

WHAT PEOPLE HAVE TO SAY ABOUT THE LIVING WELL LIVING LONGER PROGRAMME

"It can be lonely sitting in the house, so it just makes all the difference having the LWLL staff come round for a chat."

Service User

"The coordinator has a caring attitude and I felt put at ease. I've been too proud to ask for help but the coordinator supported me to overcome that. I'm no longer afraid of the future and I have more confidence due to the help I received."

Service User

"Fantastic! Makes me laugh all the time and great company. I just wish the service was long term."

Service User

"I get very stressed and exhausted by my own health problems so need the relief of the LWLL Project Worker coming and letting me get away."

Carer

"The service clearly helps fulfil a need between partners and health & social care interventions. It tightens the net so less fall through!"

Referral agent



IN NUMBERS

217

Service users

1583

Sessions

5

Members of LWLL staff

£133K

Funding from Big Lottery

SERVICES PROVIDED INCLUDE:

- Accompaniment to hospital / medical appointments
- Information and emotional support
- Helping with shopping and daily living tasks
- Getting out and about in the local community
- Connecting with other services
- Short term befriending
- Bereavement or traumatic event support
- Managing finances and benefit claims
- Housing support
- Health concerns, alcohol problems or general family worries

Referral Line: 0800 389 5362 | **Coordinator:** 07553 366572.

www.beaconwellbeing.org



Beacon
Supporting Mental Wellbeing



Beacon is part of Niamh (Northern Ireland Association for Mental Health) and this service is funded by the Big Lottery Fund.

Beacon
Supporting Mental Wellbeing



Living Well Living Longer Social Impact

Helping older people live safely and independently in their own community

www.beaconwellbeing.org

Living Well Living Longer (LWLL) is a Big Lottery funded programme operating within the range of 'Beacon' services provided by Niamh. The service is delivered in the community for people over the age of 60 living in the District Council areas of Newtownards, Lisburn, Armagh and Dungannon. It is designed to support older people to live safely and independently in their own community.

The main aim of the service is to support people to maintain their **independence**, improve their **physical and emotional wellbeing** and **reduce social isolation**. The service is delivered by highly skilled and trained staff supported by a dedicated pool of volunteers operating to strict professional and confidential boundaries.

Niamh commissioned Gauge NI to carry out a Social Return on Investment (SROI) assessment of the LWLL programme. The evaluation measured the social impact created for the various stakeholders including the older people, their family and carers, referral agents, volunteers and the health and social care sector.

POSITIVE OUTCOMES FOR SERVICE USERS



Improved independence and self care



Improved mental health and resilience



Improved relationships



Increased confidence and self esteem



Reduced social isolation



Reduced stress and anxiety

OUTCOMES FOR STAKEHOLDER GROUPS



Peace of mind/respite for carers and family members



Increased efficiency and collaboration between referral agents and partners



Increased wellbeing for volunteers



Cost savings to the health and social care system

HEALTH AND SOCIAL CARE BENEFITS



Improved engagement and access for service users



Provision of unpaid care from family members and carers



Reduced hospital readmissions



Time and resource savings for Care Teams

SOCIAL RETURN ON INVESTMENT

For every **£1** invested **£12** is generated in social value

The Social Return on Investment (SROI) model, adopted in this study, uses monetary value to represent the social costs and benefits of the programme. This study utilised a clear model to identify LWLL's main inputs, outputs and outcomes, as they relate to the identified stakeholders.

SOCIAL VALUE CREATED

£25,994 + **£87,287** + **£164,245**
 Volunteers Referral agents Health and social care

£231,189 + **£1,092,040** = **£1,600,755**
 Family and carers Service users Total Social Value