

AGE CONCERN CHESHIRE SERVICE REVIEW

Year	Service	Contract Value £	No of Clients	% new clients	Income £	Comments
2009-10	Day Services	114,716	86	41%	nil	Numbers of new starters not representative as members of a tea club were integrated into day care at Thornton House Audlem
	Supporting You	64,000	682	92%	1.1 million in new welfare benefits	The high rate of new referrals demonstrates the success of the scheme in targetting vulnerable older people and ensure they receive timely help before reaching a critical stage.
2010-11	Day Services	108,980	86		nil	Transition year.
	Supporting You	60,800	1066	90% approx	1,7 million in new benefits	Dependent on transfer of funding from day care to Supporting You by Sept

2011-12 Supporting 169 780 1600 90% 2.6 million Contract value does not allow
You for efficiency savings or
Inflation uplift

We have funding from an external source to fund a Welfare Rights worker who will be maximising income through taking cases to appeal.

Notes

Day services are provided in Audlem, Middelwich, Church Lawton, St Stephens, and in three locations in Crewe

The purpose is the relief of social isolation, personal care is not provided. Criteria, older people at risk of loneliness, may be frail but not in need of personal care. 37% referrals from social work teams. Clients are not critical/substantial

Supporting You supports people to live independently at home by facilitating provision of low level care needs and provides support services to those with substantial and critical needs. Welfare benefits claims form a critical part of the work bringing new income into the care system every year.

Tasks include; Welfare benefits advice, phonelinks, social groups, befriending, mentors, practical help in the home, aids & adaptations, accompanied transport

This service works in partnership with Cheshire Fire & Rescue Service. The partnership has won national awards from Dept of Communities and Local Government as an example of public and charity sector working and for targeting a vulnerable sector of the community.

Volunteering: 193 volunteers support this work contributing 11,928 hours per year (valued at £69,000 at adult minimum wage rate)