



IMPACT  
REPORT  
2016/17





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Age UK Bromley & Greenwich is the trading name of Age Concern Bromley, Charity Registration No. 1060861 and company limited by guarantee, Registration No. 3304510

**Age UK Bromley & Greenwich is the leading voluntary Sector Provider for older people, working across both boroughs. We aim to provide innovative services of the highest standard which contribute to our vision and mission:**

#### **Vision**

Age UK Bromley & Greenwich will contribute positively to a world where everyone can love later life.

#### **Mission**

Age UK Bromley & Greenwich will continue to be the voice of older people across both boroughs, enabling choice, independence and quality of life.

#### **BOARD OF TRUSTEES**

**Chair** Lynda Stimson  
**Vice Chair** Gordon Hayward  
**Hon Treasurer** Barry Styles  
Judy Lyons  
Ben Madden  
Teresa McMahon  
Christina Parry  
John Pannett  
Christopher Thurlow  
Morgan Vine

## WELCOME

It has been a year of change, challenge and opportunities at Age UK Bromley & Greenwich. Our longstanding Chief Executive Officer, Maureen Falloon, retired in March 2017 having led the organisation for 18 years. Maureen's passion and determination were admired by all in the organisation and the wider community. The Trustees and staff wish her well for the future, in what we know will be a very active and productive period of her life.

Our Men in Sheds project continues to support men in both Greenwich and Bromley and we continue to increase our service offer in Greenwich with language classes for the Nepalese community, mobile sheds and information and advice on a daily basis. We are looking at innovative ways of funding the sheds in the future

and have recently appointed a business development manager in order to facilitate this.

Our work within the Integrated Care Networks as part of BTSE is proving very successful. Our care navigators are helping clients access the support they need in the community, so reducing the need for hospital admissions.

Our work on the Dementia Hub in partnership with others in the voluntary sector is putting people living with dementia and their carers in touch with the support they need, whilst also supporting the development of those services in the community.

The demand for our Help at Home service continues to increase and we are looking at ways to expand on this

flexible service which helps older people to maintain their independence for longer.

In conclusion we would like to thank the Trustees who, as volunteers give tirelessly of their time and expertise for the good governance of the organisation. The staff for their dedication and commitment to delivering high quality services for older people and last but in no way least, our Community Time Bank Volunteers without whom we would be unable to deliver so many of our services.



Lynda Stimson  
Chair



Mark Ellison  
Chief Executive

2016 saw the end of our 5 year Strategic Plan. Working with Trustees and staff at our annual Away Day the organisation has adopted the following new strategic aims:

**To increase access to high quality appropriate services, we will continue to design and deliver high quality services.** Age UK Bromley & Greenwich will work towards ensuring that all our beneficiaries have access to the appropriate service at the appropriate time. We will work with funders, commissioners and our clients to ensure that services meet the needs of the people of Bromley and Greenwich.

**To maximise and diversify income streams by increasing social enterprise and voluntary income whilst maintaining grant and contract income.**

In uncertain financial times it is critical that the organisation is able to diversify its income. We will work towards increasing our voluntary funds by the implementation of a new fundraising strategy as well as increasing social enterprise.

**To be embedded as a charity of choice in the minds of individual and corporate donors.** We will work on increasing our brand profile in both the traditional and online media. Increasing the knowledge of the organisation to all donors.

**To be the employer of choice for professionals involved in the support of older people.**

Our organisation is reliant on the skills and talents of our staff and volunteers. We will work towards being the employer of choice for professional and volunteers who work with older people in both boroughs.

**To increase awareness of the organisation and make Age UK Bromley & Greenwich the first choice for local older people their families and carers.**

The organisation will utilise both traditional and new media in order to increase the awareness of our services.

**To contribute to local and national campaigns.**

We will continue to contribute to the local and national campaigns which highlight the needs of older people.

In the year 2016/17 Age UK Bromley & Greenwich assisted 6702 older people to maintain their independence and improving their wellbeing and quality of life.

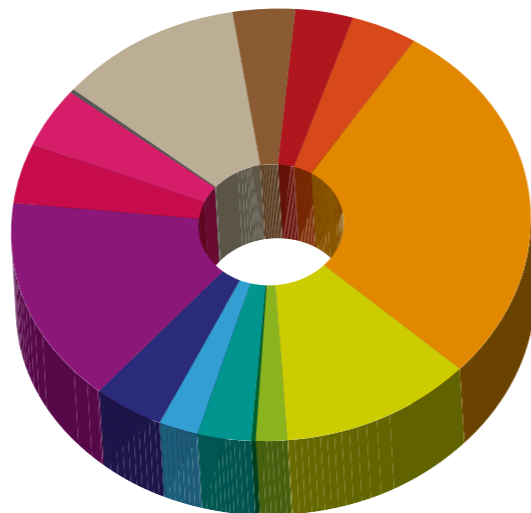


Access to good quality Information and Advice is of the upmost importance, as it allows people to make informed choices. Age UK Bromley & Greenwich are committed to making sure that older people in both boroughs have easy access to quality information and advice in the most appropriate format. We offer telephone and face to face advice at our offices and by home visiting. We also offer advice by email and we will be looking at offering other new technology solutions to expand our reach.

In the year 2016-17 we had contact with 20,567 clients: and left is a breakdown of the casework we undertook:

## Information & Advice by topic

Health Conditions	125
Residential Care	140
Benefits	921
Housing	390
Family	63
Nationality/Immigration	9
Leisure	115
Consumer	81
Local Facilities	2
Health Services	144
Non Residential Care	514
Other Money	147
Legal	51
Employment	7
Education	3
Travel	378
Age UK Services	121



**Our information and advice team along with the Universal Forms Completion Services obtained £1,496,323 in benefits income which our clients were entitled to across both boroughs.**

## CASE STUDY

Our client, David, is a 77 year old man who lives with his wife. David has severe mobility issues and his wife also has limited mobility.

David contacted Age UK Bromley & Greenwich to make enquiries about his housing and financial problems. Due to finance issues David and his wife had lost their last accommodation and had been made homeless. In the short term they were staying with friends from their church, but this was not a long term solution and they needed to find more permanent accommodation as soon as possible.

They did not have enough money for a deposit and rent in advance.

Both David and his wife were extremely depressed due to their situation and this was impacting on their health and wellbeing.

Age UK Bromley & Greenwich called the housing department at the Royal Borough of Greenwich and assisted David to complete a homeless person's application. We also helped the client complete a Housing Benefit and & Council Tax form.

Our clients were given temporary accommodation by the local authority, and we undertook a benefits check, which resulted in an award of High Rate Attendance Allowance for both David and his wife.

Finally as a result of the homelessness application, they were eligible for a 2 bedroom new build flat in the Woolwich area. Our client and his wife were extremely happy saying having the money they were entitled to has "Changed our lives"  
"Now we have the benefits we were entitled to we know have enough to live on without having to worry all the time"

## COMMUNITY VOLUNTEERS TIME BANK

**At Age UK Bromley & Greenwich our Community Time Bank Volunteers are at the heart of all we do. We share a common goal to make a significant difference to the lives of older people. Our Community Time Bank Volunteers make a positive contribution to all of our services.**

For every 1 hour given, the volunteer earns 1 time credit. Everyone's time is equal and time credits can be used to obtain skills or services or donated to the charity.

Our volunteer knitters have successfully knitted, 5412 little hats for The Big Knit campaign to keep older people warm over the winter period. This has raised a total of £1353. These will be sold with Innocent Smoothies.



- Our 439 volunteers undertook 16,965 hours of volunteering contributing to our services.
- Volunteers undertook 4135 skill swaps
- 559 Volunteer Service Assignments have been achieved by 199 volunteers
- 29 Hospital Aftercare Services were completed by 70 volunteers
- 315 Wealth of Experience Services were completed by 110 volunteers

**“It was a God send because I couldn't have done any of the work myself, it was a lifeline for me”**

### CASE STUDY

Jane is 86, she lives alone and although independent and coping, she sometimes finds it difficult to manage with some of the tasks required in looking after a property and living alone. Our volunteers have helped Jane with some tasks including shopping when she hasn't felt well, helping to take out the rubbish and with small DIY tasks around the home.

**“Everybody is pleasant and helpful - I now realise what Age UK do. Yes, I am very grateful to what this service has to offer”**



## INTEGRATED CARE NETWORKS

### PROACTIVE PATHWAY

The Care Navigator Service works as part of the three Integrated Care Networks (ICN's) that were commissioned in 2016 to cover the London Borough of Bromley to reduce hospital admissions among individuals with complex social and medical needs. The initial assessment is conducted by a Community Matron, after which the patient is discussed in a Multi-disciplinary Team Meeting (MDT) where the Care Navigator is able to pick up the referral and then make contact with the client and offer various avenues of support.

Since its inception the service has taken over 700 referrals across the three ICN's, and referrals have included support with housing needs, benefit entitlement and accessing the community/activities. Care Navigators also regularly liaise with healthcare professionals of all disciplines (podiatrists, occupational therapists, dieticians etc.) to ensure that clients are receiving the most holistic care possible, and have conducted joint visits with Community Matrons and representatives from Oxleas.

**“The Care Navigator has been inspirational, trying to enable me to make use of my technical knowledge with the physical constraints that I have. We have been bouncing ideas off each other for a number of months and with their encouragement and lots of internet searches I believe I have found an organization that provides me with a social and technically stimulating experience”.**

### FRAILITY PATHWAY

The Frailty Pathway was introduced in January 2017 with the opening of a new 38 bed facility at Orpington Hospital. The Churchill and Elizabeth Wards care for patients that need a little more support with their treatment before they are ready to return to their usual place of residence. Similar to the Proactive Pathway, this support includes input from a MDT Team comprising of medical, nursing and therapy staff plus social care and The Care Navigator Manager from Age UK Bromley & Greenwich (representing the Voluntary Sector).

At the centre of the new pathway is the Consultant Gerontology Hotline available to GPs. GPs can use the hotline to get specialist advice and guidance, arrange a stay in the Orpington unit or a rapid same day comprehensive assessment undertaken at either Orpington or the Princess Royal University Hospital.

Since the beginning the service has gained immense respect from the Health, Therapy and Social Professionals that the Care Navigators work with as part of the Integrated Care Network, addressing the non-medical support needs identified for patients.

Being an official member of the MDT teams on both pathways and representing the Voluntary Sector in the ICN model, has been, and continues to be, an amazing opportunity for the Organisation and also provides an opportunity to highlight the importance that the Voluntary Sector in working collectively with the health and social care professionals in achieving the best outcomes for the patients

Therapy professional on the Frailty Unit;

**“The Age UK Bromley & Greenwich service is invaluable to our ward, and it helps provide support that other services cannot access, in a timely and understanding manner. Marite is always professional in her approach to situations that are sometimes difficult for patients' and families to discuss.”**

Bethan Gray Bsc Hons  
Occupational Therapist  
Orpington Hospital  
King's NHS Trust

Additional achievements;

- Presenting at various forum case studies and discussing work undertaken.
- Care Navigators currently participate in a pilot training program testing a Care Navigator training program facilitated by Bromley CEPN, for future Care Navigators that would be rolled out across all sectors.
- Recently invited to participate in the evaluation for The Acute Frailty Network to help Clinical colleagues (Kings NHS Trust) at the Frailty Unit and other wards to collect data on patient experience.

- Currently, working collectively with Community Links as part of the ICN Model, testing a Social Prescribing Community referral portal – Connect Well Bromley, before it eventually becomes available to the public. Actively involved in suggesting improvements, relating to the system's development.

## HOME SUPPORT



The Help at Home service went live in June 2016. Our team of 15 dedicated Help at Home SupportGivers cover the whole of the Bromley Borough helping residents with domestic housework, shopping, escorting customers to hospital appointments, arranging meal preparations, and providing companionship to older people isolated within their own homes

Help at Home can also offer much needed respite for the busy or geographically distant adult children who require stable and reliable, trusted support for their parents.

We have found that many clients commence with one appointment, but once they build a relationship with their SupportGiver they proceed to book further weekly appointments.

## Community Helper Befriending and Support Service.

The Community Helpers Befriending and Support Service enables older people who are socially isolated to connect with their local community via a weekly telephone call, taking part in activities with their peers or being visited weekly by a volunteer for companionship both inside and outside their home. The holistic approach of “wrap around support” means that older people no longer feel invisible or ignored but instead feel listened to and their concerns are taken seriously and acted upon. During this last year 133 people have been in contact with the befriending service.



∞ 35 clients being visited either in their own home for companionship or escorted out into their community. The recipients of the visits value them highly.

**“I feel better in myself. I am more confident in conversation because Sandra has a good listening ear”**

**“I went to the postbox unaided, now I can post my own letters when I want”**

**“I feel more optimistic about my life”.**

**“I really look forward to seeing Lola and her owner, who is my volunteer, they both bring happiness to my life”.**

The befriending service provides 4 weekly opportunities for people to attend friendship hubs across both Bromley and Greenwich boroughs for companionship. Currently 91 people engage weekly with a further 15 regularly attending a monthly walking group based in Beckenham.

Hub members are encouraged to interact with all hubs to enable them greater opportunities for friendship and activity. In the last year hub members have visited historical places of interest, had the opportunity to experience creative writing by working with a published poet, experienced the feeling of using a fire service water hose at full throttle during a visit to a local fire station and learnt new skills such as crafts, knitting and playing board games.

Some members just prefer to engage in conversation while enjoying provided refreshments. Recipients report, “What would I be doing instead..... watching television by myself”. “I feel I am contributing to other people by opening up to other people”. “I love it when we say see you next week”. “Fancy me doing this at my age”. “We are going on a cruise together”.



## DAY OPPORTUNITIES

Our Day Opportunities centres in Chislehurst and Charlton provide a stimulating, friendly, safe and caring environment for older people who may be physically frail or living with dementia.

Clients benefit from a choice of activities and are involved in shaping the care and support they receive through outcome focused support planning meetings.

We map our clients' development and wellbeing during their time with us by completing outcome stars with them at our initial meeting, then at 6 months and a 12 months. The stars look at clients' confidence, isolation, motivation, keeping well and independence. Over the course of the 12 months we can assess progress



made against these outcomes. We support our clients' to remain healthy and independent for as long as possible. Also to give carers much needed respite.

Staff are caring and professional and have level NVQ 2 or 3 in Care and Health. We are also trained in Dementia Care and receive continuing professional development throughout their employment.

Food at both Day Centres is freshly prepared each day, the lunches are nutritious and well balanced. Refreshments are available throughout the day.

Activities differ from day to day and include Reminiscence groups, Computers, Arts & Crafts, Gardening, Bingo, Board Games, Seated Exercise, Singing, and many more.

From April 16 to March 17 Garden Room Chislehurst has supported 2448 service users and Time Court Charlton supported 5318 service users.

### Men in Sheds:

463 men spent time at one of the three sheds across both the boroughs. We set up our mobile shed which allows us to extend our work to those men who are unable to get to the static sheds.

The project also carried out

- 5 how to events at primary schools
- 3 inter shed training courses
- 15 local events attended
- 12 men received nutrition advice.
- £4,715 raised from selling items made in the sheds
- 169 members showed improvement on the loneliness scale
- 93% increase on improved health knowledge.

Our work with the sheds has increased our activities with the Nepalese community.

We have been able to provide formal English classes for 51 people and English improver classes to a further 20 people.

### CASE STUDY

Ian is 90 and lives on his own in Bromley. He has an engineering background, and has always been interested in working with wood since building his first piece of furniture at age 10.

Ian heard about the Men in sheds project on the local radio and made contact with the Penge shed. A large part of the appeal was the provision of the workshop and having other



workers with him. Initially Ian began his time at the shed with small carving projects but was soon helping on larger projects, and eventually teaching his own carving class as part of a shed event.

Ian's skill and confidence has grown as he has developed friendships. "One of my favourite things about the shed is that it is not solitary, I very much enjoy the social side of it."

## HEALTH AND WELLBEING

252 clients were escorted home from hospital by our Hospital Aftercare Service (Take Home and Settle) each of them were taken home from the Princess Royal University Hospital. The service is run 365 days a year and provides an essential service to those older people who are unable to get home on their own.

A follow up call is made the morning after discharge to make sure that all is well and our staff make sure that there is food and heating available when the person gets home.

We also provided up to 6 weeks post discharge practical and emotional support and undertook 129 visits throughout the year.

Providing simple nail cutting and foot care to clients across Bromley and Greenwich, the Clip it service has assisted in excess of 3,000 older people across both boroughs helping to maintain their foot health thus promoting improved mobility and comfort.

As demand and the popularity of the Clip it service continues to grow, we are working closely with Bromley Healthcare and the Royal Borough of Greenwich CCG to establish need in both boroughs so enabling us to provide clinics and home visits to meet this continued demand.



145 people attended exercise class at locations across both boroughs.



70 clients benefitted from art training, including learning drawing & acrylic techniques, gaining awareness of their surroundings through learning observation techniques. By far the biggest benefit was the impact on clients' health and wellbeing, with many reporting that the art groups were and continue to be a 'lifesaver', relieving their social isolation which improves their mental wellbeing.

79 clients improved their computing and internet skills; many were keen to learn how to shop online and to surf the internet confidently and safely.

226 contacts were made across four IT clubs. These provided specific help like Blue Badge application, online job search and application, learning social media and ancestry research. Many clients state the cost of using the clubs was great value for money. Some clients had PC problems diagnosed and treated successfully that would have cost them much more on the High Street. IT clients have also attested to the lessening of social isolation and improvement in the mental wellbeing as a result of becoming less anxious around IT issues.

Over 350 clients benefited from a range of day centre activities; art & craft, games, live music, trips out, etc. Their wellbeing was monitored throughout the year using the Star Outcomes method. Clients were consulted to inform them about upcoming activities and individuals were regularly provided details about their personal benefits of attending the day centre through case studies. Outings included: Eltham College, Chislehurst library (for a variety of Coffee mornings) and the Annunciation Church, inside and out.



**Our resource centre continues to be a hub of activity, providing a wide range of services for older people in the Royal Borough of Greenwich. Throughout the week there is a comprehensive list of things for people to join in and enjoy.**

- Community Helpers Befriending and Support service social and activities hub: a service for the over 50's the hub is a place for people to socialise and participate in a variety of activities.
- Gardening with Age UK Bromley & Greenwich. A one hour educational/discussion topic is followed by an hour practical session in the Goodwill Garden
- Zumba Gold: Friendly community based Zumba Gold class that lets you move to the beat of the music at your own speed.
- Chair based exercise. Designed to increase the body's strength and muscular endurance abilities. Replicating everyday movements to improve health and independence.
- Craft Group. Bring your own craft project or try something new with fellow enthusiasts.
- Computer classes, beginners and improves. Learn how to email use the internet , manage folder and photos, as well as how to stay safe on line,
- Technology Club We offer help and support on a range of subjects to help you keep in touch with technology, from mobile phones, tablets, cameras and laptops.

- Computer Classes for the Nepalese community. This class is tailored for the Nepalese community, including computer skills and English language practice.
- Information and Advice: is provided daily between 9:30am and 1.30 pm We can advise on all aspects of benefits, and other issues relating to older people.
- Clip It Toe nail clipping.
- Snooker.
- Memory Lane and Caring Café friendly and informal meeting place offering support to people with dementia and their carers, family and friends.



# THE BROMLEY DEMENTIA SUPPORT HUB



Crucially, the Hub supports Bromley people diagnosed with dementia and their carers, providing advice and help to discover the most suitable services and support available for their individual needs.

The First 12 Months saw:

- ∞ Over 1,539 referrals/enquiries to the Hub
- ∞ Over 492 1:1 visits by Dementia Advisors
- ∞ 517 cases allocated to Dementia Advisors
- ∞ 35 Carers workshop sessions conducted
- ∞ 24 Cognitive Stimulation Therapy Sessions

The contribution of Age UK staff to the newly-formed Bromley Dementia Support Hub has been an exciting development this year.

With the able support of our partners – MindCare Dementia Support, Carers Bromley and Oxleas NHS Foundation Trust – we have significantly raised awareness of dementia across the London Borough of Bromley.

∞ 75 “in-home” 1-to-1 home coaching sessions given to 143 carers

∞ The establishment of a befriending service for those with dementia

∞ The creation of 3 new dementia cafés in the borough.

Perhaps one of the most important developments has been the relaunch of the weekly Memory Lane Café, which now has an average attendance of 42 people and offers both professional and informal peer-to-peer support.

The Café is run by two Age UK staff with the assistance of eight volunteer workers, who donate three hours of their time each week to this impactful initiative.



Gill joined the hub as our first Volunteer Dementia Befriender, visiting Ruth every week since March. Ruth says **“We get on very well, I wished I’d met her years ago”.**

More volunteers are need, you don’t need experience just good listening skills and a little patience.

**“Thank you for all your support and for sending us all the information.”**

Another major landmark was our Dementia Awareness Week, which brought together 18 local organisations who collaborated in holding a series of events across Bromley.

Key events during the Week included the first ever dementia-friendly film screening by an Odeon Cinema in Orpington and celebrating the first National Memory Day with two poetry workshops. These two events were attended by over 60 people, including both those with dementia and their loved ones.

Our work in the community has also brought about another big boost to the borough. In October 2017, Bromley will receive official recognition as a Dementia-Friendly Community. This status recognises the work that has been done in the area to make life easier for those living their everyday lives with dementia.

**“Just thought I’d let you know that my husband was absolutely singing your praises when I spoke to him just now. He said he was very impressed with how it is run, loved the range of activities and the different people. And he also kept repeating how lovely you all were.”**

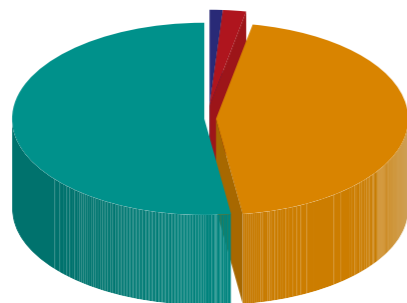
(About the memory lane Café)

# OUR RESOURCES

The financial statements cover the activities of the charity for the period 1st April 2016 to 31st March 2017.

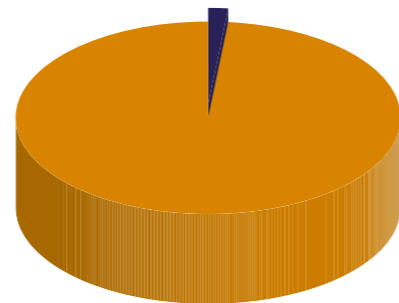
The value of the generous donation of Time bank Volunteers has not be incorporated but would be a considerable sum if it was translated into a monetary value.

The balance sheet demonstrates that the financial position of the charity is overall satisfactory to meet future needs and challenges. The Trustees are satisfied with the performance of the charity for the year.



**Total income £1,580,225**  
 Donations and legacies 53%  
 Charitable activities 45%  
 Other trading activities 1%  
 Investment income 1%

A full copy of the Annual Report and Financial Statements can be obtained from our office address on the back cover of the impact report or they can be viewed on our website: [www.ageukbromleyandgreenwich.org.uk](http://www.ageukbromleyandgreenwich.org.uk)



**Total expenditure £1,470,009**  
 Raising funds 2.09%  
 Charitable activities 97.91%



### Plans for the future:

Over the last 12 months we have been working with commissioners and other partners to develop and implement the new Bromley Well project. This newly commissioned service has seen Bromley Third Sector Enterprises (BTSE) of which Age UK Bromley & Greenwich is a core partner, asked to provide a number of new services.

This means we are able to expand our activities to a number of new groups. As well as our continued commitment to older people, we will also be providing services to those people who are living with long term health conditions and to those who are caring for others. This collaborative working across the voluntary sector is likely to become the preferred method of funding for most commissioners. We are looking forward to working with our voluntary sector partners, London Borough of Bromley, Bromley Clinical Commissioning Group and all our new clients.

We will continue to develop the ICN model with our partners. Our Care Navigators will look to embed within the ICN's. We will work with

BTSE on increasing access to social prescription.

We will continue to work closely with our partners in the statutory and health sectors.

We will continue to explore ways of increasing our voluntary income. In these trying economic times with issues of great uncertainty, we need to diversify our income streams in order to maintain our stability.



# OUR FUNDERS






Age UK London Trading  
 Age UK  
 Big Lottery Fund  
 Bromley Clinical Commissioning Group  
 Dunhill Medical Trust  
 Kings College Hospital NHS Foundation Trust  
 London Borough of Bromley  
 Postcode Lottery Trust.  
 Royal Borough of Greenwich  
 SSAFA

We thank all our funders as well as the individuals and community groups which have helped and supported out work throughout the year.



We give our whole hearted thanks to all our Community Time Bank Volunteers for the nearly 17,000 hours of time they have given the charity, helping and supporting older people in both boroughs. Without their commitment we would be unable to provide the level of support we do.

## How can you help?

-  Organise a fundraising/sponsored event
-  Run for the organisation
-  Make a donation to our work regular or one, and gift aid it
-  Leave a legacy in your will
-  Donate your time, join our community Volunteers Time Bank



Maureen Falloon	Chief Executive	Julia Winnister	Care Navigator	Uchenna Nwokedi Okoye	Peripatetic Support Worker
Honey-Lee McLoughlin	PA to Chief Executive (Mat cover)	Nicola Fishman	Community Development Worker	Victoria Richardson	Day Care Officer
Louise Donovan	PA to Chief Executive	Anne Chatters	Dementia Adviser	Yvonne Conway	Community Helpers Coordinator
Mark Ellison	Deputy Chief Executive	Karen Lewis	Dementia Advisor	Katharine Harris	Community Helper Worker
Lynne Clarke	Finance Manager	Eleanor Beardsley	Volunteer Befriending Worker (Dementia)	Shirley Simpson	Community Helper Befriending & Support Worker
Donna Henry	Finance Manager (Oct 2016-Feb 2017)	Wendy Smith	Health & Wellbeing Manager		
Claire Rowberry	Finance Manager (from Feb 17)	Pauline Cahill	Project Officer - Men In Sheds	Patricia Dockree	Bank Staff
Kasey Adeniji	Services Manager	Colin Denny	Men In Sheds Mobile Coordinator	Patricia Genoni	Bank Staff
Maria Harris	Lead Assessment Support Planner	Lois Cahill	Apprentice - Admin & Customer Care	Gillian Allen	Bank Shopper
Christina McGill	Services Administrator	Jon-Paul Mountford	Men In Sheds Coordinator	Amanda Jones	Support Giver
Martin O'Shea	Services Administrator	Stephen Paxman	Men In Sheds Co-ordinator	Anita Caffery	Support Giver
Katie Heyhoe	Service Administrator	David Fisher	Hospital Aftercare Assistant	Debbie Rakitic	Support Giver
Claire Steer	Services Administrator	Giang Dang	Hospital Aftercare Assistant	Deirdre Fleming	Support Giver
Ellen Ellison	Help at Home Co-ordinator	Marc O'Shea	Hospital Aftercare Assistant	Dinesh Shah	Support Giver
Kim Lawson	Shopper	Jean Huffman	Hospital Aftercare Assistant	Donna Woodhead	Support Giver
Elizabeth Kent	Community Volunteers Time Bank Manager	Kim Ruddock	Hospital Aftercare Assistant	Edith Adesioye	Support Giver
Alexander Sharp	CVTB Co-Ordinator	Vito Belmonte	Hospital Aftercare Assistant/Support Giver	Estelle Birnbaum	Support Giver
Kinza Naseer	Community Time Bank Broker	Ruth Butler	Bank Hospital Aftercare Assistant	Helen Knight	Support Giver
Anne Bridge	Information & Advice Manager	Susan Wapshott	Hospital Aftercare Assistant	Helen Burke	Support Giver
Elizabeth Broughton	Information & Advice Adviser	Jonathon Loveridge	Day Opportunities Manager	Janet Davis	Support Giver
Foluke Oshinmi	Information & Advice Outreach Worker	Helen Cannon	Senior Day Care Worker	Jean Alexander	Support Giver
Trace Laws	Information & Advice Outreach Worker	Christianah Fairfield	Peripatetic Support Worker	Myviet Lam	Support Giver
Elizabeth Boulwood	Information & Advice Outreach Worker	Claire Bennett	Cook - Day Opportunities Centre	Nichola Mitchener	Support Giver
Kim Woolston	Triage Worker	Lisa Kinsella	Care Assistant	Julie Toulson	Support Giver
Karen Shea	Peripatetic Assistant/Nail Cutting Assistant	Lisa Williams	Admin/Care Assistant Time Court	Joanne Berks	Support Giver
Josephine Onofrio	Nail Cutting Assistant	Mark Boland	Driver	Kathleen Obertelli	Support Giver
Lorraine Laurence	Podiatrist	Melanie Savage	Cook	Linda Lawn	Support Giver
Bernadine Georgiou	Nail Clipping Assistant (Bank)	Michelle Harwood	Finance Assistant	Mary Abdul	Support Giver
Krusha Chande	Podiatrist Assistant	Paul Wooddeson	Day Support Assistant	Rita McKay	Support Giver
Marite Austrins	Care Navigator Manager	Richard Rees	Driver	Sandra Morgan	Support Giver
Charlotte Hancox	Care Navigator	Richard Ward	IT & Activities Co-ordinator	Sarah Lewis	Support Giver
Christine Wood	Care Navigator	Suzanne Cottrell	Peripatetic Assistant	Sharenjeet Marwar	Support Giver
Christopher Jones	Care Navigator	Tracey Webster	Day Support Assistant	Lynn Walker	Support Giver



 @AgeUKBandG



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and Wales number 3304510