

# Making More of Life

## Annual Review 2016-17

From staff achievements and fantastic feedback on our services, to implementing our Dementia Strategy and investing in our facilities, we are proud to share some of our developments and successes from 2016-17, the second year of our 2020 Strategy.



### information

3097 individual older people engaged with us through community activities – a 136% increase on the previous year.



### money

We supported older people to secure **£1,062,912** in unclaimed benefits.

We supported older people to save **£17,041** through energy advice and support to switch suppliers.



### dementia

We expanded our Dementia Support Team and it now includes three Admiral Nurses and four Dementia Officers to support the implementation of our five-year Dementia Strategy.



Admiral Nurses

Dementia Manager

Dementia Support Officers

Dementia Co-ordinator

We provided 1480 hours of support to 214 individuals with dementia.



### our team

We achieved a Silver Investors in People Award.

We awarded all staff a 3% cost of living award from January 2017 and a further 1.6% to hourly paid staff from April 2017.



27 awards were presented to individuals and groups in recognition of their contribution to their communities at the Age Takes Centre Stage Awards Ceremony.



Our volunteers have contributed 594 hours of their time to help older people in their community.

We were thrilled to grow our volunteering team by 13%. We now have 198 invaluable volunteers.



### EveryDay

We are rated an overall **GOOD** by the Care Quality Commission for our Care at Home services across North and South Tyneside



We provided Care and Support to 400 individuals to remain safely in their own homes

55 staff completed Care Apprenticeships.

We invested in four Citroen C1 cars for use by care staff who can drive but do not have access to a car.



### the charity

63,996 hours of care and support to 137 older people



17 different physical activity groups met weekly for people over 50 including Tai Chi, Zumba and Tea Dances.

We provided 63,996 hours of care and support to 137 older people in our three Wellbeing Centres across North Tyneside.

### a big thank you

Thank you to all those supporting and working with Age UK North Tyneside to make a world where everyone enjoys later life, including:



Plus individual local donors

### the numbers

Income £4,733,668  
Expenditure £4,728,516  
Surplus for year £5,152

Total Charity Funds £1,456,371

If you would like to read the full Annual Report and Financial Statements, please visit [www.ageuk.org.uk/northtyneside](http://www.ageuk.org.uk/northtyneside)

Registered charity number 1049527

