

# **Age UK Rotherham: Initial Position Statement**

## **Arrangements for Age UK Rotherham operations and service during the Covid19 Disruption Period: with effect from 13 April 2020**

**Issued by: Chris Rivington and Pat Wade, Joint Chairs, on behalf of Age UK Rotherham Board of Trustees 10 April 2020**

### **1. Background Information**

1.1 Trustees and Senior Managers at Age UK Rotherham recognised that the Charity needed to act quickly and in a managed way in response to the Covid19 situation in order to:

- Secure (as far as possible) the short and longer term position of the Charity , so that we continue to be here to support older people in Rotherham now and in the future;
- Continue to deliver some essential services to older people across Rotherham during the period of Covid19 disruption; and
- Continue to work with our partners in Rotherham by supporting the partnership response through the Rotherham Community Hub and Rotherham NHS systems.

1.2 We have focused on the period up to 30th June 2020

### **2. Our guiding principles in setting out these plans are:**

- Keep everyone safe;
- Continue to support older people in Rotherham as much as we can, with a focus on working in partnership wherever possible to do this;
- Ensure the short and long term sustainability of the Charity.

### **3. Our current financial position**

3.1 Around 50% of our annual income comes from our social enterprise, charity shops and fund raising activity, all of which we have had to suspend due to government restrictions.

3.2 The other 50% of our income comes from grants and contracts with a range of organisations including: RMBC, RCCG, VAR and the Community Fund. We have worked with our funders and partners to secure this income and agree the activity it will aim to support to 30.6.20 in the first instance. We are very grateful for all the help we have received.

3.3 We will continue to seek additional funding and resources to support our work in the coming weeks through emergency funding schemes, government grants and fundraising appeals.

#### **4. Our interim management and staff arrangements**

4.1 As the majority of the Charity's costs are staff wages, we have taken action to furlough as many staff as reasonably possible, and claim for 80% of their costs under the Government's Job Retention Scheme.

4.2 Trustees have undertaken to top up all staff wages to 100% to 31.5.20 in order to support the welfare of our employees as much as we possibly can. This will be kept under review.

4.3 All furlough arrangements will be subject to a rolling 3 weekly review by Trustees with the support of managers.

#### **5. Temporary Leadership Team effective 13th April 2020**

5.1 Trustees have had to make some very difficult decisions about which staff to furlough and which to retain.

5.2 Trustees have decided that Peter Burton, currently Head of Business and Finance, should be appointed Acting CEO with effect from 13 April 2020. Lesley Dabell will go on furlough, initially.

5.2 Having done an analysis of essential functions and services to be delivered we have developed a matrix management position to cover these; we believe that our plan retains the most effective and affordable management and staff team to deliver the essential functions that we have identified, and the essential services we will deliver as outlined in this position statement.

5.4 Peter will cover most of the essential functions of the CEO in her absence. Other functions usually undertaken by the CEO including partnership links and communications will be undertaken by other members of the Temporary Leadership Team as outlined in the table below:

**Age UK Rotherham – Temporary Leadership Team effective from 13.4.20 – key contacts.**

Name	Function	Contact details
Peter Burton	Acting CEO	<a href="mailto:Peter.burton@ageukrotherham.org">Peter.burton@ageukrotherham.org</a> Mobile: 07940 029685
Iain Cloke	Contact for: <ul style="list-style-type: none"> <li>• Information and Advice Service provision</li> <li>• VAR and VCS partnership work</li> <li>• Rotherham Community Hub partnership work</li> <li>• External communications</li> </ul>	<a href="mailto:Iain.cloke@ageukrotherham.org">Iain.cloke@ageukrotherham.org</a>  Tel – transferred to personal mobile: 01709 386836
Hannah Massey	Contact for: <ul style="list-style-type: none"> <li>• NHS partnership work – RCCG/TRFT</li> <li>• Hospital Aftercare Service</li> <li>• SPS Services</li> <li>• A Little Bit of Help Service</li> <li>• Safeguarding</li> </ul>	<a href="mailto:Hannah.massey@ageukrotherham.org">Hannah.massey@ageukrotherham.org</a> Mobile: 07932 240603
Dean Harrison	Contact for: <ul style="list-style-type: none"> <li>• Premises</li> <li>• IT</li> </ul>	<a href="mailto:Dean.harrison@ageukrotherham.org">Dean.harrison@ageukrotherham.org</a> Mobile: 07534 615924

**6. Service Provision**

**6.1 The needs of older people**

In determining our approach to provision of services during this period we acknowledge that older people are disproportionately negatively affected by Covid19 than the general population as follows:

- Statistically they are more likely be very ill and to die as a result of the virus – the government has therefore placed additional emphasis on protection of all people over 70 and advised that they self isolate as much as possible, even if they are not in the ‘shielded’ group (who have received letters from the NHS);
- They are more likely to be in the ‘shielded’ group i.e. have long term health conditions and therefore not be able to leave home at all;
- They are likely therefore to have additional needs for practical support (shopping, medication collection etc.) at this time.

- They are more likely to be socially isolated and lonely even in normal circumstances and many live alone and may not have access to their usual family/ friends/ neighbours support. Therefore the current situation places additional pressure on them in terms of feeling scared and isolated - impacting on their mental and physical health and well being and increasing their need for social contact and emotional support.
- They less likely to have access to digital forms of information, advice and social contact – access to this by phone (like Age UK Rotherham Advice Line) and through other media such as local newspapers and local radio is therefore very important

## **6.2 Working in partnership to support older people in Rotherham**

Age UK Rotherham (AUKR) has limited resources to deploy in delivering services in Q1 due to income constraints highlighted above.

We are not therefore proposing to set up any new emergency services or support for older people during this period. Instead Age UK Rotherham will support Rotherham older people's needs by working in partnership with other local partners in Statutory Agencies, the wider VCS and local businesses.

### **We will do this by:**

- a. Supporting the NHS – RCCG and TRFT - by continuing to provide the Hospital Aftercare Service and Social Prescribing Service in line with our contracts, varying our provision under these services where needed and possible to ensure we deliver these safely and add the most value to the wider system.
- b. Delivering other services that support and add capacity to the partnership effort via Rotherham Community Hub established by Rotherham Council, including our Information and Advice Service and continued support of existing, vulnerable customers in our Care and Support Services.
- c. Continuing to link with Age UK nationally and the wider Age UK network where this enables us to bring additional resources, information and knowledge into Rotherham and continuing to seek additional emergency funding to support our work, thereby adding to the resources available in Rotherham.

Our planned service provision is outlined in the table below.

<p><b>Age UK Rotherham – Planned Service Delivery to 30.6.20</b></p> <p><b>Hospital Aftercare Service</b></p> <ul style="list-style-type: none"><li>• Maintain delivery of service as agreed with RCCG/ TRFT</li><li>• Continue to support discharge from TRFT and help prevent non clinical readmissions</li><li>• Provide support and reassurance to older people after discharge from hospital</li></ul> <p><b>Service provision:</b> Full service being delivered except transports home (due to social distancing being maintained). This includes:</p> <ul style="list-style-type: none"><li>• Full assessment of needs – signposting and agree support plan to include risk assessment re social distancing as well as usual criteria</li><li>• Home visits and telephone contact as needed in support plan</li><li>• Practical support as usual: shopping, meal prep etc.</li><li>• Supported referral to other sources of support e.g. meal delivery services.</li></ul> <p><b>Referral by RFHT, RMBC, self and family</b> <b>Contact – Hannah Massey</b> <a href="mailto:Hannah.massey@ageukrotherham.org">Hannah.massey@ageukrotherham.org</a> Mobile: 07932 240603</p>
<p><b>Social Prescribing Befriending Plus</b></p> <ul style="list-style-type: none"><li>• Maintain delivery of service as agreed with VAR</li><li>• Continue to help prevent hospital admissions</li><li>• Provide support and reassurance to older people</li></ul> <p><b>Service provision:</b></p> <ul style="list-style-type: none"><li>• Full assessment of needs by phone– signposting to other sources of support and agree support plan to include risk assessment re social distancing as well as usual criteria</li><li>• Telephone contact maintained to support re loneliness, isolation and reassurance - frequency as agreed in support plan</li><li>• Practical support: shopping, medication collection. meal prep etc.</li><li>• Supported referral to other sources of support e.g. meal delivery services.</li></ul> <p><b>Referral by VAR/ GP Linkworkers</b> <b>Contact – Hannah Massey</b> <a href="mailto:Hannah.massey@ageukrotherham.org">Hannah.massey@ageukrotherham.org</a> Mobile: 07932 240603</p>

### **Little Bit of Help**

- Practical support service to existing customers identified by needs assessment
- Reassurance contact maintained by phone with service users
- **No new customers accepted in this period**

### **Service provision**

- Delivering service to reduced number of customers based on need for residual service re: companionship, reassurance calls, shopping and meal prep where no alternative is available.
- Home visits and community based service being maintained subject to social distancing and risk assessment.

### **Service variation**

- No cleaning service operating – not classed as an essential function.

### **Contact – Hannah Massey**

[Hannah.massey@ageukrotherham.org](mailto:Hannah.massey@ageukrotherham.org)

Mobile: 07932 240603

### **Information and Advice Service**

- Maintain delivery of service via telephone and e mail to support Rotherham Community Hub.
- Age UK Rotherham's Advice Line Number: 01709 835214 is a long established and well known point of contact for older people in Rotherham, through which they know they can get telephone support.

### **Service Provision**

#### **a. Maintain AUKR Advice Line 01709 835214**

- Telephone help-line providing extended hours during Covid19 period - open from 9am to 4pm (7 hours per day).

#### **b. Benefit checks and benefit advice**

- provide service by phone – no home visits due to risk to customers and staff
- AUKR is a DWP alternative office which means that once logged as a potential AA claimant on our system, benefits will be backdated if we need to do a home visit to complete after the disruption period ends.

#### **c. Other advice, support and signposting**

- Continue to link people to other forms of support through RCH and VCS
- Provide advice on other issues affecting older people.

### **Referral – open**

**Public Number 01709 8351214**

**E mail: [enquiries@ageukrotherham.org](mailto:enquiries@ageukrotherham.org)**

### **Contact – Iain Cloke**

[Iain.cloke@ageukrotherham.org](mailto:Iain.cloke@ageukrotherham.org)

Tel – transferred to personal mobile: 01709 386836

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