



**Annual
Report &
Accounts
2017**

Executive Summary

Angela Gill, Chair of Trustees

LOOKING BACK - 2017



Demand for Age Concern Gosport's services in 2017 was greater than the previous year. The key focus areas/achievements were:

- Supporting and developing the small team of dedicated volunteers
 - All successfully completed their Making Every Contact Count (MECC) training.
 - Their continued support has ensured that more residents 55+ in 2017 were socially engaged, had the information they needed and were supported with the often complex forms – to enable them to access the benefits they were entitled to.
- A new Trustee Treasurer was recruited and welcomed at the start of the year, to work alongside the Co-ordinator on reviewing and updating current financial processes.
- The Co-ordinator also established a Facebook and Twitter account and registered our website's domain name.
- Age Concern Gosport's Big Lottery Funded 'Live Life for Today and Plan for Tomorrow!' Dying Matters project, was successfully delivered with excellent volunteer support and regular local media awareness raising throughout the year.
 - A comprehensive, reflective, End of Project Evaluation Report was produced and widely circulated.
 - Good partnerships have also been established with a small number of local companies including Biscoes, Churchers, Co-operative Funeralcare, Ruby Funerals, Morrisons alongside our existing local charity partnerships eg Citizens Advice Gosport.
- Essential sustainability ideas & actions were identified by the trustees and will be instigated during 2018 to address the charity's funding shortfall and hopefully avoid cutting the service by 2019.
- Lisa Powell increased her hours with Gosport Voluntary Action and at the end of year notified the trustees of her intention to resign her Co-ordinator role early in 2018. Lisa has ensured that whoever succeeds her will be able to support the service with up to date policies and procedures in place. Luckily Lisa will remain a volunteer, so is not leaving the charity completely!

Our Services

Age Concern Gosport is funded 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, Employment Support Allowance (ESA), Personal Independence Payment (PIP), Pension Credit and Blue Badge applications.
- ✓ Domestic help information such as cleaning, personal care, mobile hairdressers, gardening, repairs and more.
- ✓ Details of social clubs, day centres, lunch clubs, and support services.

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



Our Volunteers

Our volunteers Angela Gould, Kathy Preece, Maria Bonney and Elaine Burgess have all been nominated and received the GVA Volunteer Award that recognises the dedication, hard work and support volunteers provide in helping hundreds of local people within our communities. They have all 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, would not be able to deliver Age Concern Gosport's services and the trustees are enormously thankful for their time, skill, effort and care they give to their roles, helping the older residents of Gosport.



Ian Reeves not only volunteers as a GVA Trustee but also leads as the Volunteer Presenter for Age Concern Gosport's Dying Matters community outreach project.



Our Achievements in 2017

720 people
were helped

430 Engagements with
the Dying Matters
project

168 General
information &
signposting provided

77 Attendance
Allowance forms
completed

22 PIP forms completed

18 Blue Badge forms
completed

3 Pension Credit forms
completed

2 ESA forms completed

£318,808

Confirmed in
benefits
received
(annual total)

91%

of benefit
claims were
successful

64%

of clients had
a disability

Testimonials



Without their guidance, help and support I/we never actually realised all of the benefits - allowances that we have been entitled to. We have received help in filling out lengthy forms and applications which we both find difficult to do as sometimes the information required isn't always explained in full details, but with the help and patience received from Age Concern we have been able to do this and receive what we have been entitled to.
Age Concern client

I would just like to express my thanks for the help given to us in re-applying for Attendance Allowance. After our initial award for 12 months my husband has now been given it for life. I cannot thank you enough because it has made a tremendous difference to us.
Thanks again.
Age Concern client

This is the second time I have had to ask Age Concern to come to my aid. Due to my husband's ill health, I have found their help and guidance invaluable, and I can say that on behalf of my husband and myself, without the help of these good people I don't know where we would be. Always very empathetic and professional. You volunteers do a sterling job, as does your full staff.
Age Concern client

A Client's Story....

Penny is a regular visitor to Age Concern Gosport as she considers it a safe place for vulnerable people like herself to seek support.

"I do tend to worry about a lot of things as I have difficulty reading and understanding the mail I receive but since I have been going to Age Concern they always put my mind at rest by making sense and sorting out any problems I might have. I used to be on Disability Allowance but the rules changed and I was sent a PIP form, I had no idea what it was but the volunteers helped me complete and send it off. When the PIP decision letter came back I took it to Age Concern as I always do with my letters, after reading it they felt the decision could be challenged and set about with the paperwork. After a few months, Age Concern told me I had been awarded PIP, I was so relieved and felt so lucky to have these people to go to because if it wasn't for them I would be really struggling.

Once I had a leaking over flow pipe and I didn't know how to sort it out, it was worrying me but I asked for help and they arranged a plumber to fix it and I knew exactly how much it would cost.

I usually visit Age Concern at least once a week as the service is really important to me. I am able to talk about any of my worries and I trust and rely on the volunteers so much. I feel safe there and the support I get has saved me from becoming ill, also the reception staff at Gosport Voluntary Action are always welcoming and friendly towards me too. "

Thank you – Penny Gisborne, Gosport



Dying Matters Project Journey - 2017

Age Concern's Big Lottery funded 12 month project planned to deliver information sessions in Gosport:
"Gosport has areas of deprivation in health, income, education and skills. The project will provide easy access to important information, at venues across the borough. The real difference this project will make, by its very nature, will become evident over a period of time eg when someone subsequently dies who has put things in place re their end of life – as a result of this project."

The project team were recruited



4 interactive outreach events were delivered



20 engaging presentations were given and feedback received



The presentation and resources were created and sourced



Marketing and PR were strong throughout the project and a wide range of mediums were used, including print, digital, radio and TV.



'Live Life for Today and Plan for Tomorrow! - from Innovation to Reality' abstract was selected for Hospice UK's 2017 Conference 'Leading, Learning and Innovating' – alas our project did not have the £1k to attend. It did illustrate that the innovative local project had received national recognition!

The project was very well supported by partnership organisations and volunteers.

The journey continues....

A new 6 month Pilot Project was proposed, initiated, agreed and started in January 2018 - funded by Southern Health NHS Foundation Trust.

Feedback was sought throughout the project and this was used to improve the sessions. The project was evaluated and an amazing **95%** of attendees said they would recommend the sessions to others. Sample 'follow ups' were undertaken and outcomes recorded. **55%** of those who were followed up had taken some action.

THE YEAR AHEAD - 2018

Angela Gill, Chair of Trustees

We hope to recruit an experienced new funding/sustainability trustee to support with this vital aspect to the charity going forward. New opportunities for funding will be investigated and progressed where appropriate.

Good communication will be maintained both internally and via the local press & other newsletters. Positive engagement with the Mayor of Gosport, HCC Councillors and Gosport MP will continue.

An experienced replacement Co-ordinator for Lisa Powell will be recruited and inducted in early 2018.

In the autumn, Age Concern Gosport will be represented again at the Gosport Winter Warmth & 55+ Info Fest event, along with its 'Live Life for Today and Plan for Tomorrow' Dying Matters project.

Once a Sustainability/Funding trustee has been recruited and inducted, it is anticipated that there will be more capacity to identify and progress securing vital interim funding going forward.

There will be a new 'Dying Matters' related interim project funded by Southern Health from Jan-Jun 18 across Gosport and Fareham. After that, Brighterway funding will be applied for - to hopefully continue this important project beyond 2018.

Age Concern Gosport will be represented at Southern Health's 'Frailty Task & Finish Group' and presentations will be delivered during 2018, including to Gosport Voluntary Action's Surgery Signposting volunteers and the Gosport Older Persons Open Forum.

Age Concern Gosport will register its domain name and identify a way of establishing a simple but effective website with minimal funding.

To support financial sustainability, Age Concern Gosport will be joining the Gosport Community Lottery as a good cause. To support Age Concern Gosport through the lottery please visit <https://www.gosportcommunitylottery.co.uk/support/age-concern-gosport>



Annual Accounts 1 Dec 2016 to 31 Dec 2017

INCOME & EXPENDITURE:	Year End 31-Dec-17	Year End 30-Nov-16
INCOME FROM:		
Gosport Borough Council Grants	1,340	1,310
Big Lottery Fund Grant	8,956	
Other Income	189	1,560
TOTAL INCOME	10,485	2,870
EXPENDITURE ON:		
Charitable Activities	11,329	3,950
TOTAL EXPENDITURE	11,329	3,950
NET EXPENDITURE	-844	-1,080
NET MOVEMENT IN FUNDS	-844	-1,080
RECONCILIATION OF FUNDS:		
Funds bought forward	1,667	2,747
Total funds carried forward	823	1,667

NB: In 2017 the trustees agreed to change the financial year end to 31 December. There are therefore 13 months accounts for the period 1 December 2016 to 31 December 2017.

Thank you

Age Concern Gosport would like to give thanks to Gosport Borough Council, Hampshire County Council, the Big Lottery Fund and Gosport Voluntary Action, as well as the Age Concern Gosport volunteer team, for their valuable support.



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