

REPORT FROM AGE UK

Gateway is Age UK's new Helpline supporting people across Cornwall:

Open: 7 days per week, 365 days per year.

Times: 0800-2000

The following link gives access to Gateway Age UK:

<https://www.ageuk.org.uk/cornwall/our-services/community-gateway/>



The Community Gateway

A 7-day point of access to a wide range of voluntary sector support.

Unsure where to go for local voluntary sector help, information and support activities?

The Gateway will operate 7 days a week.

The Gateway has escalation routes and connections to Virtual Wards, GPs, mental health support and safeguarding.

8am - 8pm

Call:

01872 266383

7 days a week

It is your gateway to:

- Prevention and anticipatory care
- Personalised 'what matters to you' conversations
- Admission avoidance
- Discharge planning and support
- Wellbeing activities
- Community hubs
- Winter support including hot food and warm spaces
- Falls prevention.

Working with a wide range of voluntary sector organisations, it's designed for everyone who needs community support

gateway@ageukcornwall.org.uk

Your Community Gateway

Figures from 7 November - 31 December 2022

The Community Gateway is a dedicated telephone line available for everyone - providing access to a wide range of services and voluntary sector support.

It starts with a conversation

2,767
connections

including 2,157 calls
and 610 email referrals



You matter

1,153 support plans

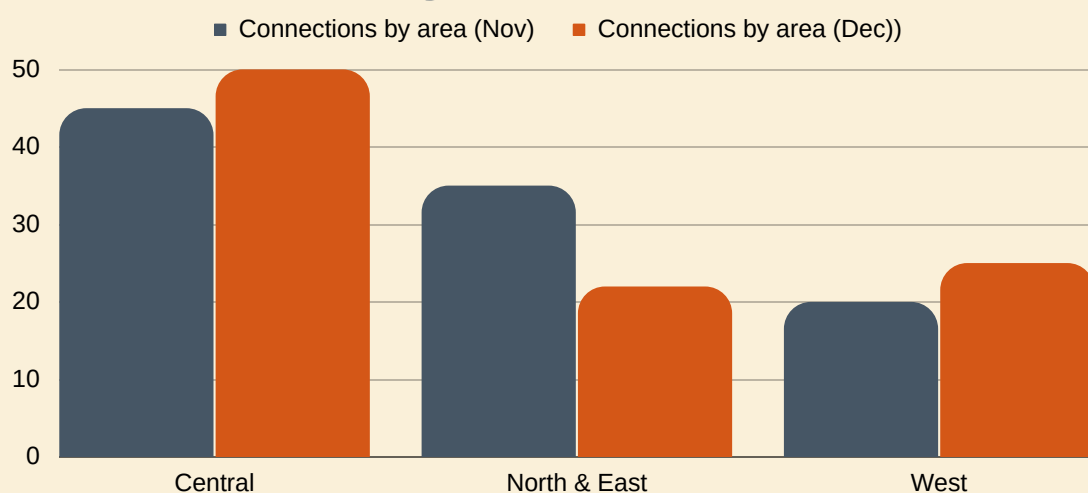
100% of these actioned within 72 hours - the majority within 12 hours

01872 266383

gateway@ageukcornwall.org.uk

A new helpline for support and advice.
8am - 8pm, 7 days a week, 365 days a year

Working across Cornwall



The Community Gateway is building on existing partnerships to provide seamless support across Cornwall.

Stories from the Gateway

We have collected case studies, quotes and community stories that showcase the early impact of the Gateway.

[View here](#)



Visit the website for more information:

Community Gateway - Cornwall Link (cornwall-link.co.uk)

Jan 1st - Dec 31st Our Impact in 2022

People



- ◇ 14,619 calls to our Helpline
- ◇ 35,634 calls to our Transport Helpline
- ◇ £ 862,924 gained in Annual Benefits for clients
- ◇ 98% of people calling our Helplines were satisfied with our service
- ◇ Cornwall Link has 600 community listings, 27,957 views and 1,250 members

Developing Partnerships



- ◇ Macmillan Cancer Support
- ◇ Inclusion Matters
- ◇ Inclusivity Project
- ◇ Cornwall Link
- ◇ The 4C's Campaign
- ◇ Interreg Europe
- ◇ Cornwall Council
- ◇ Cornwall's Veterans (VSNBF)

Our Team



- ◇ Over 320 Volunteers & staff deployed to support people
- ◇ Regular monthly briefings
- ◇ Wellbeing and Mental Health Support for all teams
- ◇ H&S protocols & PPE guidance for all services
- ◇ Recruited 25 new staff
- ◇ Developed a network of Community Hubs

Our Community Impact



- ◇ Our Transport Services completed 67,658 journeys



- ◇ 41,696 trips for Supported Travel
- ◇ Over 30,000 people helped to receive Vaccinations



- ◇ 9,734 sessions at our Community Hubs
- ◇ Over 2,000 Meals prepared
- ◇ Over 500 enquiries for Step into Wellness Programme
- ◇ Our Electric Vehicles have completed 6,150 Health & Wellbeing trips



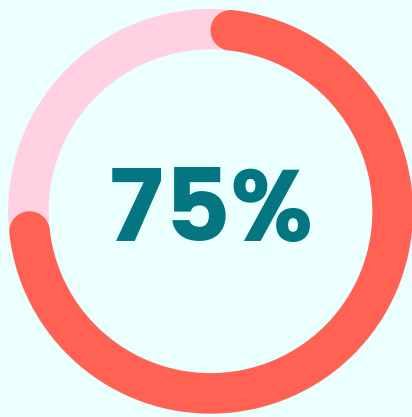
- ◇ 6,317 hrs Home Support
- ◇ 1,525 hrs Gardening
- ◇ 913 hrs Companionship
- ◇ 525 hrs Outreach
- ◇ 62 Veterans supported
- ◇ 210 Clients helped via our Macmillan Cancer Service



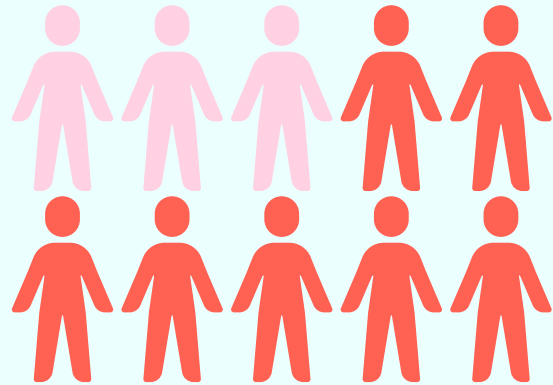
**Over 55,000 people
supported across Cornwall**

Step into Wellness

Improving health & wellbeing for Cornwall



75% of referrals received to SiW are female, with 22.8% male.

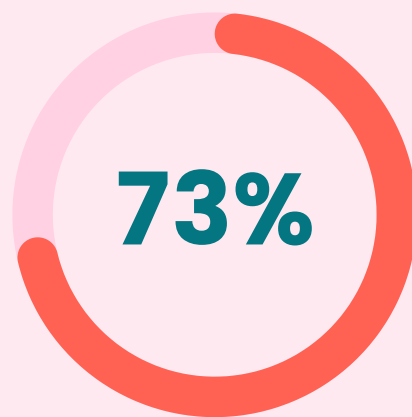


Seven in 10 people were referred by social prescribers, community coaches and Age UK Cornwall staff who work in local communities.



"I cannot thank you enough, my mind, body and self all feel great. What a change!"

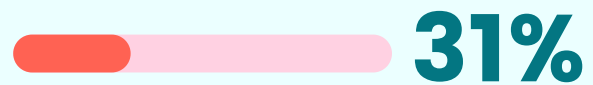
Digital Cafe attendee



An amazing 73% of people shared that they had a meaningful positive change after joining one of our sessions.

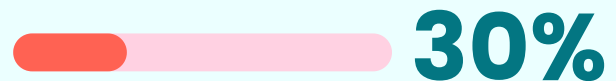
Better High Wellbeing

Before joining SiW - only 6% of people stated that they had High Wellbeing - after it was 31%



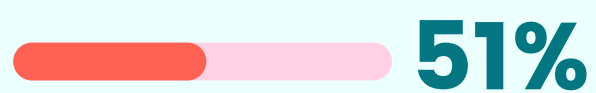
Reducing Low Wellbeing

Before joining SiW - over 64% of people stated that they had Low Wellbeing - after our intervention, this was improved to 30%



Age Range

51% of people referred to SiW fall in the 55-85 age range, with 11.4% in the 85+ range.



242 people completed full health & wellbeing assessments with Age UK Cornwall.

We have touched the lives of over 500 people, greatly improving mental and physical wellbeing across Cornwall.



www.ageuk.org.uk/cornwall/our-services/step-into-wellness/

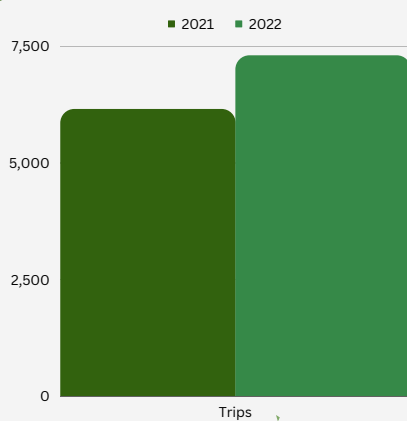
We want to say a huge thank you to our partners in the voluntary & community sector, such as - The Chaos Group; Anchor Living; Liskerret Community Centre; Digital Inclusion Cornwall, The Community Hub Network and Volunteer Cornwall.

OUR IMPACT 2022

Sustainable Transport Project in Cornwall 2022

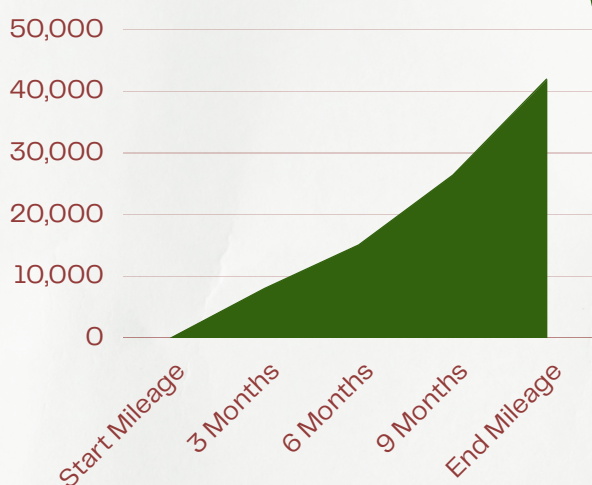
A SERVICE FOR YOU

In 2022, our 7 Electric Vehicles received **7,298 bookings**. This service was essential in providing food, prescriptions, and ongoing support in Cornwall. It also helped people get to health appts, social trips, community hubs and warm spaces.



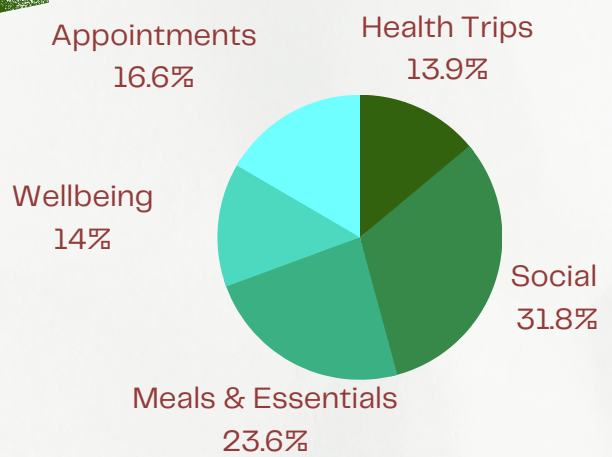
INCREASING YOUR SUPPORT

In 2022, our reach continues to increase – supporting more people and communities than ever before – an increase of **1,148 trips**



Racking up the Miles

Our 7 Electric Vehicles covered **41,970 miles** within Cornish Communities



You Matter

From **1,017** health appointments to **2,323** social trips and outings – we wrap the service around you!

What we do

We have 7 Electric Vehicles and 8 designated Charge Points in **Penzance, Camborne, Truro, Falmouth, Newquay, St Austell and Lanivet**. They are based in community hubs and GP surgeries. They provide fully accessible, low-cost, environmentally-friendly transport for local groups, hubs & individuals.

"I cannot thank you enough, our swimming group wouldn't have started without your support – we will need you again in 2023" Maggie

Reach

In 2022, we trained **54** people to use our Electric Vehicles. A huge thank you to our wonderful Volunteers, Care Workers & Health Professionals!



All data has been collated via our Electric Vehicle Trip Records. The reporting period was between 1st Jan 2022 to 31st December 2022

Who we are



Picture from Ukrainian support trips – the EV is delivering essential items to a distribution centre in St Austell – 1 of 20 trips from local collection hubs

Transport Access People Supporting You in 2022



TAP (Transport Access People) arrange door-to-door transport for people who have difficulty accessing other forms of transport in Cornwall and South Devon.

3,500+

People Supported

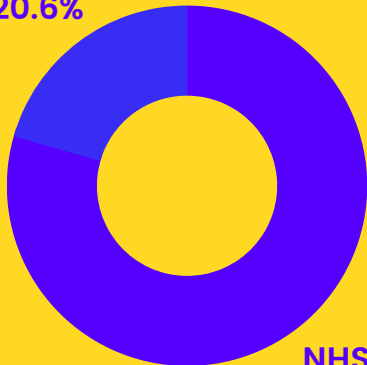
&

70,000+

Trips and Outings

We specialise in non-emergency healthcare journeys, such as; Renal, Cardio, Vaccinations, Ophthalmology, GP appointments and more.

Public
20.6%



**+32,000
CALLS**

In 2022, you called our Transport Helpline 32,435 times. 25,760 calls from people in Cornwall & Devon, and 6,675 calls from health professionals.



"Your driver was so supportive during a difficult & challenging time. He has the biggest heart – thank you."

Mary – Renal Patient

Completion Rate

98% of bookings were completed



98%

Volunteers

In 2022, we trained 21 new volunteers – taking our total volunteers to 116



115

Discharge Support

We helped 281 people get safely home from hospital

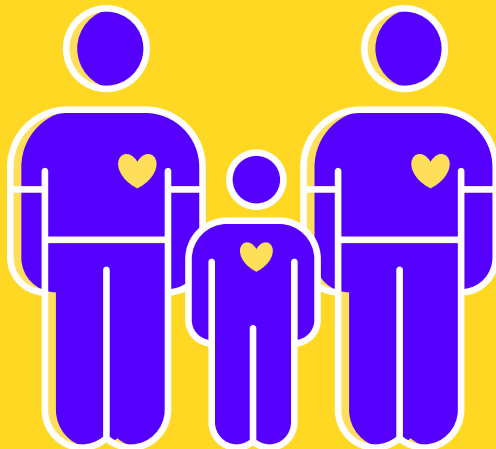


281

TAP relies on its highly skilled transport helpline and its professional and caring volunteer drivers. TAP has been supporting people and local communities with reliable, professional & affordable transport solutions for over 20 years

Volunteer or find out more about TAP
www.ageuk.org.uk/cornwall/get-involved/volunteer/volunteer-driver/

TAP | TRANSPORT
ACCESS
PEOPLE



Community Transport

Who we are

Figures from Jan 22 - Dec 22



"Your dial-a-ride has provided me with more freedom, greater independence and connected me with my friends - thank you"
Mary



41,970

miles of support across Cornwall



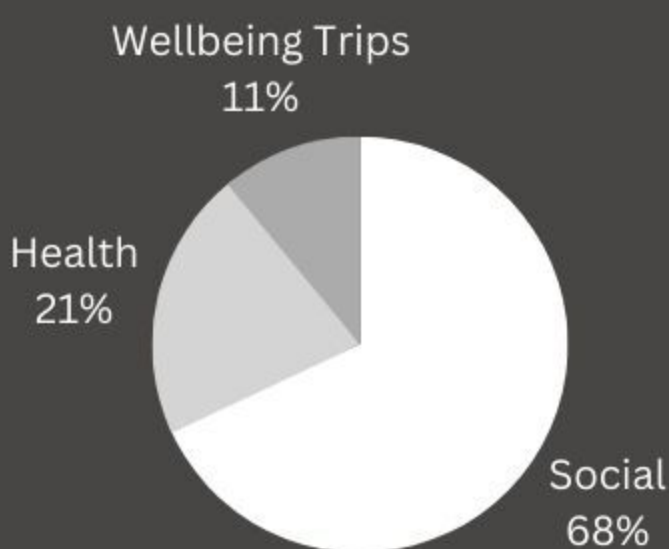
7,298

transport bookings



69

In 2022, we trained 69 volunteer community drivers



68%

of our trips were social outings, with a further 21% health-related and 11% were for meals & wellbeing support

TAP | TRANSPORT
ACCESS
PEOPLE

Cornwall &
The Isles of Scilly
Age UK

Transport is an essential requirement for most people. For those who are vulnerable and often living in a rural community, it becomes a major factor in their ability to remain independent and connected. TAP (Transport Access People) arrange door-to-door transport for people across Cornwall. From trips to churches & community venues to outings with friends to meal deliveries & wellbeing services to shopping excursions... and more

Learn more about TAP here