



Lewisham and Southwark

IMPACT

HOW WE IMPROVED LIFE FOR OLDER PEOPLE 2009/10



Contents:	1	Mission Statement	41	Thank You's
	2	Welcome	42	Who's Who
	4	Services	43	Contact Us
	40	Future Services		

All photographs are for illustrative purposes only.

OUR MISSION “Age Concern Lewisham and Southwark works to improve life for older people, especially those who are frail. We believe that to be effective we must operate at a big enough scale that we can make a significant difference and be influential with both boroughs and other providers. We believe that it is being involved in the provision of services that qualifies us to comment on the performance of others on the basis of actual knowledge and relevant experience.”

WELCOME

to our 2009/10 Impact Report. We present this report to you knowing that all charities and all public services face a long period of severe cuts as the country struggles to regain its economic stability. For us this means more demand and less resources. For older people it means more poverty, less services and increased anxiety in the future, for them, their families and their carers. Even those who believed they would enjoy a comfortable retirement having built up a good pension pit have had their expectations dashed and now face an uncertain future. Science and medicine have succeeded in lengthening life expectancy but failed to improve quality of life and now society is ill equipped to support older people needing care.

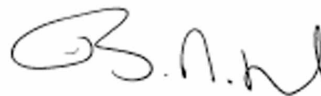
ACLS has continued to provide and develop a wide variety of services and support, from information and advice to high dependency day care, a welcoming café to the handyperson service. In all we have 17 different services. Many of our grants and contracts have been extended and we are prepared for a very challenging time tendering and applying for funds and contracts to continue and/or expand the support we can offer. The board of trustees and all our staff and volunteers are determined to fundraise, apply for funds and win contracts wherever possible and appropriate to maintain and increase services that older people tell us they need and want. In addition to service provision and highlighting issues affecting older people, we are engaged in a number of complex and occasionally controversial discussions about our name and logo, and our future. Age Concern England and Help the Aged merged in April 2009 to form Age UK, who have developed a “brand partnership agreement” (BPA) they would like all Age Concerns to join. ACLS’ trustees will be discussing and considering

the advantages and risks presented by this agreement before deciding whether to become Age UK Lewisham and Southwark or to remain as Age Concern Lewisham and Southwark. The BPA represents a very different relationship between local and national organisations, with more of a franchise feel than we have previously enjoyed as a member of Age Concern the Federation. Please contact us if you have any comments, suggestions or queries about brand partnership or any other aspect of our work.

During 2010 we are also working hard on our fundraising and communications, experimenting with new technologies and social networking. As a result you can follow our work, promotions and discussions through Facebook, and you can donate through Justgiving.com. We are collating contact details for local Councillors following the elections in May 2010 and also for GPs in both boroughs as they move towards becoming commissioners of services. Last but not most importantly we recognise, on page 38, the enormous contribution of volunteers to ACLS. I hope we thank you fully throughout the year for your wonderful contribution, which make so much difference to the organisation and to the lives of older people and we want to thank you again here.



Leon Kreitzman, Chairman



Brenda Bond, Chief Executive

BLACK ELDERS DAY CARE

Moji Coker

Day Care Manager Manager



Black Elders Day Care delivers a range of enjoyable therapeutic and innovative physical arts and leisure activities that promote strong social links and physical and mental wellbeing to older people from Southwark's black communities. Our service has a creative and fruitful relationship with various arts projects including The National Gallery, Create & More London and the Dulwich Picture Gallery. This year the group have been working alongside the centre for wildlife gardening, growing organic food. This has proved to be a huge success. The group have successfully produced onions, tomatoes, sweet corn, pumpkins, carrots, peas and beans.

An Impact

Through the activities, service users' wellbeing has improved with reductions in levels of depression and increased quality of life. The group hold a weekly prayer meeting and have lively discussions on many subjects.

Florence, 74, Walworth

Florence was referred to Black Elders Day Care by social services as she had become isolated and felt her mental health was deteriorating. Since joining Black Elders, Florence has taken up gardening with the group, joins in the various arts and crafts activities and enjoys being pampered at the weekly beauty salon that takes place at the centre. Florence says "coming to the centre has changed my life. I don't know what I would do without it now!"

An aim in 2010–2011

To increase opportunities for service users' involvement in the projects decision making process.

LONG WEEKENDERS DAY CARE

Jean Fielding
Day Care Project Manager



Long Weekenders provides Day Care for older people with moderate to high levels of need, with a particular focus on providing care over the often lonely weekend period for service users with diagnosed mental health problems. We provide opportunities to enjoy a range of therapeutic, physical, arts and leisure activities. Long Weekenders complement service users' existing support networks, providing respite and support to carers. We have settled into our new premises, a larger purpose built day care centre that is able to offer many exciting and varied opportunities for the development of the Long Weekenders.

An Impact

More older people have benefited from attending the service and we have been able to improve the quality of life and wellbeing for older people suffering from moderate to high levels of need.

Christopher, 86, Camberwell

Christopher was referred to Long Weekenders by the Community Mental Health Team. He was diagnosed with depression and anxiety. Christopher was lonely as many of his friends had moved or passed away. At the Long Weekenders, Christopher has made many new friends and he enjoys taking part in many of the activities that are available. Among Christopher's favourites are quizzes, pottery and exercise classes.

An aim in 2010–2011

To continue working closely with service providers, service users and their families and carers to maintain and improve the quality of life for older people with moderate to high levels of need.

STONES END DAY CARE

Andrew Rogers
Senior Day Care Manager



Stones End supports older people who are vulnerable and require assistance to live active and independent lives. We provide transport to and from the centres, a healthy meal and important respite opportunities for carers. Working with outside professionals we have vibrant and creative activity groups. We work in partnership with the Community Care Support Service providing advice and support, ranging from welfare benefits and pension advice, dealing with housing issues, minor practical tasks, through to crisis prevention.

An Impact

Through our work with local schools and youth community groups, intergenerational activities and projects have increased. The students, their tutors and older people involved have all enjoyed and gained from the interaction. Working with project workers we have established a vibrant reminiscence group which has reawakened their interest in local history and has led to exciting opportunities of partnership work with community groups in Waterloo and the Imperial War Museum.

Alan, 81, Kennington


Alan's family came over to the UK before the outbreak of World War II. He had a successful career as a French teacher and was a keen amateur boxer. Following a short illness Alan was diagnosed with dementia. When he first attended the day centre, he was quiet and withdrawn and needed a walking stick. His key worker (working with other professionals) soon established a series of activities for him to participate in. Within six months we noted a considerable improvement in his emotional and physical wellbeing. Now Alan is a mainstay of our Local History and Pottery groups, excels at physical activities and is walking independently.

An aim in 2010–2011

The provision of opportunities to learn new skills with the introduction of adult education classes.

HEALTHY LIVING CENTRE

Simone Morrison
Healthy Living Centre Coordinator

A photograph of two elderly women in a light blue setting. The woman in the foreground is smiling broadly, wearing glasses and a light pink shirt, with her right arm raised. The woman in the background is also smiling and wearing a white shirt, with her right arm raised. The background is a plain, light blue wall.

The Healthy Living Centre is an open access centre for older people providing a wide range of services and social activities. Our aim is to maintain and improve physical and mental wellbeing and to promote an active lifestyle. We support and encourage our service users to maintain a good and healthy lifestyle, rekindling old friendships and making new friends. Anybody over 55 is always welcome to drop in.

An Impact

We have hosted a range of day trips and events, promoting fun, laughter and enjoyment for the people who attend. The service users promote the centre by word of mouth and other organisations have become more aware of the services that we provide and refer clients to us. Attendance is growing and the facilities are well used.

Joan, 76, Bermondsey

Joan recently lost her husband and was encouraged to attend the centre by her daughter. When Joan first attended the loss of her husband was still very fresh that she cried every day, but we assured her that it was OK to cry, that we were here to support and comfort her, and within time the tears will ease. One of Joan's main concerns was not knowing how she was going to manage as her husband took care of all finances. We introduced Joan to Penny from our Community Care Support Service whom helped her to understand that it will be alright and how to deal with her financial situation. Joan, who did not know any of the members, soon became a regular face with our early morning breakfast members. They are all supportive of her and can usually get a warm gentle smile on her face. Joan enjoys attending the centre rather than being at home alone.

An aim in 2010–2011

To continue to be a centre that is making a difference to older people by supporting and encouraging them to enjoy life with fun and laughter, whilst creating a place that is safe and secure that they can look forward to coming to.

HEALTHY LIVING PROJECT

Simone Morrison
Healthy Living Centre Coordinator



The Healthy Living Project provides a wide range of outreach services and activities for older people throughout Southwark. Our aim is to maintain and improve physical and mental wellbeing and to promote an active lifestyle for older people through the provision of therapies and activities and links to other services. Anybody over 55 is always welcome to join.

An Impact

The social and physical activities are well received at Lime Tree House by the residents and the service users. We ourselves have seen the benefits of taking activities and social gatherings into sheltered housing. The residents and service users are motivated to be a part of the groups, singing, dancing, lots of laughter and of course bingo, which actually stimulates and demands alertness from the participants. It creates a fun atmosphere.

Susan, 61, Nunhead

Susan began attending Lime Tree House on Friday morning's as she was interested in the exercise sessions. Susan is a very easy going person who loves to meet new people. She has been going through a very emotional and troubling stage in her life but decided she did not want to sit at home alone just watching TV. She heard about Age Concern's social and activity programme and came along to Lime Tree House to make further inquiries. Susan now attends the singing class, flower arranging, bingo and will soon start the knitting club. She says that it is the best thing she has done for herself. By attending Lime Tree House she has made some new friends and is encouraging her own friends to join her with the activities, lunch or just to have a coffee and a chat.

An aim in 2010–2011

To raise the profile of Lime Tree House and encourage the residents and service users of the benefit to their everyday mobility and wellbeing, help them to maintain their independence. We want to provide services and activities to other sites by working with partners within our borough.

BEREAVEMENT SUPPORT SERVICE



Brian Collins-McDougall
Bereavement Support Coordinator

The bereavement support service is developing a support group where older people who have experienced the death of a relative or close friend can receive support as they come to terms with their loss. The group will provide information about the bereavement process in a supportive environment where people can speak about their grief and the difficulties they face coping with after the death. The group will be facilitated by staff and volunteers with personal experience of loss.

An Impact

Through providing support and information to bereaved older people, referrals have been made to welfare advice, occupational therapy, counselling agencies and psychiatric services to help older people live well after bereavement.

Alison, 85, Southwark


Alison has very limited mobility and is rarely able to leave her home. She nursed her husband for 7 years until he died in January. Initially she felt numb and could not take in the reality of his death. She could not stop crying and after 6 months thought her grief was getting worse. After 3 visits Alison said, “It makes such a difference to talk to someone who understands what I am going through. I still cry a lot but less than before. I thought I was going mad so it’s good to know that other people have the same problems. Somehow it helps”. When Alison felt able to manage meeting people without breaking down, our service referred her to Occupational Therapy which plans to install a chair lift and make other adaptations to her house. We contacted a bereavement service that sends a counsellor to visit her at home every week. She is considering going to a local day centre for a few hours once a week where she will be with other people.

An aim in 2010–2011

We aim to run a weekly support group where bereaved older people can explore their grief in a safe supportive environment and where they can make new friendships and find the confidence to rebuild their lives.

WELLBEING VOLUNTEERING

Nabila Alli
Wellbeing Volunteering Coordinator

A photograph showing two women laughing together outdoors. The woman on the left is older, with short white hair and glasses, wearing a light blue cardigan over a dark blue top. The woman on the right is younger, with short brown hair, wearing a light green long-sleeved top and a green beaded necklace. They are standing in front of a brick building with black window frames. The image is partially obscured by a black text box at the bottom.

The Wellbeing Volunteering Project is developing active services to reach older people who are socially excluded and housebound. This service will be provided by volunteers undertaking walking activities and chair-based exercise classes to enhance older people's physical wellbeing. The project also provides individuals within London with the opportunity to develop new skills and interests as well as making a difference to older people's lives. The aim is to develop and deliver services that will encourage a healthy lifestyle, independence and confidence in older people.

An Impact

The service is providing vulnerable older people with the opportunity to have home exercise sessions, thereby preventing social exclusion and giving them a sense of wellbeing.

Betty, 81, Peckham

Betty was referred to the service as she was feeling lonely and wanted some company. When I contacted Betty she explained that she had difficulty getting out of the house on her own. Although Betty had help visiting the local shops and attending appointments, she didn't really feel comfortable leaving her home to go out to social activities. I informed her of the Chair Based Exercise sessions that could take place within her home. She was very happy and thought it would be a good idea as it would be a chance for her to have some fun, socialise with someone and keep fit.

An aim in 2010–2011

The aim for the Wellbeing Volunteering Project is to create more awareness of the activities, recruit more volunteers and have the Walking Buddies and Chair-Based Exercise services in full operation by the end of the year.

HELP AT HOME SERVICES

Marilyn Crew
Help at Home Manager



Help at Home offers private homecare services inside and outside of the home ranging from toe-nail cutting, personal care, housework, shopping and escorting to and from appointments for people living in the Boroughs of Lewisham and Southwark.

An Impact

Help at Home services has continued to provide a quality service enabling older people to remain independent in their own homes. We have supported people further by linking them to other services, making referrals on their behalf and ensuring they are more aware of the benefits they are entitled to.

Margaret, 84, Walworth

Margaret spends her days watching TV and feeding birds, but also wanted to go out in the community one day a week. A joint review took place with Social Services where Margaret expressed what would make a difference in her life. Margaret wanted someone to escort her to the bank, Marks & Spencer and someone to visit her weekly for a chat. A revised care package was created for Margaret and she now has an Escort worker with a wheelchair provided to take her out in the community and a befriender of Irish descent to visit weekly. Margaret is also having her toenails cut every 6 weeks due to our workers informing her of the benefits of this service.

An aim in 2010–2011

We will establish links with local centres and improve our publicity to ensure more people can access the clinic appointments for our Help at Home Happy Feet Toe nail cutting service in Lewisham and Southwark.

HANDY PERSON SERVICE

A man with dark hair, wearing a blue shirt, is shown in profile from the chest up. He is looking down at a small white electrical component he is holding in his hands. In the background, there is a white wall with a textured surface and an open electrical outlet box containing several colored wires (red, blue, yellow, green). The lighting is bright and even.

Marilyn Crew
Help at Home Manager

Our Handyperson Service is free for people over the age of 60 who require assistance with fitting light bulbs, securing doors, building a flat pack assembly, putting up shelves and hanging curtains. This service operates in the London Borough of Lewisham.

An Impact

We have responded within a week to all calls made to our Help at Home Service enabling older people to remain safely in their homes. People who have feedback on our Handyperson service have regarded this service as excellent.

Yvonne, 73, Sydenham

Yvonne called us initially to hang curtains. On arrival our Handyperson found the home cluttered and this posed a hazard. We have worked with her to help organise her home and supported her to apply for homecare, to ensure she can manage her home. Yvonne has mobility issues using 3 Zimmer frames, one for church, one for shopping and the other for around the home. Yvonne has used the service for fixing cabinets, chairs, and shelves. Our Handyperson has visited 10 times over a period of 6 months. Yvonne has been referred to Information and Advice and now receives increased benefits. Joint working with Occupational Therapy is in progress to move the washing machine from the bathroom to the kitchen that allows them to access both bathroom and washing machine more easily. Yvonne has commented that our Handyperson is an invaluable service.

An aim in 2010–2011

To build links with services that older people are in touch within Lewisham, so that there is more awareness of our Handyperson Service.

COMMUNITY CARE SUPPORT SERVICE

Pauline Hunter

Community Care Support Service / Information and Advice Manager



The Community Care Support Service (CCSS) delivers an advice, information and support service to older people living in Southwark through drop in, outreach and home visiting. The aim of the service is to maximise the independence of older people by providing a range of information, advice, advocacy, casework referral and practical help services without which they might soon require more intensive community care services.

An Impact

In 2009/10 CCSS advisers saw 3775 older people and dealt with over 3800 telephone queries. As a result of benefit checks carried out, older people gained £650,000. Many would not have known they were entitled to benefits such as Pension Credit, Attendance Allowance and Disability Living Allowance, Carer's Allowance, Community Care Grants, Housing Benefit and Council Tax Benefit.

Peter, 72, Southwark

Peter contacted CCSS as he had problems with his electricity supply. Electricians had attended on several occasions to resolve the problems but they kept on reoccurring. We helped Peter to resolve the problem permanently. We also identified that he may be entitled to an Attendance Allowance as he had several health problems, so assisted him with his application. We also carried out a benefits check. Peter was receiving his state retirement pension which was also topped up with Pension Credit. He received the maximum amount of £132.60 plus full housing and council tax benefit. However when his Attendance Allowance was awarded he received the high rate of £71.40 per week with back payment of £856.80. Peter lives alone and was also able to have a severe disability amount added to his Pension Credit. His income increased from £132.60 per week to £257.65.

An aim in 2010–2011

Ensuring over 5000 people access information and advice through the daily drop-ins and a higher number of home visits, outreach services to sheltered housing units, community services and hospitals.

INFORMATION AND ADVICE LEWISHAM

A photograph of four elderly individuals—two men and two women—standing in a row and engaged in conversation. They are dressed in professional or semi-formal attire. The background is a plain, light-colored wall.

Pauline Hunter

Information and Advice / Community Care Support Service Manager

Information and Advice (I & A) in Lewisham provides an advice service to older people. At our office in Catford we provide a telephone advice line, office appointments and home visiting service. We also provide regular outreach sessions in Downham and Deptford. The aim of the service is to maximise the independence of older people by providing a range of advice, advocacy, casework and referral on welfare benefits, housing, community care and consumer issues.

An Impact

The Lewisham team received increases in benefits of over £700,000 for older people living in Lewisham during this period. The number of home visits has increased and we continue to promote the service to local groups at outreach venues within the borough.

Bill and Joan


Bill and Joan came to our Catford office asking for advice on loft insulation. This was provided to them in their initial interview. During the discussion the adviser asked about their benefit situation and discovered they both had serious, long term health problems and should be able to qualify for Attendance Allowance and Disability Living Allowance respectively. With their agreement we ordered applications for them and assisted with filling in the forms. Bill was awarded the higher rate of Attendance Allowance and Joan was awarded the higher rate of Disability Living Allowance, for both the care and mobility components. This increased their joint weekly income by £189.80. It also made them entitled to claim over £33 a week Pension Credit and entitled them to full Council Tax Benefit.

An aim in 2010–2011

Ensuring our home visits continue to increase and to provide more talks to people from Black and Minority Ethnic communities in the borough, promoting access to advice and information.

VOLUNTARY SECTOR SUPPORT PLANNER

Jennifer Werner
Support Planner

A close-up photograph of two hands clasped together in a supportive grip. The hands are light-skinned and appear to be of an older person. The background is blurred, showing a person in a teal uniform, likely a healthcare worker, in a clinical or care setting.

In line with the government's transformation of adult social care, Southwark is re-designing the way it delivers social care to adults. Central to this is the concept of personalisation, giving adults eligible for social care services more choice and control over their lives through the use of self directed support, support planning and personal budgets. The support planner works with older people to identify the support needed and create a plan for the future including how best to use the personal budget.

An Impact

Helping people to write a support plan and manage their personal budgets has resulted in more older people being given the choice and control over how they meet their support needs. The support plans created have reflected the individuality of people across the borough.

Stella, 70, Walworth

Stella was very independent until two falls earlier in the year. Stella was increasingly isolated and frustrated being stuck at home all the time. Together with her support planner, Stella recorded the things she used to do that made her happy, her good days and bad days and what was important to her and for her. Stella recorded her dreams and wishes about what her support would look like. When Southwark Council agreed the plan Stella began to put it into action. Since Stella's support plan has been set up, she has gone back to church for the first time in 6 months, has visited the hairdresser and visited her friends.

An aim in 2010–2011

To increase the number of people with an individualised support plan.

LAY INSPECTORS PILOT SCHEME

Brenda Bond
Chief Executive



Volunteer Lay Inspectors are trained and supported to visit Care Homes across Southwark to observe, discuss and report on issues affecting residents' quality of life. Visits can be accompanied by Contract Monitoring Officers or alone, announced or unannounced. Reports are shared with the Home Managers and Contract Monitoring Officers both verbally and in writing. The Lay Inspectors meet regularly to share observations of good and poor practice and to consider emerging themes, such as urine smells, residents clothing, meals and activities.

An Impact

The scheme has supported and complemented the work of the Council's contract monitoring officers and raised awareness of a number of issues. The biggest impact has been when homes have responded positively to specific concerns or suggestions raised by the Lay Inspectors and improvements have been noticeable on return visits.

Case Study

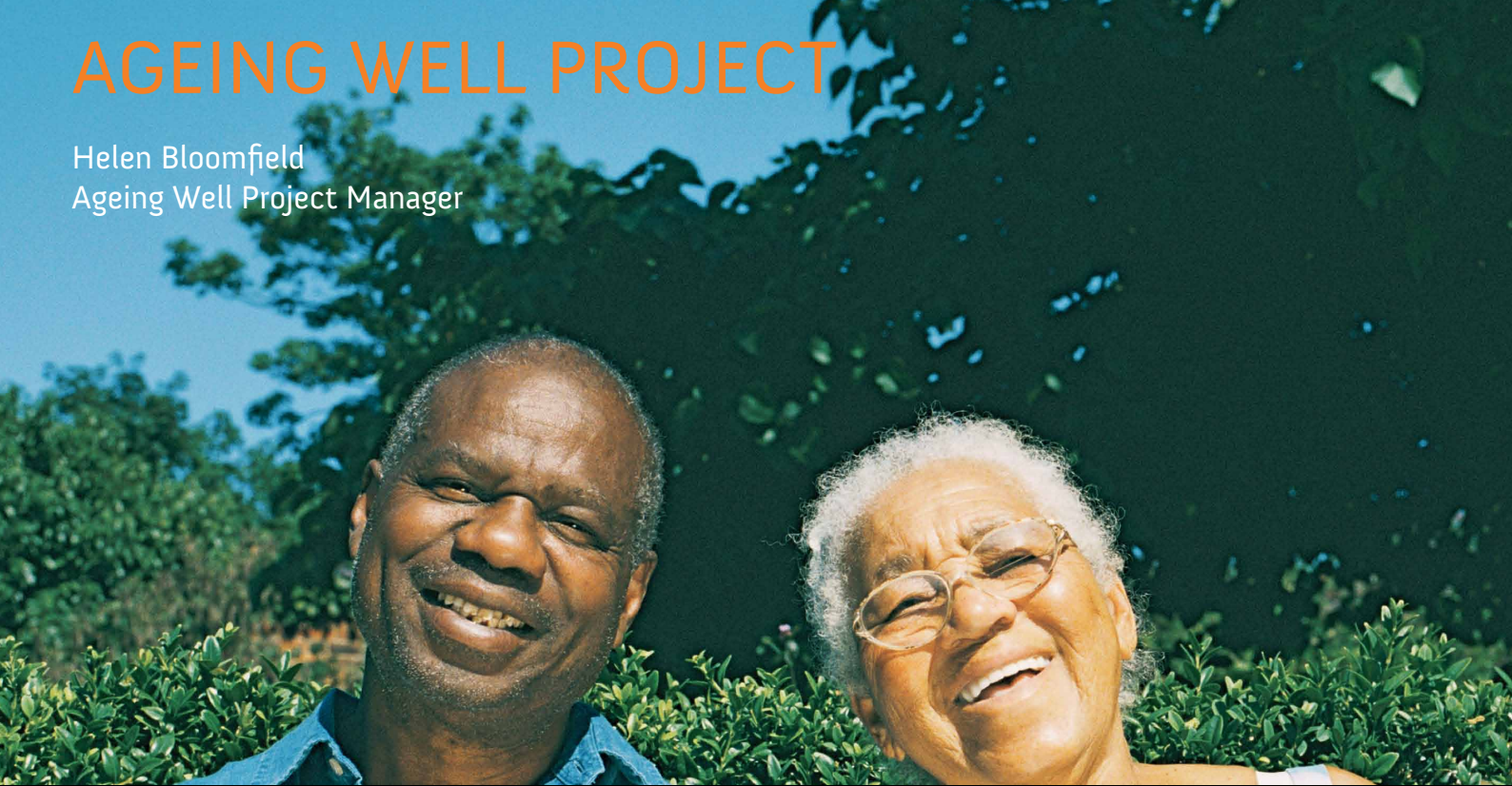
Poor television reception is commented on in the CQC report. The one set I saw seemed to have good reception. The home needs to be aware of the digital switchover and that all residents will need new aerial connections in their room. Having been to this home on several occasions, I was disappointed that the conditions had really deteriorated. On entering there was a terrible smell of urine, which got worse. On the ground floor the bathrooms and toilets were very clean and smelt really nice. I honestly thought if only the lounge and hallway had smelt as nice as the toilet. I left feeling quite depressed. Staff seem very engaged and not at all stressed. I would be happy for a relative of mine to reside here.

An aim in 2010–2011

To recruit and train two new Lay Inspectors in order to maintain the appropriate level of service capacity

AGEING WELL PROJECT

Helen Bloomfield
Ageing Well Project Manager



The Ageing Well Project was formed in 2007 and along with two other providers covers the whole of the borough of Lewisham. We work with vulnerable older people enabling them to remain independently at home through a tailor made support plan. The project aims are to overcome isolation through accessing activities, build confidence and mobility, help to access services, advocacy, maximise income and increase mental wellbeing.

An Impact

We continue to provide a tailor made support service to older people 60+ at any one time giving enough time, encouragement and mental wellbeing help for the client to achieve their goal.

Elvena, 63, Lewisham

Elvena was referred to us by a housing association who had recently taken over as providers in the borough. On initial enquiries neighbours thought the property she was living in was derelict. On further investigation it seemed she was living there with her dog but the property was in an uninhabitable state. After encouragement and referral to social services she was moved to temporary accommodation and the dog was looked after by the RSPCA. With support from Ageing Well she was re-housed, a social loan was applied for her to buy furniture and help was organised to source free essential items for the home. She was also supported emotionally during the time she was parted from her only companion Tam the dog. Elvena has now been living in her new home for a few months and is much happier and is keeping her place spick and span. She has made contact with a neighbour who she is able to chat to. Elvena continues to flourish and has expressed an interest in volunteering with a luncheon group in the near future.

An aim in 2010–2011

Sadly Age Concern Lewisham and Southwark will be saying goodbye to this service at the end of 2010, due to limited funding.

INTERMEDIATE CARE BEFRIENDING

Suzanne Rich

Intermediate Care Befriending Coordinator



After a stay in hospital many older people find they need support to regain their confidence and thereby their independence. Whilst Social Services and Health professionals provide specific help with care and treatment, our Intermediate Care Befriending service offers one-to-one support for older people living in the Borough of Lewisham following discharge from hospital. Our trained volunteers offer regular visits to provide company, support and encouragement to the service-user by assisting them with activities such as walking, using public transport, visiting their local shops or local social groups. With the programme running for up to 13 weeks this affords the service-user the opportunity to rebuild their independence and prevent social isolation.

An Impact

Our volunteers on this project were able to help the service-users they worked with to access a variety of other services, including those offered by Age Concern Lewisham and Southwark, to help them maintain their independence once the Intermediate Care Befriending programme ended after 13 weeks.

Janette, 72, Catford

After a hip replacement Janette lacked confidence going outside and travelling on buses by herself. Prior to her operation Janette had enjoyed walking in local parks and greatly missed going out. With the support of her volunteer Janette started going on short walks with the use of a crutch, progressing to longer walks with a stick, and eventually walking unaided and enjoying outings to parks further afield. Janette credits her volunteer with helping her to regain her confidence and independence and is now back to enjoying her walks and also her swimming.

An aim in 2010–2011

To recruit more volunteers in order to expand the service and therefore offer support to an increased number of service-users.

Café Number TEN

AGE Lewisham
Concern

T. 020 8690 9060 www.acls.org

Brenda Bond
Chief Executive

Café Number Ten was officially opened by the Mayor of Lewisham, Sir Steve Bullock, in August 2009. Although it has yet to make a profit for the charity, it has raised our profile in Catford and surrounding areas and has been the subject of much praise. The café sells drinks, in particular lovely Italian coffee, hot and cold snacks and wonderful cakes. Staffed by a manager and a small team of dedicated volunteers, the café attracts many council staff and local residents.

An Impact

The café has lifted the profile of Age Concern Lewisham and Southwark both along Catford Broadway and further afield.

Case Study

The office premises in Catford Broadway had space which was under utilised and a need to raise funds to support the charity's work with older people. There was insufficient space and resources for a traditional charity shop and after much discussion the idea of a café with second-hand books and older people's art works for sale was developed into a plan for an Art Café. Funds for the alterations and fittings required were the next challenge. Thanks to a Catford Town Centre Improvement grant, some charitable funds and very strong bargaining with the builders and suppliers, work was completed in time for the grand opening. Thanks to our loyal, regular customers and the passing trade the café turnover is gradually increasing.

An aim in 2010–2011

To begin to breakeven by October 2010 and be in profit (excluding set up costs) by March 2011.

INSURANCE AND FINANCIAL PRODUCTS

A photograph showing an insurance supervisor, Amrit Virdi, on the left, wearing a light blue shirt, interacting with an elderly couple. The man, wearing glasses and a light-colored shirt, and the woman, wearing a dark sleeveless top, are both smiling and looking towards the supervisor. The background is a bright office with a window and some papers on a desk.

Amrit Virdi
Insurance Supervisor

This service offers a range of products and services that are designed with the needs of the over 50's in mind. We are unique in offering a face to face service and this personal approach is what our service users value. Our aim is to help older people where it is needed most, in the home, out and about and with the knowledge that financial arrangements are properly in place.

An Impact

During 2009 / 2010 there were 210 new policies sold. This is unrestricted income generation and goes directly back into the charity to help sustain other projects and services, to continue to improve life for older people.

Annie 81, Peckham

Annie has been a customer of ACLS since 1994. She comes to buy her travel insurance twice yearly and she also has home and contents insurance with us. Annie is 81 years old and has a number of medical conditions including high blood pressure and an irregular heartbeat. Annie comes to the Peckham office where she finds the staff friendly and helpful and likes that she can buy her insurance speaking to a person face to face.

An aim in 2010–2011

For the coming year we aim to attend more events to promote our products and services in order to increase unrestricted funds for other projects and services.

VOLUNTEERING



Nabila Alli
Wellbeing Volunteering Coordinator

Volunteers are an integral part of Age Concern Lewisham and Southwark. We have volunteers working in almost all of our services, from befriending, day care, healthy living, handy person, insurance and financial products to receptionists and walk leaders. On average we receive over 30 enquiries a week from people interested in volunteering. Our retention levels for volunteers are high due to volunteers feeling valued and supported at the charity.

An Impact

Services through the Wellbeing Volunteering Project have already created over 10 new volunteering opportunities working with older people. Through volunteers offering their time, a considerable contribution will be made to the local communities, making a difference to older people's lives.

Jacqueline, Volunteer

"I wanted to help people in the community to get out and about and also volunteer for ACLS in order to gain experience to improve my career prospects." Jacqueline intends to study Health and Social Care in the future.

Davis, Volunteer

Davis had always thought about volunteering "It is an area I am really passionate about. So I don't mind giving up my free time to help people."

An aim in 2010–2011

To match volunteers trained in chair-based exercise with older people and liaise with more BAME groups and voluntary organisations, to reach more volunteers and older people within the two boroughs.

**THANKS TO ALL OUR VOLUNTEERS FOR ALL YOUR
HARD WORK THROUGHOUT THE YEAR!**

FUTURE SERVICES

ACLS ONLINE SHOP

Accompanying Café Number Ten and our Help at Home Lifestyle Choices service, Age Concern Lewisham and Southwark (ACLS) recently launched the ACLS Online Shop in order to produce revenue from independent sources due to the current climate of competitive funding and condensed public donations.

The ACLS Online Shop is a provider of home mobility equipment aimed at giving people a more active and independent lifestyle. Alongside our wide variety of services supporting older people's independence and wellbeing, we have now joined forces with Contact4Me, to provide specialist mobility equipment.

We stock a comprehensive product portfolio including top brands to help older people, their families, friends and carers to cope with the practicalities of everyday life.

THANK YOU FOR YOUR SUPPORT

Over the past year, Age Concern Lewisham and Southwark have been very fortunate to receive valuable support through funding from trusts and donations from businesses and individuals.

Here we would like to say a sincere thank you for supporting the work of ACLS.

The Big Lottery

Terra Firma

Safer Homes Fund

The Girdlers' Company Charitable Trust

The Coley Charitable Trust

The Kobler trust

Age Concern England

The Roger Vere Foundation

The Albert Hunt Trust

LB Lewisham Shop Front Improvement Grant

Francis Winham Foundation

Dolphin Square Trust Ltd

The Woolf Charitable Trust

Miss D B Simpson Charitable Trust

The Worshipful Company of Launderers

NMB Holdings LLP

Arbuthnot Latham

Star Cargo Plc

Sarasin & Partners

Prospect

Catlin

Doughty Hanson & Co

Rothchild

Kiln Insurance Services Ltd

Control Risks

Faraday Underwriting Ltd

Barlow Lyde & Gilbert

XL Insurance

Man Group Plc

Amalgamated Metal Corporation Plc

WHO'S WHO

BOARD OF TRUSTEES

CHAIRMAN

Leon Kreitzman

VICE-CHAIR

John Hodgett

TREASURER

D G Tojo Raye

Miny Jansen

Cllr Marion Nisbet

Phil Brown

Ellen Tidball

CHIEF EXECUTIVE

Brenda Bond

brenda.bond@acsls.org.uk

SENIOR MANAGEMENT TEAM

DIRECTOR OF OPERATIONS

Jacky Bourke-White

jacky.bourke-white@acsls.org.uk

CONTACT US

www.acls.org.uk

AGE CONCERN LEWISHAM AND SOUTHWARK

CENTRAL OFFICE

224/236 Walworth Road

London

SE17 1JE

T. 020 7701 9700

F. 020 7701 7477

AGE CONCERN LEWISHAM

10 Catford Broadway

London

SE6 4SP

T. 020 8690 9060

F. 020 8690 9061

The Impact Report is also available in large print,
please contact us on 020 7701 9700

Photography*: Matt Crook: crookmatt@hotmail.com

* Photographs on pages 4, 12, 34 , 38, inside back cover – ‘© Copyright Age Concern’

Age Concern Lewisham and Southwark is a Registered Charity – Number 296862.



DONATE

We need financial support to help our work with older people.
You can donate in a number of ways.

- Post
- Standing Order
- Justgiving.com
- Giving through Payroll and workplace
- Leaving us a gift in your will
- Donating shares
- Organising a sponsored event
- Through Company Support

VOLUNTEER

Do you have the time, skills and a passion to make a difference? Do you want to gain new skills, meet new people, make new friends and have fun?
WE NEED YOUR HELP!

Without the help of volunteers we simply would not be able to do our work, from working at day care centres, providing information and advice, leading exercise classes, administration, gardening and more. We particularly welcome applicants over the age of 50.

Please send your cheque made payable to:
Age Concern Lewisham and Southwark
224/236 Walworth Road, London, SE17 1JE

Please contact:

Communications and Fundraising Officer
Siobhan Dacres
T. 020 7701 9700
siobhan.dacres@acls.org.uk

Please contact:

Volunteer Department
T. 020 7701 9700
info@acls.org.uk