

AGE UK LANCASHIRE
FYLDE INFORMATION AND ADVICE SERVICE
ANNUAL REPORT APRIL 2016– MARCH 2017

INTRODUCTION

Established in 1941, Age UK Lancashire has a vision, where those in later life can make positive contributions to the communities they live in, make informed choices and retain their independence and wellbeing.

We will achieve this by:

- positively engaging with people in later life, their families and carers;
- providing high quality responsive services to meet their needs;
- campaigning and awareness raising around the issues and challenges faced in later life and by:
- loving later life and encouraging others to love and value those in later life too.

Our 3 year aims (2015-18) are to

- 1) Engage more people in later life in our services, with relevant, sustainable, integrated and inclusive provision available across the diversity of Lancashire communities.
- 2) Offer high quality, innovative and responsive services, an organisation with a culture of continuous improvement.
- 3) Develop and retain highly skilled and resilient leadership and management, ensuring that we develop and sustain the capability and capacity to enable us to operate effectively and efficiently across the County

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-centred support. Services vary across areas according to local need.

During 2016-2017 in Fylde Borough we had the following services:

- Information & Advice including case work
- Personal Advisor Service – providing holistic assessments to older people
- Discharge Aftercare – practical support for people discharged from hospital
- Community Links – befriending scheme
- Rural Outreach social groups and lunch clubs
- Exercise groups – including walking football, gentle exercise and walking groups
- Home Help service
- Foot and Nail Care
- Age of Opportunity – supporting people aged 50+ back into employment

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Information & Advice Service

Information and Advice is Age UK's flagship service and we are proud to be delivering this service to older people across Fylde borough.

Age UK Lancashire provides a comprehensive Information & Advice service to older people 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. 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 endeavour to assist with this wherever possible using both staff and trained volunteers.

We support all enquiries that are within our area of expertise and actively refer to other specialist advice services where appropriate such as Citizen's Advice Bureau for debt advice and Welfare Rights for benefit appeals. We work in close partnership with other advice agencies to ensure that we are providing cohesive, seamless, high quality services for older people across the borough. We are active members of the Advice Network steering group that co-ordinates I&A activity across Fylde, Wyre and Blackpool.

This year we have launched an Advice Line service 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.

We are planning to achieve the nationally recognised Age UK Information and Advice Quality Programme (IAQP) to ensure we are recognised as delivering a service that meets all the Quality Standards.

Our most common enquiries are focused on:

- Welfare Benefits
- Travel and leisure
- Non Residential Care
- Housing options
- Money Matters
- Consumer
- Health, health services and managing long term conditions
- Legal issues
- Age UK services
- Loneliness and Isolation
- Local Services
- Residential care

The service can be accessed by calling in to the Age UK Lancashire office in St George's Rd, St Anne's, 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,

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complex cases and lengthy form-filling. The office is open Monday to Friday 9.30am – 3.30pm with a telephone and email service operating Monday to Friday 9am – 5pm (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).

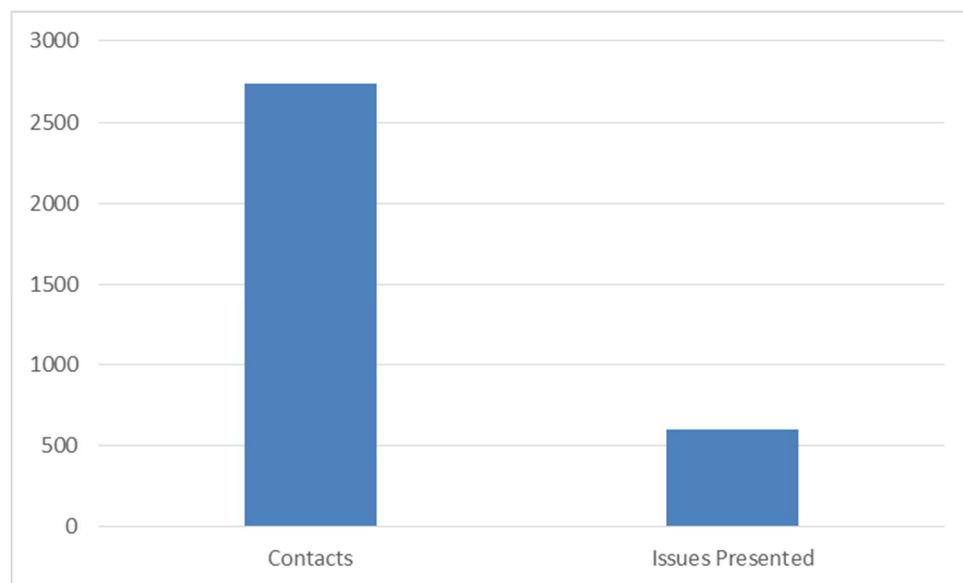
The service works in partnership with a number of local key partners, including the Department for Work and Pensions, Police, Welfare Rights, Citizens Advice Bureau, Pension Wise, Disability Information, Advice Link, Community Mental Health Team, CCG, New Fylde Housing, Fylde CAB, Care & Repair, Lancashire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

Eligibility criteria

People aged 65+ and their carers living in the Fylde Borough area, but we do endeavour to help younger people if we are able.

PROFILE OF SERVICE USERS

Total number of contacts and issues presented:



| | |
|----------------------------------|-------|
| Total number of contacts | 2,736 |
| Total number of issues presented | 598 |

418 people attended Information and advice surgeries

120 home visits were provided throughout the Fylde area

The service provided by Age UK Lancashire has led to an increase in older peoples’ incomes of over £488,000 per annum in successful benefit applications.

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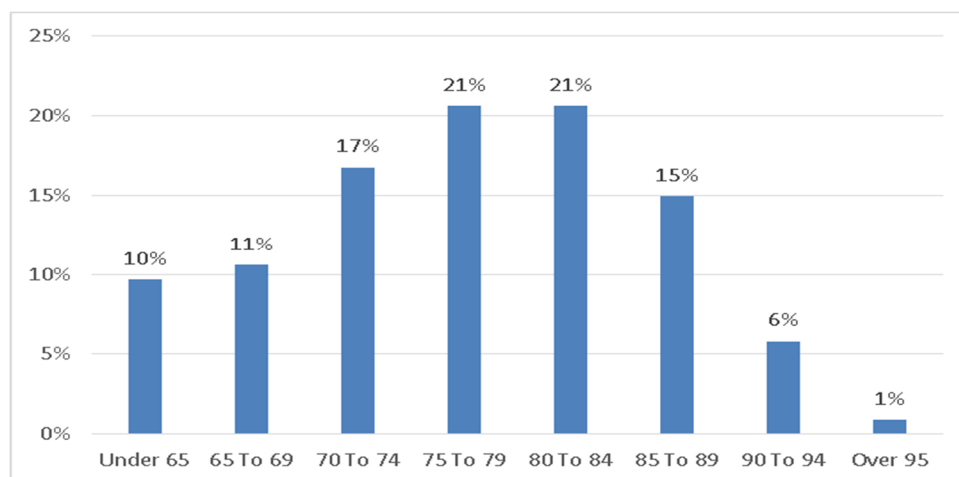


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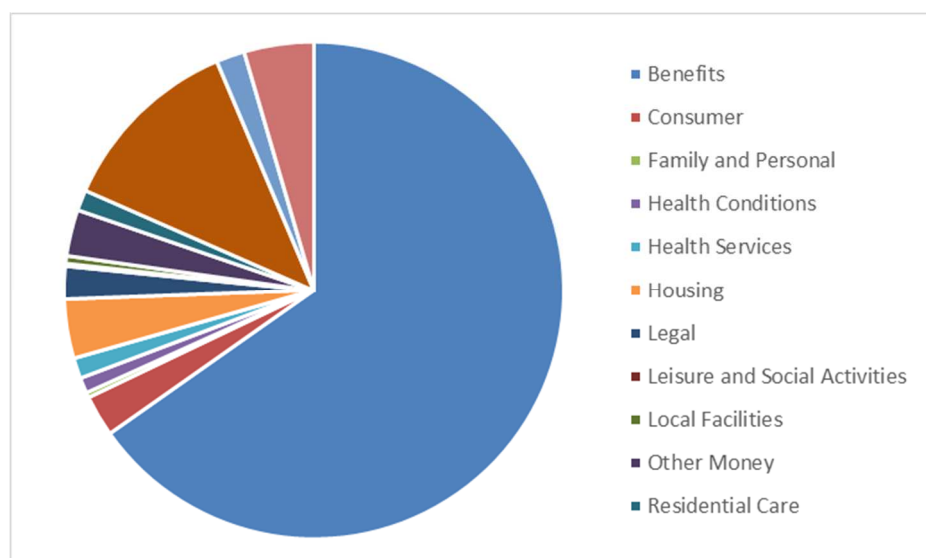
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Age Group:



Topic of enquiry:



| Topic | No. |
|-------------------------------|-----|
| Age UK Services | 11 |
| Benefits | 390 |
| Consumer | 16 |
| Family and Personal | 2 |
| Health Conditions | 6 |
| Health Services | 8 |
| Legal | 13 |
| Leisure and Social Activities | 1 |
| Local Facilities | 3 |
| Non Residential care | 27 |
| Other Money | 18 |
| Residential care | 8 |
| Housing | 23 |
| Travel | 72 |

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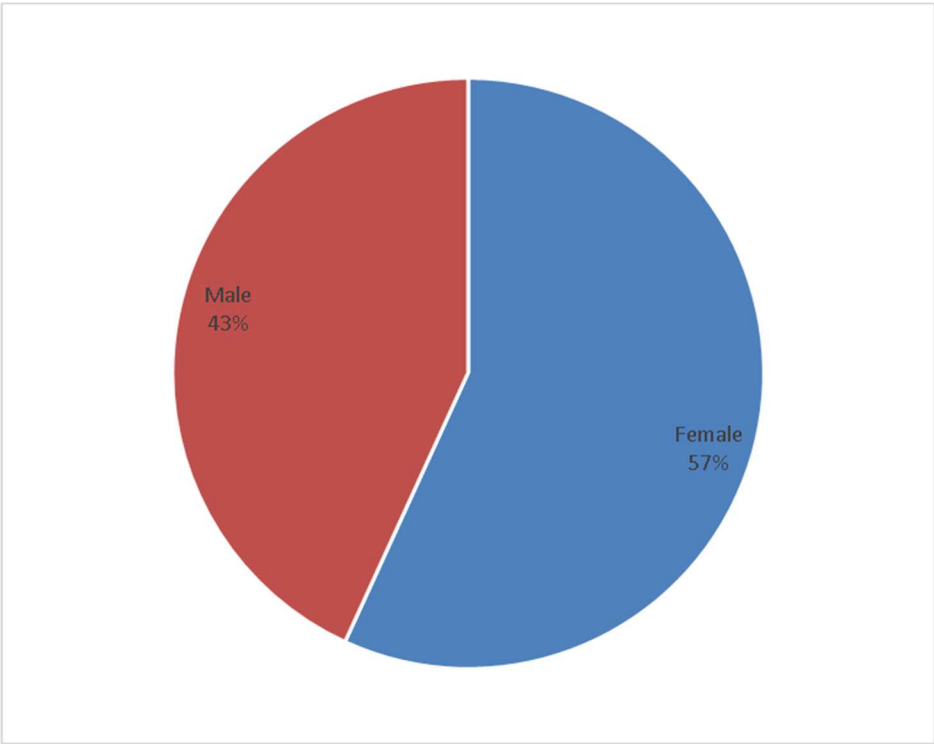


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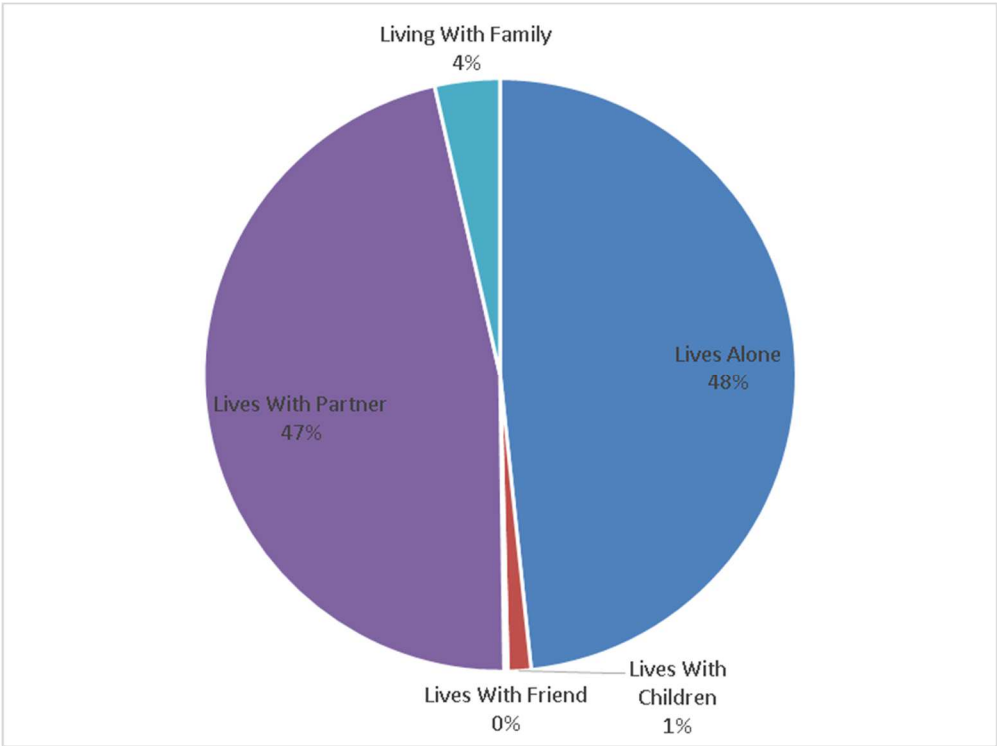
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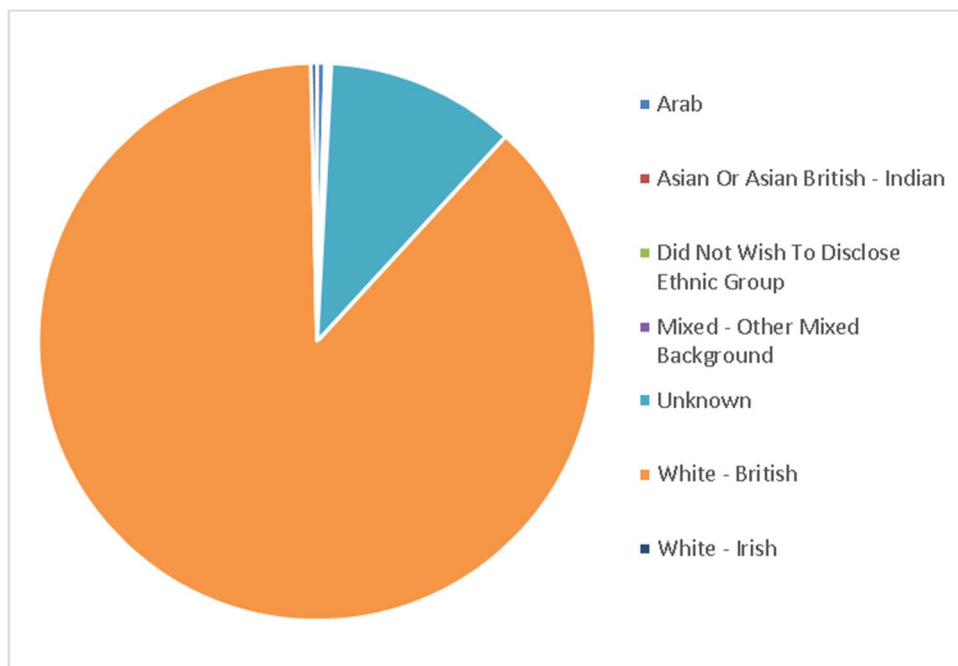
Gender:



Living situation:



Ethnicity:



STAFFING/VOLUNTEERS

The team consists of:

- 1 Part Time Information & Advice Officer - providing office appointments and home visits for those clients who are unable to come to us [information and advice is available outside the core hours by ringing Age UK Lancashire's 0300 303 1234 number]
- 2 I&A Volunteers - supporting the information and advice officer to undertake home visits and complete welfare benefit claim forms, particularly Attendance Allowance.
- 3 Meet and Greet volunteers - these volunteers cover most of the office opening hours and deal with callers coming in to the office by signposting, providing information or active referral appropriate to the client's enquiry.

STAFF/VOLUNTEER TRAINING

Age UK Lancashire has a comprehensive mandatory training plan for both staff and volunteers. This last 2 years we have invested in a high quality online training resource via E Learning which enables many more staff and volunteers access up-to-date training and undertake courses at their convenience.

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The Information and Advice officer has undertaken training on:

- Case Recording
- Safeguarding Adults and children
- Mental Capacity Act
- Information Governance
- Conflict of Interest
- IAQP training meetings

Regular meetings are held with all the volunteers to update them and provide general support.

QUALITY

Quality is a high priority for the organisation and we strive to continually improve our service provision. We have the bronze Investors in People Award, ISO quality standards and the Age UK organisational standard. We are currently working towards achieving the Age UK Information and Advice standard (IAQP) and are implementing the procedures and systems necessary to achieve this in December 2017

PROMOTION AND ENGAGEMENT

Our promotions and engagement work continues to be busy. We began work this year to establish a Charter for Later Life, developed between Age UK Lancashire, older people and partners designed to express our commitment to those in later life living and working in Lancashire and North Sefton. The Charter cuts through politics and funding issues and makes the following commitments to those who are in later life.

- We will be inclusive
- We will listen
- We will recognise our limitations
- We will develop and improve
- We will be accessible
- We will campaign
- We will be relevant
- We will maintain high standards
- We will work in partnership
- We will provide information and advice

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

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- Just good friends
- St Anne's Soroptimists
- Andsell WI
- Drive Methodist Church

Staff have attended local Dementia Awareness events, including the Dementia Hub at Clifton hospital. They have also taken part in Community events at The Pavilion

We also secured some funding to continue our befriending service from Fylde office.

CAMPAIGNS

Age UK Lancashire has supported the following national campaigns:

- Care In Crisis
- Winter Warmth and Winter Health
- Attendance Allowance
- End and Loneliness and Isolation

DEVELOPMENT PLANS for 2017-18

- Successfully applied for funding from Eon, through Age UK nationally, to deliver welfare benefit checks for older people and to ensure they are getting any energy discounts they may be entitled to through 2017/18.
- Develop the Telephone Advice service for older people across Lancashire, funded by Prudential which commenced in February 2017
- Recruit, train, maintain and manage more I&A and Meet and Greet volunteers to support the service and manage the high demand for home visits to complete welfare benefits claim forms.
- To continue to be actively involved in the Advice Network steering group for Fylde, Wyre and Blackpool
- To continue to seek funding for new services and projects
- To extend the E learning to all volunteers

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Case Study

J is a retired lady, aged 70, who lives in a 2nd & 3rd floor apartment in Lytham St Anne's. Her health has become worse over the past 2-3 years with osteoarthritis, heart problems and Macular Degeneration. She has been finding life difficult with being on the 2nd and 3rd floor of the apartment. She was told she would be losing her guaranteed pension credit and she began having sleepless nights and anxiety as she thought she would not be able to manage things financially. A friend told her she may be entitled to Attendance Allowance because of her disabilities and that Age UK Lancashire could help her. Her independence was becoming curtailed and she felt she could not afford to have adaptations in her flat made because she could not afford them and losing her pension credit closed other avenues to her as well.

J had already been in touch with Pension Service over the pension credit issue but we told her that she would almost certainly be entitled to Attendance Allowance. If she received it this would help with the pension credit calculation as a disability premium would be used.

We completed the form together. 8 Weeks later J was awarded the Higher Rate of Attendance Allowance. J was able to inform the local authority and pension department when the award was made and they are re-calculating her housing benefit & council tax benefit and her pension credit.

We also informed J of the Warm Home Discount and helped her apply to her fuel supplier for a discount, which resulted in savings of £140.00 per annum.

We signposted her to Care & Repair for rails, bannisters and Social Services for an OT assessment for a stair lift, should that become necessary

J tells us that she is much better off financially and the difference to her wellbeing is immense. She can now afford to get out more, especially along the sea front if she feels able to. She is sleeping better and has less anxiety and worries. Everything now seems affordable and she says the bonus is she feels able to buy better presents for her grandchildren's birthdays.

The benefits to her were:

- Signposting to Care & Repair who have much to offer disabled people in the local area with Handyman jobs.
- The reduction in her fuel bills.
- The recalculation of her pension credit and local authority benefits
- Increased income
- General improvement in her wellbeing



Outcomes/Values Achieved for Client

Identify which of the following outcomes have been achieved for/by this client.

| Identified Outcome/Value | Please ✓ | Identified Outcome/Value | Please ✓ |
|---|-------------|-----------------------------|-------------|
| 1. Improved health and emotional well-being | ✓ | 2. Improved quality of life | ✓ |
| 3. Making a positive contribution | | 4. Choice and control | ✓ |
| 5. Freedom from discrimination | | 6. Economic well-being | ✓ |
| 7. Personal dignity | ✓ | | |

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