

Age UK Teesside

- Details of Age UK Teesside's service provision for older residents living at home
 - Promotion of safety and wellbeing
 - Feedback from the community
 - Partnership working (e.g. Council, Police, other voluntary and community sector groups, etc.)
 - Any key issues around this scrutiny topic that need to be highlighted
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Age UK Teesside delivers a number of services for older residents living at home. For the past 5 years we have been funded by Stockton Borough Council to deliver a project called 'Better Health Better Wealth' for people aged 65+.

- The Better Health Better Wealth Project (BHBW) will provide targeted and sustained interventions for people aged 65 or over in Stockton-on-Tees that will maximise the take up of preventative health/social care and welfare services that promote/sustain independent living and reduce potential hospital admission whilst delaying intensive social care support. The project will engage with people who are less likely to access primary care services such as older people who may be socially isolated and or at risk of dementia. Interventions provided will aim to make clients less socially isolated through individual and group based activities which will improve their health and wellbeing. The service will take a holistic and preventative approach and will support clients with self-directed care. (see leaflet)
- Promotion of safety and wellbeing is at the heart of all of our services, all of our staff and volunteers undertake safeguarding training as part of their induction as well as annual refresher courses. Managers attend Safeguarding Meetings in the Borough and any issues are reported to the Safeguarding Team at Stockton Borough Council.
- Unfortunately, many crimes are carried out against older people as they are seen as vulnerable and 'easy prey'. Doorstep crime is prevalent as well as telephone and online scams. Older people do tell us that they are frightened to go out after dark for fear of being attacked and therefore will only attend day time activities unless they are accompanied by a friend or family member.
- Age UK Teesside works in partnership with other agencies throughout the Borough to identify those who are vulnerable and susceptible to crime. Successful partnerships include the Safe and Well Project in partnership with Cleveland Fire Brigade who whilst conducting home visits alert Age UK Teesside to any older person who may appear lonely and isolated in their community. We also work in conjunction with other voluntary agencies to ensure that an older person's needs are met if we cannot assist. An older person is never left to struggle on their own once identified. We also work closely with Stockton Borough Council and other voluntary agencies who offer support services to older people. Our Social groups

have guest speakers who come along and inform them on safety, scams etc and they have included Jack from Victim Care and Advice Service who talked about crime, fraud and telephone and online scams. Community Police on what support is available. Santander, who delivered information regarding fraud, loan sharks and on line scams.

- Age UK Teesside does feel that there is a gap in support partnership with the Police, Safe In Tees Valley/Crime Commissioner. Whilst all of these organisations have information on the work that we do with older people, we never receive any referrals or engagement from them (except Community and Neighbourhood talks) and this is a concern as we do not know how much protection our older population receive.

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Age UK Teesside