Social work and third sector organisations
Contents

• About Age UK Sheffield
• Why we’re a good host for student social workers
• Why we need you
• Questions
About Age UK Sheffield

• We are a local charity
• We have local Trustees
• We are independent of Age UK. Money from Age UK charity shops in Sheffield goes to London, not Sheffield!
• This presentation relates to Sheffield only
Where we are

- City centre office
- 1-2-1 in people’s homes
- Dore & Totley partnership
- Building up outreach work:
  - Moor Market
  - SAKA
  - Clifford House
Who are older people?

- FOAUKS
- Sheffield 50+
- Our work

• A difficult balancing act
Our focus

• 24,000 people aged 65 or over are living in poverty in Sheffield
• 12,000 older people in Sheffield are “always” or “often” lonely
• Over half of over-65s living with one or more long-term health conditions
Huge Demand

• In 2016/17 we supported 4,000 older people with case work
• We secured £2.5m in extra benefits
• We also handled 3,000 information enquiries
2016/17 customers by age

Customer age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>50-59</td>
<td></td>
</tr>
<tr>
<td>60-69</td>
<td></td>
</tr>
<tr>
<td>70-79</td>
<td></td>
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<tr>
<td>80-89</td>
<td></td>
</tr>
<tr>
<td>90+</td>
<td></td>
</tr>
<tr>
<td>Not stated</td>
<td></td>
</tr>
<tr>
<td>Below 50</td>
<td></td>
</tr>
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</table>
2016/17 by health condition

**Long-term condition**

- Mobility issues
- Mental health
- Heart condition
- Arthritis
- COPD, asthma
- High Blood Pressure
- Dementia/memory loss
- Diabetes
- Cancer
- History of falls
- Visually impaired
- Hearing impairment
- Stroke

![Sheffield Age UK logo](image)
Information & Advice

- Benefits
- Consumer
- Housing
- Non-residential care
- Money
- Legal
- Health and Disability
Independent Living Coordination Services

Home visits providing holistic, person-centred support to regain or maintain independence

- Benefits checks
- Housing support and advice
- Aids and adaptations
- Loneliness, isolation and wellbeing
- Health support and GP liaison
- Fuel poverty advice
Client Outcomes

Our Independent Living Coordinators work with some of the most vulnerable older people in Sheffield, including those at risk of losing their home or at risk of an unplanned A&E admission.

Outcomes include:

- Three-month package of person-centred support
- Improved finances
- Improved physical health and mental wellbeing
- Improved social connections and quality of life
Case studies
“Age UK Sheffield have been marvellous to be honest. I would advise anybody to go take their advice. I can’t praise them enough.”

Kathleen
“Supporting someone with memory loss can be so hard. But now I have respite, and it’s brilliant. The moment I walked in I felt at home.”

Elisabeth and Bernard
“I felt empowered. They were helping me to help myself.”
Neel
“Age UK Sheffield are the only people who have always produced results... the only people I have complete confidence in.”

Barry
Referral Sources by Service

<table>
<thead>
<tr>
<th>Service</th>
<th>WPC</th>
<th>BAH</th>
<th>AV</th>
<th>GPR</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self</td>
<td>38</td>
<td>16</td>
<td>4</td>
<td>10</td>
<td>66</td>
</tr>
<tr>
<td>Family/Friend</td>
<td>25</td>
<td>19</td>
<td>12</td>
<td>14</td>
<td>68</td>
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<tr>
<td>Organisation</td>
<td>39</td>
<td>20</td>
<td>9</td>
<td>118</td>
<td>186</td>
</tr>
</tbody>
</table>
2017/18 Q3 – referrals from orgs

Referral Sources Organisations

- Primary Care: 80%
- Secondary Care: 12%
- Sheffield City Council: 5%
- Other: 3%
# 2016/17 – referrals out

<table>
<thead>
<tr>
<th>Service</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age UK England - Fact Sheets</td>
<td>362</td>
</tr>
<tr>
<td>Sheffield City Council - Equipment And Adaptations</td>
<td>304</td>
</tr>
<tr>
<td>Sheffield Community Transport</td>
<td>238</td>
</tr>
<tr>
<td>Age UK Sheffield Choice Service / At Home Service</td>
<td>155</td>
</tr>
<tr>
<td>Telephone Preference Service</td>
<td>149</td>
</tr>
<tr>
<td>Stay Put</td>
<td>144</td>
</tr>
<tr>
<td>Department for Work and Pensions</td>
<td>124</td>
</tr>
<tr>
<td>South Yorkshire Fire and Rescue Service - Home Safety Checks</td>
<td>110</td>
</tr>
<tr>
<td>Mail Preference Service</td>
<td>106</td>
</tr>
<tr>
<td>Smart Energy GB</td>
<td>102</td>
</tr>
<tr>
<td>City Wide Care Alarms</td>
<td>97</td>
</tr>
<tr>
<td>NRS Healthcare</td>
<td>96</td>
</tr>
<tr>
<td>South Yorkshire Housing Association (SYHA) - Support 55</td>
<td>91</td>
</tr>
<tr>
<td>Money Advice Service</td>
<td>85</td>
</tr>
<tr>
<td>Sheffield City Council - Blue Badge Scheme</td>
<td>83</td>
</tr>
<tr>
<td>Adult Access Team - Blue Badge Scheme</td>
<td>81</td>
</tr>
<tr>
<td>British Gas - Home Energy Care Team</td>
<td>79</td>
</tr>
</tbody>
</table>
In summary, come to us because...

- We can give you a massive opportunity for learning e.g. health conditions, social prescription, MDT meetings, seeing the individual from a non-statutory perspective (person-centred care planning)
- Opportunity for self-directed training
- Seen as a student and not as an extra member of staff
- Increased awareness of Age UK Sheffield and the work we do (students are often amazed at the complexity of the cases that we work with) and get to be part of social work in a non-statutory setting.
We need you...

Sheffield City Council funding to Age UK Sheffield

- 2012-13
- 2013-14
- 2014-15
- 2015-16
- 2016-17
- 2017-18
- 2018-19

- At risk
- Council funding
...because

• Increased capacity to support older people in Sheffield
• Keep colleagues up to date with current social work practice from an academic perspective
• Fresh perspective on our own practical practice
• Funding stream
• Partnership with Sheffield Hallam University
And finally...

• “I can see a change in myself because I am more confident. At the start of the placement I would talk to the service users quietly and I was nervous, now I can talk to anyone and I feel I progressed in this.”

• “I know that I have developed new skills such as problem solving and working out what is best for the service user. Promoting their independence by encouraging them to make the decisions but ensuring them that I am here if they need me.”

• “I have had the most perfect first placement here at Age UK Sheffield....Thanks for believing in our abilities. I really think we have all grown so much.”
Thanks for listening

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