



Age UK Lindsey is an independent local charity, working to promote and improve the well-being of older people in East Lindsey, West Lindsey and North Lincolnshire.



Annual Report 2018 // 2019

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“ An excellent and caring service, which I would highly recommend. The extra money makes life easier, I never knew the benefit existed.

Over the past twelve months we have seen many highlights, and although we continue to offer a range of services and activities for older people, we face the daily challenge of finding funding to resource our work. Despite the increasing difficulties, our staff and volunteers continue to do the best that they can for the charity. And whilst we ended the year with a deficit, the launch of our new, three-year strategic plan aims to ensure that we will be back in surplus by 2022.

Despite the pressures, our services continue to perform well. We remain the top-performing Information and Advice Service in our region, securing nearly £1 million per quarter of previously unclaimed benefits for older people. Our 200 volunteers provided over 33,000 hours of support and our Befriending Service remains vital in helping to reduce loneliness and social isolation. Our shops have performed well and remain a key part of our local communities: providing essential funds to support our services and thus ensuring that older people remain independent in their own homes for longer.

Executive Summary

There will be big challenges over the next few years, with continued need to generate more income and secure funding from external sources such as TED in East Lindsey and The Henry Smith Charity in order to meet the rising costs that continue to put all charities under pressure.

However, I remain positive about the future and appreciative of the commitment made by our staff, volunteers and trustees in providing the quality of service that our beneficiaries deserve. We are looking to innovate and develop with some exciting projects, including our new headquarters in South Street and an improved approach towards digital technology. Our aim will continue to be helping older people to enjoy later life as best as possible.

Andrew Storer
CEO, Age UK Lindsey

About Age UK Lindsey

Age UK Lindsey is a **local, independent charity** based in Horncastle, Lincolnshire, providing services to older people across the council districts of East Lindsey, West Lindsey and North Lincolnshire. We are a Brand Partner of the national Age UK charity, but all funds raised by us stay in our area and make a tangible difference to the lives of older people in our community.

Throughout our history, we have developed a deep understanding of the issues and challenges faced by older people. Our services have evolved to address these demands and we are dedicated to supporting all older people to overcome the difficulties that they may be facing.

Our Mission

To promote and improve the well being of older people and help make later life a fulfilling and enjoyable experience for all.

Our Key Priorities

- Provide older people with information and advice on a range of important topics such as benefits, care, housing, local services and support in retirement.
- Support older people to remain living independently at home.
- Develop our community activities and engagement to achieve greater social inclusion for older people.
- Offer support to older people and their families both during a terminal illness and following the death of a loved one.
- Ensure Age UK Lindsey remains an inclusive and independent voice for older people in the area, driving change on their behalf and ensuring their contribution is listened to and valued.
- Support older people who are isolated and vulnerable by providing companionship, practical support and signposting to other services.
- Support older people in our area to continue learning, both for their own personal development and because it helps them to continue to play an active part in society.

I am delighted with the progress our charity has made over the last year. It has been a period of considerable challenge, but we have still achieved the high levels of service delivery and performance expected of us.

The Board of Trustees and Andy, our CEO, are confident that we are 'on the right track' and we can look ahead to what will hopefully be a period of consolidation and steady growth.

However, we know that this will not be easy. Pressures on the charity sector are huge and this will mean increasing competition for fewer resources, whilst demand for our services continues to rise. We have seen clients come to us with increasingly complex needs and as much as we'd like to, we simply cannot help everyone. This is going to be a difficult challenge to resolve, but we will use our resources sensitively and sensibly to achieve our mission.

The Board recognises that we have a very dedicated team of staff and volunteers and as the Chairman, I would like to thank them for their continued efforts. We also remain committed to

A Word From Our Chairman

working in partnership with our local partners and those within the Age UK network. I would like to extend my thanks to partners such as Community Lincs, Lincolnshire Community Foundation and many others for their support over the past year.

This is a very exciting time for our charity and we are looking forward to seeing just how much we can achieve. I hope everyone is ready for the challenge and thank you once again for an excellent year's work!

Hugh Thompson

Chairman, Age UK Lindsey

The Lifestyle Centre in Scunthorpe has been the hub for Age UK Lindsey in the north of our area; providing a range of clubs and activities as well as being the home of our transport service.

Through the provision of a range of services, our Independence at Home team make a tangible difference to the lives of many older people in our area, ensuring that they are able to remain living independently for longer.

Our focus for reducing loneliness and social isolation in older people through friendship groups, home visits and referrals to telephone support.

By providing activities in the community, we ensure that older people have access to a range of age-appropriate opportunities to meet new people and make new friends.

Age UK Lindsey's Focus



Age UK Lindsey's core charitable service provides vital information and advice on a range of age-related topics, through free-to-access telephone support, community drop-ins and home visits.

Fundraising and events play a key part in connecting with our clients and local communities, enabling us to celebrate our achievements and give something back.

Our volunteers remain at the heart of everything we do at Age UK Lindsey. Without them, we could not provide the support that our clients need and deserve.

Our shops are integral to our charity and local communities by raising funds to support our services. They enable employment and volunteering opportunities whilst being a portal for the delivery of information about our mission, campaigns and activities.



Befriending

more than
3600
HOURS OF
BEFRIENDING
VISITS
to 90 clients

239 BEFRIENDING
assessments

 **28** referrals
to the Age UK
national
Call In Time
telephone befriending service

BEFRIENDING
introductions **54**

“ My befriender is lovely and although she was a complete stranger, I quickly felt as though I had known her for years. The visits go so quickly as we chat from the minute she arrives to the minute she leaves. She has made such a difference to me and I feel happy for days after she has visited.



Community Activities

With continued support from TED in East Lindsey, our lunch clubs remain popular within the communities they serve. With four clubs in operation supporting 150 clients, we have served delicious, nutritious meals throughout the year and provided a valuable service to older people in the community. Working with Call Connect ensures that lack of personal transport is not a barrier to access.

Our weekly coffee morning in Horncastle, serving homemade cakes and refreshments, continues to be a destination for people of all ages. With support from our PCSO, local organisations and the Scam Aware Team, our regulars also benefit from invaluable support and information about staying safe and well.


approximately
5400
- MEALS -
SERVED AT OUR
LUNCH CLUBS

Volunteering

We are fortunate to have a fantastic team of nearly 200 volunteers, supporting the charity in a variety of ways. It is essential that they feel valued and supported in their roles to ensure that their input is rewarding, as well as beneficial to the charity and our clients. Our services would not operate effectively without their dedication and commitment. Therefore, great effort is made to thank them for their contribution, including celebrating their achievements at our annual awards gala.

33,279
- HOURS OF -
VOLUNTEERING
EQUATING TO
£260,574.57
ANNUAL ECONOMIC VALUE



Fundraising & Events

Our annual Summer Festival, supported by Wilkin Chapman LLP, Streets Chartered Accountants and Active Lincolnshire adopted a theme of health and well-being in 2018. With over 300 guests, the event raised profits of £1559.

2018 saw our first-ever celebration of Older People's Day. With events spread over three weeks, we raised awareness of the issues faced by older people, promoted our services and added much-needed funds to the pot. Every penny raised really does make a difference!

Christmas cards and calendars proved to be ever popular with our shoppers and lunch club diners.

Our knitting supporters purled their way to raising an incredible £2,129 by knitting little hats for the innocent Big Knit campaign.


£41,666
- RECEIVED IN-
DONATIONS
ACROSS THE CHARITY

Information & Advice

Our Information and Advice Service continues to be the best performing in the East Midlands region; dealing with a wide range of enquiries, including: social care; housing; health and well-being and means-tested benefit applications.

“ I was very happy with the service and help provided, without you I would have nothing. ”

EACH INDIVIDUAL HELPED:

£3,052

- PER YEAR -

BETTER OFF

EQUATING TO

£4,129,967

SECURED FOR CLIENTS IN UNCLAIMED BENEFITS

3410 NEW CLIENTS SUPPORTED

TEN CLIENTS OVER THE AGE OF **100**

7657

TELEPHONE ENQUIRIES

OUTREACH HOME VISITS **1019**



The Lifestyle Centre

Activities held at The Lifestyle Centre provided our clients in North Lincolnshire the opportunity to learn new skills, make friends and enjoy delicious cakes and lunches at Lucy's Kitchen. By working in partnership with organisations and local businesses, we were able to host a number of key events throughout the year. Men in Sheds and the Computer Group continued to be popular and beneficial to older people.

10,000
RETURN PASSENGER
- JOURNEYS -
EQUATING TO
45,723 MILES

MEALS AT LUCY'S KITCHEN **5000**

300 CHRISTMAS LUNCHES SERVED

6,000
VISITORS AT THE LIFESTYLE CENTRE

SHOPPING TRIPS ON AVERAGE/MONTH **40**

Our Transport Service ensured that older people who might be at risk of isolation or losing their independence were able to access vital health and daycare services, shopping trips and days out. By providing a personal, door-to-door service with wheelchair-accessible buses, even the most vulnerable clients were able to remain living independently. In addition to our regular runs, we also provided transport for a number of groups, many of which would struggle to operate without this service. This included both Lincoln and Lindsey Blind and Ealand Blind, the Salvation Army, Valley View Friendship Group, Winterton Disabled Group and the Stroke Club.

Independence at Home

32,581
HOURS OF SERVICE
DELIVERED
TO **392** CLIENTS

100% CUSTOMER
SATISFACTION
AVERAGE NUMBER OF
SUPPORT WORKERS **81**

200 HOURS/
MONTH
OF PALLIATIVE
CARE SUPPORT

HOUSEHOLDS
BENEFITING FROM **125**
HOME ENERGY PRODUCTS

Clients and their families choose our IAH Service because they feel confident that we can deliver a consistent, reliable, all-year-round service, tailored to their individual needs. We offer practical help and peace of mind to support older people to live independently in their own homes. Investment in staff training ensures that the service we provide is professional, caring and of a high standard. We offer:

- Domestic cleaning
- Light meal preparation
- Shopping
- Prescription & pension collection
- Palliative care support
- Gardening
- Handy Help
- Supplying and fitting of key safes and grab rails
- Deep cleaning in domestic properties
- Foot care
- E.ON Home Energy assessments
- Winter Warmth programmes
- Home From Hospital support



Shops

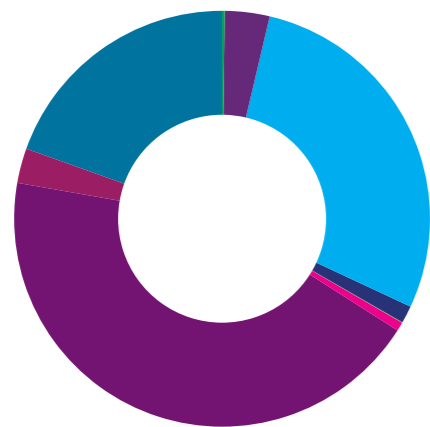
Our shops continue to be fundamental in raising funds to support our services. This year saw the first full year of trading for Brigg and Barton, which, coupled with improvements in footfall and the quality of donations, helped to increase our turnover once again. The shopping experience for our customers has been markedly improved through staff training in quality of product, layout, merchandising and customer service. These improvements also ensured that the team's efforts were recognised at the annual Staff and Volunteer Gala, with our Horncastle shop winning Shop of the Year, Employee of the Year and Volunteer of the Year!

£690k
TOTAL TURNOVER
AN INCREASE OF
£98k FROM PREVIOUS YEAR



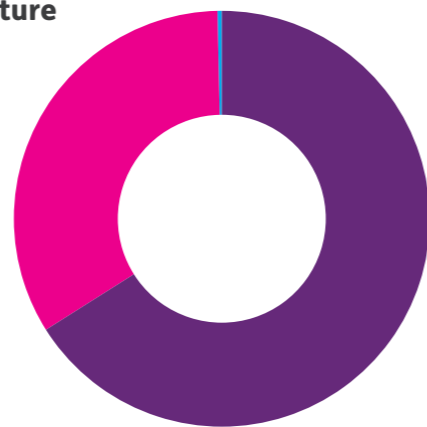
Our Financial Position 2018//2019

Income



Donations & Legacies	£308,536
Community Engagement	£3,161
The Lifestyle Centre	£54,941
Independence at Home	£446,448
Lunch Clubs	£21,408
Investments	£550
Other Trading	£10,865
Shops	£690,768
Fundraising	£42,678
Total	£1,579,395

Expenditure



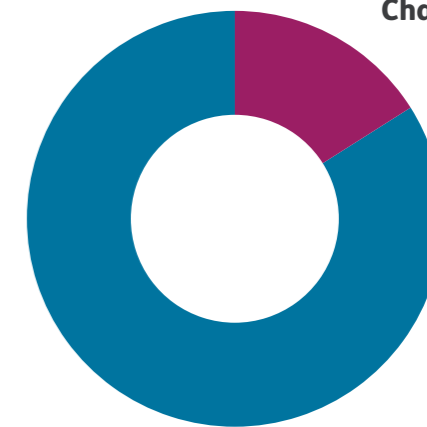
Fundraising Expenses	£549,330
Generating Voluntary Income	£5,411
Charitable Activities	£1,078,559
Total	£1,633,300

Assets



Creditors	-£104,041
Tangible Assets	£338,036
Investments	£2
Debtors	£129,257
Cash at bank and in hand	£218,017
Net Assets	£581,271

Charity funds



Unrestricted Funds	£488,130
Restricted Funds	£93,141
Total Funds	£581,271

Full accounts available at www.ageuk.org.uk/lindsey/about-us/annual-report/



Kindly Supported By:

Active Lincolnshire

Age UK

Community Lincs

Department for Transport

E.ON

Groundwork

innocent

Lincolnshire Co-op Community Champions

Lincolnshire Community Foundation

Louth & District Hospice Ltd

One Stop: Carriers for Causes

Streets Chartered Accountants

TED in East Lindsey

Tesco Bags for Life

The Big Lottery Community Fund

The Dangoor Digital Passport Programme

The Department for Culture Media and Sport

The Henry Smith Charity

The Masonic Charitable Foundation

Wilkin Chapman LLP



Age UK Lindsey

The Old School House
Manor House Street
Horncastle LN9 5HF

t 01507 524242

e info@ageuklindsey.co.uk

www.ageuk.org.uk/lindsey

Registered charity number 1079691
Company number 3917990
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@AgeUKLindsey

