

Improving the quality of life and care of older people locally



Who are we

Age Concern Liverpool & Sefton is an independent, local charity supporting older people aged 50+ to live independent, healthy, fulfilled lives.

We were the very first Age Concern type charity in the world, founded in 1928 by the social pioneer, Eleanor Rathbone. With nearly 100 years' experience working with older adults, we are experts in understanding the needs of our community and delivering impactful services.

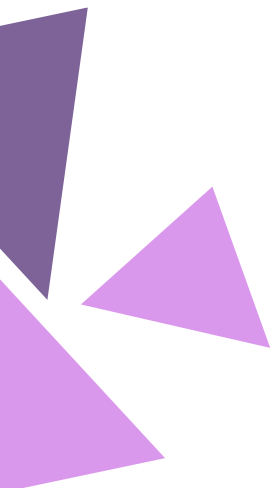
In 2013 we were awarded the Freedom of the City in acknowledgement of the high quality of work we carry out in the community. Having recently celebrated our 95th anniversary, we hope to continue our mission **'to support and improve the quality of life and care for older adults in our community'** for the next 95 years.

'It really is such a proud moment for the city to be able to award a charity which works tirelessly to make lives easier for local older people.'

It's fantastic that not only are they continuing the work they started all those years ago, but they were the first Age Concern in the world. This really is something that our city should be proud of!

Their staff are dedicated, invaluable and such hard workers, making life better and providing support for people as they grow old. The Freedom of the City is the highest honour we can bestow, and Age Concern Liverpool & Sefton are a truly deserving recipient.'

(Liverpool City Council)



What we do

We provide a wide range of services to meet our diverse and growing communities changing needs. From welfare or benefits advice, to emotional and confidence-building support, our current suite of services include:

- **Re-ablement Service** – supporting the most isolated individuals in our community on a one-to-one basis, over an 8-week period. We help clients maximise their independence, re-engage with their local community and develop new support networks.
- **Mental Health Support Service** – delivering a bespoke suite of services to older adults with a diagnosed serious mental illness (SMI). Focusing on individuals that have been affected by loneliness, we provide one-to-one community based, social interventions.
- **Friendship Service** – this service is delivered by volunteers to help combat loneliness and the negative impact it has on mental health. Regular companionship includes a telephone call, home visit or walk in the local area.
- **Activity Programme** – access to free, diverse and engaging activities including; mindfulness to help with anxiety and pain management, exercise classes ranging from Boccia to Tai-Chi, and numerous art and cultural experiences, such as design workshops, canal trips and museum visits.
- **The Hamlets** – our 30-bedroom specialist nursing home supports individuals with functional mental health needs, providing a safe and nurturing home environment.
- **Signposting and Referrals** – a telephone, online and drop-in service for any query or concern raised by an older person, relative, neighbour, professional or other VCSE partner.
- **Information & Advice (I&A) Service** – a dedicated service to help older adults maximise their income, access welfare benefits, government funding, energy supplier trust funds and other support packages. Financial services and home safety products are provided by trusted and qualified partner organisations.
- **Free Legal Clinic** – through a recent partnership with Liverpool John Moores University legal advice clinic, we offer a free, weekly drop-in service to clients seeking legal support.

What is the issue?

Loneliness is a major issue widely recognised in society today with current reports indicating that **1.4 million older people in the UK often feel lonely - half a million go at least five or six days a week without seeing or speaking to anyone at all.**

Alongside this, almost a third of over 60s, equivalent to **4.2 million, have recently cut back on food or groceries due to the cost of living crisis.**

The challenges for older adults living in Liverpool and Sefton are particularly acute;

- **73,800 residents are over 65** and **+9,000 are aged over 85,**
- **25,000+ adults over 65** in Liverpool and Sefton **may be experiencing mild to intense loneliness,**
- **Health-related quality of life is the fourth lowest level in the country,**
- **30% of older adults live in deprivation** - the bottom 20% of local authorities in England.

These issues are further reinforced by the findings of a number of Covid Impact Surveys revealing that;

- **60%** of our clients are experiencing **increased anxiety levels,**
- **64%** of individuals feel that their **memory has deteriorated** since the pandemic.
- **1 in 5** agreed that they are **finding it harder to remember things**
- **24%** of people with a long-term health condition say they are now **less independent** compared to those without one
- **41%** of people from disadvantaged social areas say they **feel less motivated to do the things they used to enjoy** versus the most advantaged.

(Data sources: ACL&S, AgeUK, ONS, MDI 2019)



Our Impact

We work with people from all walks of life, who all have different needs and preferences. Our varied services and monthly activity programmes **encourage clients to reengage with others, learn new skills and stay connected with their community.**

We are helping to **reduce loneliness & isolation and improve well-being** amongst the over 50s locally. In the past year;

- **Over 800 clients have attended our monthly activity programmes,**
- **Over 3,800 welfare visits/ calls to vulnerable people** through our volunteer-led friendship service,
- **50% of clients feel less lonely,**
- **25% of clients report fewer falls,**
- **25% of clients made fewer GP visits.**

(ACL&S: KPIs & Pre/Post Service Scores 2022 - 2023)

We know that what we do has an impact, evidenced through client feedback, the renewal of existing services, and the awarding of new ones.

Now more than ever, we rely on community support to continue to provide, grow and offer services to more people in our community, ensuring that no one is forgotten.

Help us make a difference locally



We know from first-hand experience that older adults are experiencing increasing levels of loneliness, physical inactivity, and financial challenges related to the cost-of-living crisis.

The demand for services such as our activity programme is becoming ever clearer and the limited funding we have for current activities is due to expire in March 2024. Now more than ever we need support from the community and businesses to enable us to continue to provide our services to vulnerable adults locally.

There are many ways to help us from; staff fundraising, charity of the year and event sponsorship to Payroll Giving, donations and volunteering.

We hope you will support our cause.

To find out more about our work in the community and how you can get involved, please contact:

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**We look forward
to working with you**

**Only 2% of donations in the UK
are for elderly people,
education & the arts”**

(CAF, 2022).



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