

# 2023 Annual Report

# Executive Summary



## Angela Gill, Chair of Trustees

Age Concern Gosport's (ACG) information & benefit application support services responded to **369** enquiries. Due to the ongoing dedication and flexibility of the team, ACG secured a fantastic **£283,400** of life-enhancing benefits, which predominately came from Attendance Allowance applications for local people aged over 65 years. (This was a 30% increase on the previous year's figure.)

The top three Gosport Borough Wards where Gosport's older residents asked for benefit support most during 2023, were Anglesey, Lee East and Alverstoke. The greatest demand for information and/or support, came from the Harbourside & Town, Rowner & Holbrook and Alverstoke Wards.

### Top 4 Health Conditions

- 1= Heart Conditions (High Blood Pressure, High Cholesterol, Strokes)
- 2= Osteo/Rheumatoid Arthritis
- 3= Alzheimer's/Dementia
- 4= COPD/Asthma

### Top 3 Gosport Borough Council Wards Claiming Benefits

- 1= Alverstoke
- 2= Harbourside & Town
- 3= Joint place:- Leesland & Town and Rowner & Holbrook

### Total Volunteer Hours = 504

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

Age Concern Gosport's much-valued Close Encounters partnership project funding continued from Gosport Voluntary Action. This project is a collaboration with Age UK Portsmouth, the University of Portsmouth and the National Lottery Community Fund.

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, Gosport Middle Years and is represented at a number of other local Networks, meetings and ACG awareness training.

The dedication of ACG's volunteers is evidenced by the **504** volunteer hours of support that was provided for Gosport's older residents during 2023. Angela Gould has been ACG's Coordinator since 2018 and 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 looking for a couple of new volunteers and trustees – for a few hours each week or month. If you or anyone you know are interested, please do 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

Elaine, Hilary, Kathy, and Maria continue to dedicate their time and effort to supporting and helping local people within our community. Each of these volunteers plays a crucial role in delivering essential services, and they are all deeply valued members of the team. Their unwavering commitment and contributions have been instrumental in Age Concern Gosport's ability to serve older residents.

We are incredibly grateful for their expertise, support, and the care they bring to their roles. Without their dedication, the delivery of our services would not be possible. Age Concern Gosport is enormously thankful for the time, skill, and compassion these volunteers provide, helping to make a difference in the lives of older people in Gosport.

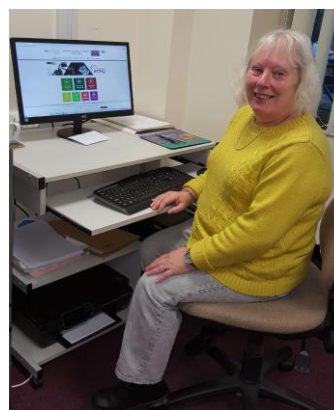
Kathy



Hilary



Elaine



Maria



# Our Achievements in 2023

**369** people were helped

**369** General information & signposting provided (of which the following forms were completed...)

**57** Attendance Allowance

46% = Female

54% = Male

**16** Blue Badge

44% = Female

56% = Male

**9** Personal Independence Payment

44% = Female

56% = Male

**66**

Financial Benefit claims completed

**£283,400**

Confirmed benefits received (annual)

**504**

Volunteer hours given

# Referrals to Support Services

## Gosport Voluntary Action

Advocacy	1
Befriending	7
Dustbusters	13
Mend & Tend	19

## Home Safety

Personal Alarms, Fire Checks,  
Mobility Equipment and Adult  
Social Services Support  
27

## Citizens Advice Gosport

5

## Personal Home Care

Podiatrist, Hairdresser, Meals &  
Medication support  
20

## Transport

Hospital & Shopping  
5

## Housing

Sheltered &  
Care Homes  
6

## Benefit Enquiries

84

## Support Groups

Social Clubs, Bereavement,  
Dementia and Carer Support  
22

## General Enquiries

Letter Writing, Budgeting,  
Household Bills  
68

## Legal

Wills, LPA's & Funerals  
7

## Repairs

Gas, Plumbing & Electrical  
3

# Community Events

The **Fareham and Gosport Voluntary Sector Health Forum** and the **Hampshire and Isle of Wight (IoW) Social Prescribing Network** are key initiatives aimed at enhancing health and wellbeing services and community support in Hampshire.



The **Fareham and Gosport Voluntary Sector Health Forum** acts as a bridge between local health services and over 300 community groups in the region, focusing on the needs of people with health conditions. It provides information and quarterly Webinars on a range of topical health-related themes. The Forum's first face-to-face meeting post-Covid took place on 13 September 2023 at Gateway Church, Fareham, with 56 attendees and 25 member organisations sharing valuable resources and information via Market Stalls including Age Concern Gosport. For more information, you can contact Jane Bray at [healthforums@cfirst.org.uk](mailto:healthforums@cfirst.org.uk).



The **Hampshire and IoW Social Prescribing Network**, launched in 2017, connects patients with non-medical services to improve their health and wellbeing, especially in cases where social issues play a major role in their health concerns. Social Prescribing helps patients find support from community services, such as charities or local council initiatives. The Network, supported by **Community First** and **Gosport Voluntary Action**, offers free webinars, regular updates, and newsletters to its 400 members, all focused on social prescribing projects across the county. The Network is funded by Hampshire's **Integrated Care System**. These programs aim to integrate health services with community-based care to improve patient outcomes and well-being. Age Concern Gosport is regularly represented at the quarterly Webinars and annual Showcase & Networking event.

## Celebrating Kathy Preece Age Concern Gosport's Volunteer

Kathy, is an octogenarian and an inspiration to everyone around her with her boundless energy and dedication. Over the past 10 years, she has contributed significantly as an Information Assistant Volunteer, always surprising her colleagues with her adventurous spirit. One of her standout moments includes completing a skydiving jump to raise funds for the Hampshire and Isle of Wight Air Ambulance charity, showcasing her commitment to making a difference in the community. Kathy's passion and enthusiasm continues to uplift those around her, making her an invaluable part of the team.



## Churchers Solicitors and Age Concern Gosport Bring Festive Cheer

Colleagues from Churchers Solicitors in Hampshire teamed up with Age Concern Gosport to bring festive joy to vulnerable older people in the community. The initiative, which involved preparing festive Shoeboxes filled with gifts and a Christmas card, was the brainchild of Emily Manley, Associate Solicitor at Churchers' Lee-on-the-Solent office. Emily Mainwaring, Trainee Solicitor, Janette Rigby, Receptionist, and other Churchers colleagues who took charge of organising the project. After researching local charities, they connected with Age Concern Gosport to spread holiday cheer.



From left to right in the photo: Janette Rigby (Churchers Solicitors), Angela Gould (Age Concern Gosport), and Emily Mainwaring (Churchers Solicitors).

Emily Mainwaring said, "Here at Churchers, we work closely with the elderly community in Gosport throughout the year and wanted to give back to them this Christmas."



The festive Shoeboxes, brightly decorated and containing thoughtful gifts, were delivered to the Age Concern Gosport office. The distribution was managed by Angela Gould, Age Concern Gosport's Coordinator, along with her colleagues from Gosport Voluntary Action's Welfare Team (Befriending, Advocacy, Dustbusters, and Mend & Tend Projects). The dedication of these teams ensured the gifts reached those most in need during the festive holiday season.

Angela Gould commented, "When I first read the request from Emily, I thought what a wonderfully kind suggestion it was. For those particularly lonely at Christmas, receiving such a gift would be heart-warming, and the experience would be uplifting for all involved."

## Gosport Voluntary Action – Volunteer Cream Tea - June 2023

In 2023, Volunteers’ Week (1-7 June) celebrated its 39th year, honouring the invaluable contributions of volunteers across the UK. As part of this celebration, Gosport Voluntary Action invited **Age Concern Gosport** and other local charities and voluntary organisations to come together and recognise the tremendous impact volunteers have on the community. Although the efforts of volunteers often go unseen, their impact is deeply felt throughout society, making events like Volunteers’ Week crucial for acknowledging and appreciating their dedication.



This year, Gosport Voluntary Action marked the occasion with a special **Cream Tea event** held on Thursday, 1st June at **Nicholson Gardens, Gosport**, where volunteers and organisations gathered to celebrate the vital role they play in supporting local communities and the voluntary sector.

## Volunteer Appreciation Mince Pie Event - December 2023

Gosport Voluntary Action’s yearly, friendly, 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 via the Close Encounters funded project
Gosport Borough Council	Continued support and funding
Gosport Voluntary Action	Support in Close Encounters funded project
University of Portsmouth	External Examination of Accounts

 <p>Martin Snape House 96 Pavilion Way Gosport Hants. PO12 1FG Charity Number: 211876</p>	<p>Open: Monday to Thursday 10am – 12noon Tel: 02392 604699 Email: <a href="mailto:info@ageconcerngosport.org.uk">info@ageconcerngosport.org.uk</a> Website: <a href="http://www.ageconcerngosport.org.uk">www.ageconcerngosport.org.uk</a></p>
---	---