this benefit claim successfully

accepted. So from my experience I do not see how it could be improved as the service I received was excellent”

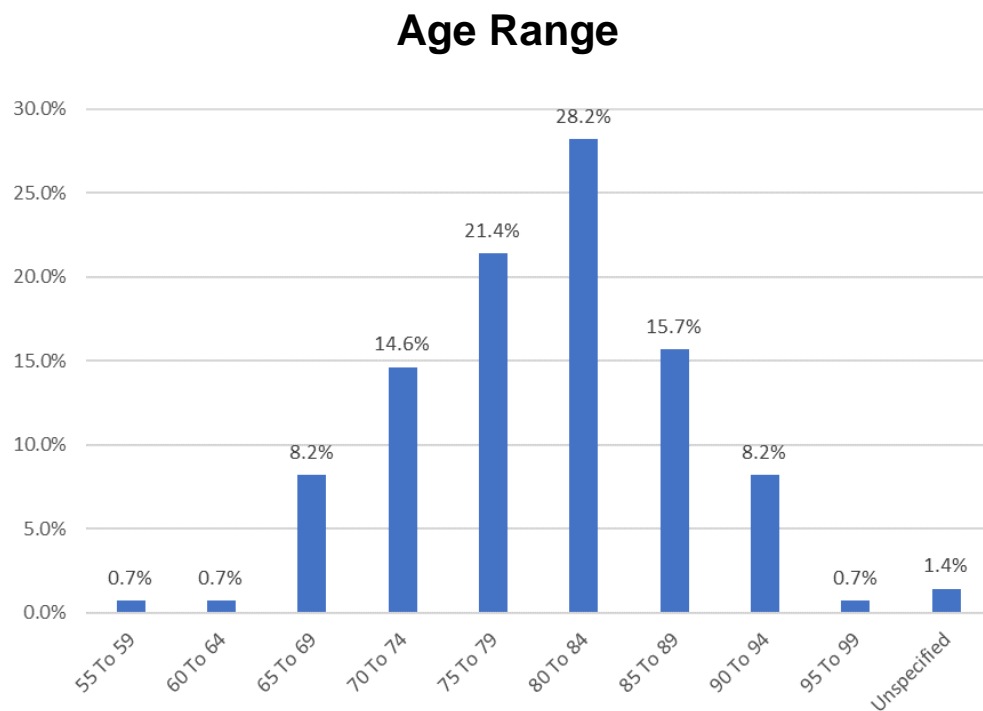
“Lovely lady!”

Appendices

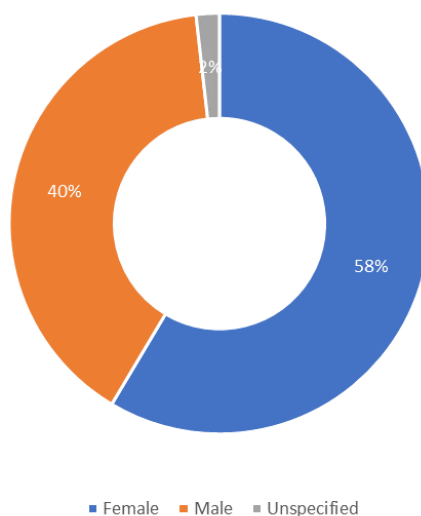
Appendix A – Case Studies

Case studies will follow when we are able to obtain signatures from clients for data sharing beyond this pandemic.

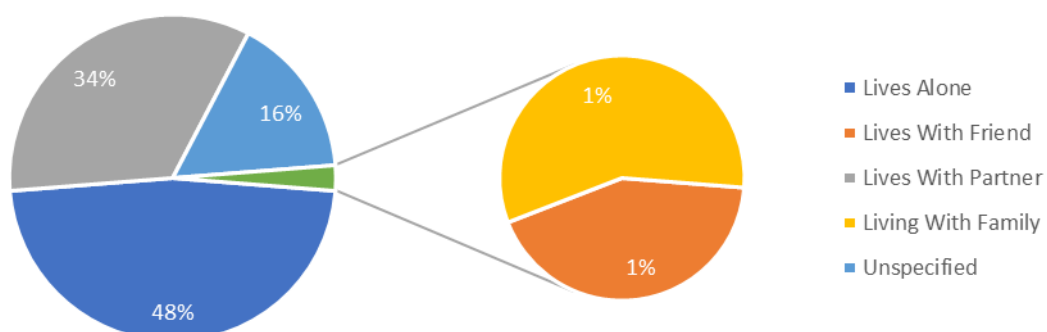
Appendix B – Profile Data for Fylde Customers



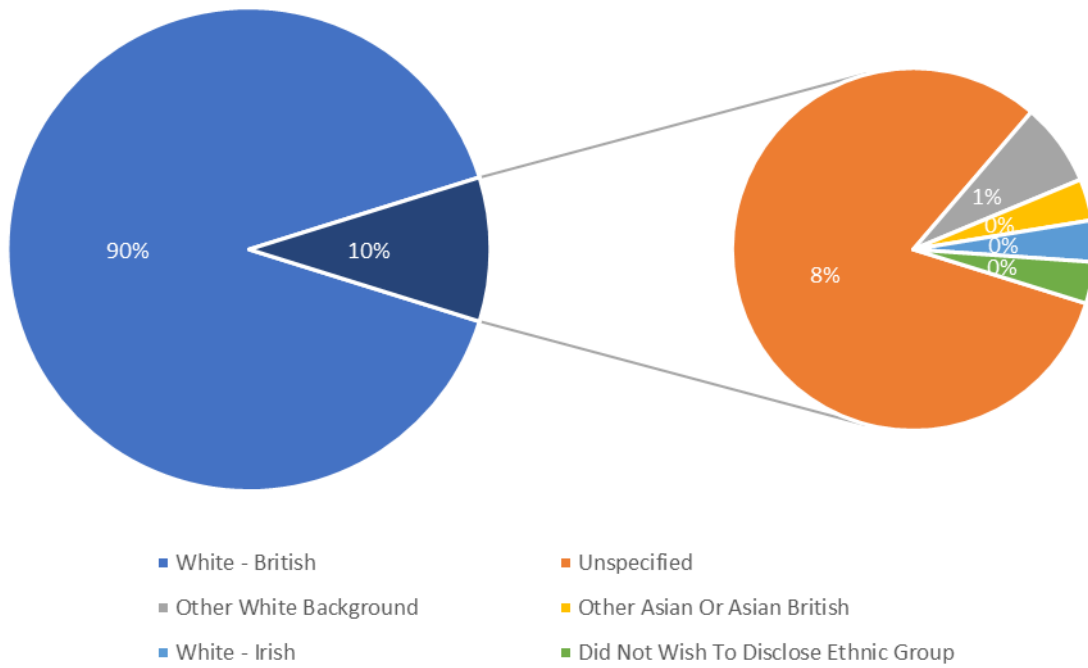
Gender



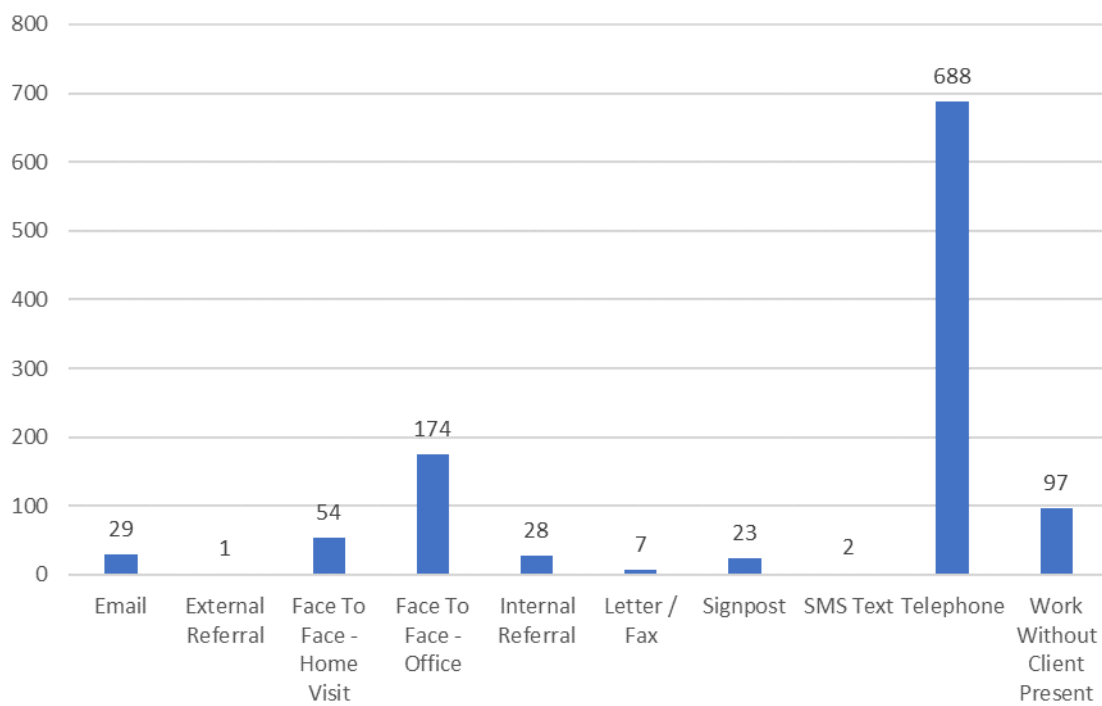
Living Arrangements



Ethnicity



Contact Method



Contact Issues

Name	No. Actions
Age UK Services	2
Benefits	214
Community Care	18
Consumer	9
Health Conditions	1
Housing	6
Legal	2
Leisure and Social Activities	1
Local Facilities	1
Other Money	3
Residential Care	5
Travel	87
Grand Total	349