



2022
Annual Report

Executive Summary

Angela Gill, Chair of Trustees



Demand for Age Concern Gosport's (ACG) information & benefit application support services increased by 43% during 2022 to **460** enquiries. Due to the continued dedication and flexibility of the team, ACG secured an amazing **£201,100** of life-enhancing benefits, which predominately came from Attendance Allowance applications for local people aged over 65 years.

The top three Gosport Borough Wards where Gosport's older residents asked for benefit support most during 2022, were Anglesey, Lee East and Alverstoke. The greatest demand for information and/or support, came from the Harbourside and Town, Rowner and Holbrook and Alverstoke Wards.

The top four health conditions presenting during 2022 were: Heart Conditions (including Heart Attacks, High Cholesterol High/Low Blood Pressure), Cancer, Osteoarthritis and Rheumatoid Arthritis; followed by COPD.

We remain very grateful to Gosport Borough Council - who currently grant fund c25% of ACG's core service - which ensures it can continue to deliver its excellent free services for Gosport's older residents and their families/carers.

In October 2022, Age Concern Gosport's much-needed Close Encounters partnership project funding from Gosport Voluntary Action, which included a unique partnership with Age UK Portsmouth and the National Lottery Community Fund, recommenced.

Age Concern Gosport continues to work alongside colleagues from Gosport Older Persons Forum, Gosport Borough Council, Hampshire County Council's Adults' Health & Care, other local agencies including via local Health Forums, and other Networks...

The dedication of ACG's volunteers is evidenced by the **580** volunteer hours that were provided for Gosport's older residents in need of support during 2022. Angela Gould has been ACG's Coordinator since 2018 and she continues to provide excellent support, training and oversight of ACG's volunteers including the day-to-day processes and quality assurance that underpins the ACG service.

We are always looking to recruit new volunteers and trustees. If you or anyone you know are interested, please get in touch.

Our Services

Age Concern Gosport is supported by Gosport Borough Council and it offers free and impartial information and form filling for people aged 55+ of Gosport including their families and carers. Volunteers can provide:

- ✓ A broad range of information to help people aged 55+ in Gosport. If they don't have the answer, they will direct you to someone who does.
- ✓ Assistance with form filling including Attendance Allowance, Carers Allowance, Personal Independence Payment (PIP) Pension Credit and Blue Badge applications.
- ✓ Domestic help information such as cleaning, personal care, mobile hairdressers, chiropodists, gardening, repairs and more.
- ✓ Details of social clubs, day centres, lunch clubs, health and wellbeing services, bereavement and financial support.

The Age Concern Gosport office is situated within Gosport Voluntary Action at Martin Snape House, 96 Pavilion Way, Gosport PO121FG. It is open Monday to Thursday from 10am to 12pm.



Angela Gould – Co-ordinator

Our Volunteers

Hilary joined Age Concern Gosport as a Volunteer in July 2021 and fits nicely into our existing team of volunteers, including, Kathy, Maria and Elaine who continue to dedicate and provide their time supporting and helping local people within our community. All our volunteers contributed considerably to delivering services and are valued as important members of the team. Age Concern Gosport is extremely grateful to have the expertise and support from its longstanding volunteers who without, we would not be able to deliver Age Concern Gosport's services and we are enormously thankful for their time, skill, effort and care they give to their roles, helping the older residents of Gosport.

Kathy



Hilary



Elaine



Maria



Our Achievements in 2022

460 people
were helped

460 General information & signposting provided (of which the following forms were completed)

44 Attendance Allowance - 60% of applicants were female and 40% male

14 Blue Badge – 79% of applicants were female and 21% were male

10 Personal Independence Payment - 60% of applicants were female and 40% male

54

Benefit claims completed

£201,100

Confirmed benefits received (annual)

580

Volunteer hours given

Referrals to Support Services

Gosport Voluntary Action

| | |
|-------------|----|
| Advocacy | 11 |
| Befriending | 8 |
| Dustbusters | 19 |
| Mend & Tend | 27 |

Home Safety

Personal Alarms, Fire Checks,
Mobility Equipment and Adult
Social Services Support
33

Citizens Advice Gosport

11

Personal Home Care

Podiatrist, Hairdresser, Meals &
Medication support
16

Transport

Hospital & Shopping
15

Housing

Sheltered &
Care Homes
4

Benefit Enquiries

93

Support Groups

Social Clubs, Bereavement,
Dementia and Carer Support
18

General Enquiries

Letter Writing, Budgeting,
Household Bills
124

Legal

Wills, LPA's & Funerals
7

Repairs

Gas, Plumbing & Electrical
6

Gosport Voluntary Action - Volunteer Awards - June 2022

An awards ceremony organised by Gosport Voluntary Action (GVA), with financial support from Gosport Borough Council – took place at The Alverbank Hotel in Gosport, Hants, on 1st June. Some 120 people attended the event to honour and celebrate the achievements of local volunteers who give their time and skills on a regular, long-term basis, to help improve the lives of local (and often the most vulnerable) residents within the Borough of Gosport.

This was the first GVA awards ceremony in two years, due to the impact of the Covid-19 pandemic, this long-awaited ceremony was greatly enjoyed and appreciated by the attendees. Many of the accolades celebrated the contributions of volunteers throughout the Covid-19 crisis (as part of the highly-acclaimed *Covid-19 Crisis Response Team*), coordinated by GVA and Gosport Borough Council, which supported more than 500 local residents with shopping and prescriptions during the lockdowns.



Kathy - Information Assistant Volunteer – 5 Years

Kathy is an inspiration to us all with her boundless energy, she never fails to surprise everyone with her adventures, including **abseiling down the Spinnaker Tower to raise funds for charity.**



Kathy remains committed to her voluntary role with Age Concern Gosport and continues to help people within the Gosport community.



Elaine - Information Assistant Volunteer - 5 years

Elaine quietly gets on with her voluntary role in Age Concern Gosport. She enjoys administration work and is always ready to help implement new procedures whilst continuing to support local residents of Gosport with sometimes very complex issues.



Maria – Information Assistant Volunteer - 5 years and Covid-19 Volunteer

Maria is another long standing and committed Age Concern Gosport Volunteer who focuses on the administration of data and continues to provide information to support local residents within the community. Maria was also incredibly supportive during the Covid-19 lockdown period as she covered for the Co-ordinator during holiday leave periods by answering enquiries and supporting a regular client with telephone befriending support.



Angela – Information Assistant Volunteer - 5 Years and current Co-ordinator

Angela was thanked and recognised for all the support and the dedication shown through her time volunteering at Age Concern Gosport. Her Coordinator role was invaluable during Covid-19 too.

Health and Wellbeing Event for Gosport & Fareham Communities - July 2022

Health and wellbeing professionals from across Gosport and Fareham Boroughs joined forces to showcase their services to the public at the Gosport & Fareham Health and Wellbeing Fayre, which took place at Gosport Leisure Centre on Saturday, 9th July. The Fayre was organised by Community First and Gosport Voluntary Action on behalf of the Fareham & Gosport Voluntary Sector Health Forum (composed of some 150 local health-related charities), and supported by the Hants & Isle of Wight Integrated Care Board, the Asda Foundation, Huhtamäki and Places Leisure (specifically, Gosport Leisure Centre). The event, attended by approximately 180 members of the public over a four-hour period, brought together 33 organisations, who demonstrated the wide variety of physical and mental health support services available to local communities across Gosport and Fareham Boroughs. The Worshipful Mayor of Gosport, Cllr. Jamie Hutchison, Dame Caroline Dineneage MP for Gosport and Elizabeth Kerwood, Associate Director of Community Involvement (one of the representatives of the Integrated Care Board) attended the event, as did some 50 staff members and volunteers from the event organisers and exhibitors.



Gosport Borough 100 Years Awards – November 2022

As part of the celebrations of 100 years of the Borough of Gosport, the Mayor sought nominations for the *Gosport 100 Mayor's Awards*, celebrating the people that make a difference to the Gosport Community. Both Elaine Burgess and Kathleen Preece, Age Concern Gosport's volunteers were nominated and selected for an award. They were presented with a certificate and commemorative badge and their stories to be shared in a commemorative booklet.



Volunteer Appreciation Mince Pie Event - December 2022

Gosport Voluntary Action's yearly Christmas celebratory mince pie event was hosted at Martin Snape House to express sincere thanks to all the wonderful volunteers.



Acknowledgements

Age Concern Gosport would like to give sincere thanks to all who supported the charity, including the organisations and individuals listed below, alongside their generous contributions.

| Organisation | Contribution |
|--------------------------|------------------------------------------------------------------------|
| Age UK Portsmouth | Support in Close Encounters funded project |
| Age Concern Gosport | Support and promotion of the charity and volunteer engagement and time |
| Gosport Borough Council | Continued support and funding |
| Gosport Voluntary Action | Support in Close Encounters funded project |
| University of Portsmouth | External Examination of Accounts |
| | |

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