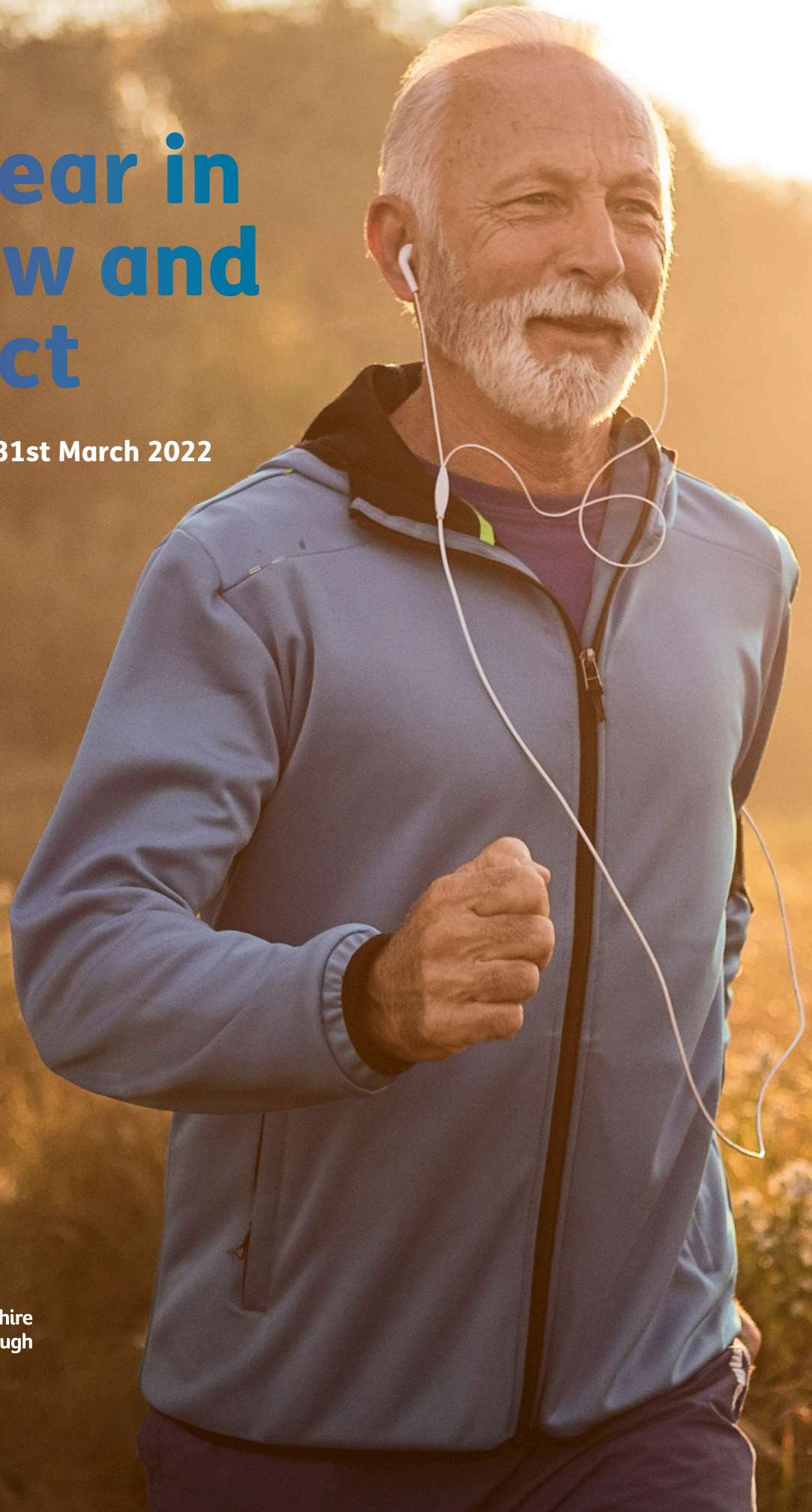


2021 – 2022

Our Year in Review and Impact

1st April 2021 to 31st March 2022



Foreword

Chief Executive Summary



Melanie Wicklen
Chief Executive

We have become accustomed to each year being very varied, but I feel there has been nothing quite like the past couple of years working through a pandemic.

Quoting the somewhat overused term, this really has been an ‘unprecedented time’, yet we go from strength to strength and continue to adapt, ensuring we provide the very best, appropriate, and individually designed support for older people across Cambridgeshire and Peterborough.

We have seen the complexity of enquiries and referrals heighten, which has resulted in the length of time providing support to individuals increasing significantly.

Sadly, this resulted in growing waiting lists, which is not something we are comfortable with. However, we did make a number of changes in order to manage the demands, such as increased staff capacity, where funds allowed, and making operational changes to create efficiencies.

Additionally, we carried out a complete review of our Information Technology systems, meaning we now work remotely in the Cloud, giving greater and easier access to shared files. Our Customer Relations Management system, or database, was updated, allowing us to collate data and access service user records easily and securely.

Whilst we aim to always be proactive in the approach to our work, the past year has required us to be constantly reactive in what has been a very changeable climate. Towards the latter end of 2021, it was clear the Cost of Living Crisis was going to be a big impact on the lives of older people and we were fortunate to receive some donations to provide small grants to those who were struggling to afford the most basic of living costs.

What’s inside

- 4 **How we help**
- 6 **Our Impact**
- 9 **How we increase choice and control**
- 12 **How we reduce isolation and loneliness**
- 14 **How we increase resilience and independence**
- 20 **How we value our community and reach more beneficiaries**
- 22 **How we are the ‘go to’ organisation for older people**
- 29 **How we are funded**

With access to Health and Social Care becoming increasingly harder, and length of statutory waiting lists growing, we continued to provide additional help in the home to reduce the risk of unplanned hospital admissions.

We could not have achieved all we have without the support of our fabulous staff and volunteers who have worked tirelessly. The case studies within this report demonstrate how our interventions help local older people to make improvements to their lives, often at a time of urgency.

Additionally, our work to highlight and encourage older people to claim Welfare Benefits, to which they are eligible, through promotion in the media and talks and presentations has maximised income for many local residents, whilst enabling them to know where to turn for support in the future should they need it.

I would like to share the sad news and give a special mention to Michael Bond who passed away this summer after a period of ill health. Michael had been a Trustee, originally for Age Concern Cambridgeshire, since 1994.

He held roles as Director and Secretary of the Age Concern Regional Support Services Eastern, which provided opportunities such as the National Lottery funded, Fit as a Fiddle programme, for Age Concerns, then Age UK’s in the Eastern Region. Michael was also a significant support in gaining permission to carry out renovations to our Cherry Trees building in Cambridge. He will be sadly missed.

I would also like to give our thanks to Brian Parsons for his commitment as a Board member for over 10 years. Brian retired from his position last October, having been a Trustee for Age UK Peterborough and then Age UK Cambridgeshire and Peterborough when the two organisations merged.

Brian along with another volunteer led the self-audits of our Day Centres, a valuable piece of work which enabled us to make operational improvements and changes where identified.

As we turn our focus to the future, we will be nurturing our professional relationships with the statutory and voluntary sectors, with a focus on providing collaborative preventative services, embedding ourselves into the Integrated Care System.

This opportunity allows us to demonstrate the value of the voluntary sector and how our interventions and specialisms can support the demand on statutory services.

Whilst we continue to meet the objectives within our current Five year strategy, we will start to devise our next strategy and business plan with crucial input from our many stakeholders.

We believe No One Should Have No One

As a local and independent charity, we focus on the issues that impact primarily the over 60’s in our community. From friendly advice to welcoming clubs and groups, offering support in the home to giving carers time to look after themselves, whether it’s a major life change, or just a little extra help is needed – we’ll always be here.



How we help in Cambridgeshire and Peterborough

Our aim is to give ‘wrap around’ support to our Service Users. Many people present themselves to us, or are referred, for a specific reason.

However, through discussion we frequently find that a variety of support would be helpful to the individual. This means some Service Users have more than one service from us and we support them to access other services and provisions (either in the community or statutory) that we do not offer.

This **wrap around approach** has a significant impact on reducing frailty, offering early interventions and therefore reducing the need for more intensive support, and improving resilience.

1. Prevention

- Keeping people healthy, active and maintaining their wellbeing
- Tackling loneliness
- Help to claim Welfare Benefits
- Reducing the risk of hospitalisation and re-admission to hospital

2. Resilience

- Helping people manage long-term health conditions
- Enabling people to continue living independently
- Support to care for loved ones
- Help and improve wellbeing and mental health

3. Representation

- Promoting active ageing
- Influencing decision makers on the needs of our older community
- Bringing generations together
- Educating communities to know what support is needed and the help that is available

Our impact

Our collective services have reached thousands of people over the year. Behind the large numbers are individuals who have been supported to live healthily, safely and independently. What we did:



Our ten days of Christmas

The difference we made from Christmas Eve on 24th December 2021 to the New Year Bank Holiday on 2nd January 2022.

Four of our services continued over the Christmas and New Year period, ensuring older people were not left without support.

Services provided by Hospital Discharge and Admission Avoidance, Community Wardens, Home Support, Sharing Time & Telephone Befriending

“ I appreciate the service especially around Xmas because it’s a lonely time. I’m thankful and reassured by all you do to help me, and the gift and card from a kind donor was lovely.”



How we increase choice and control

Information and Advice Services



11,176
enquiries

500+
benefit claims

£1.3m+
welfare benefit take up

Information Services

We provide free information to enable people to make informed decisions on matters such as: cost of living, welfare benefits, housing, care choices, health and social care, and guidance on completing forms and applications.

What we did

All enquiries are coded to one of over 580 codes to help us analyse themes and trends to identify demands on specific issues and provide us with local data to show areas of concern.

Did you know? Top 3 coded enquiries relate to:

- Care at home
- Benefit qualification
- Sourcing local services.



Our referrals

Source of referral	Reason for referral	Information and Advice request
Word of Mouth 1,714	Information & Advice 5,102	Benefits and Grants 3,554
Professional Network 1,501	Safety at home/Adaptions 1,088	Community Care 2,602
Unknown/Anon Enquiry 1,469	Health & Well Being 1,056	Age UK Services 1,886
Existing or Ex Service user 1,257	Practical help at home 526	Health Related 1,287
Age UK Staff Member 727	Hospital Discharge and Admission Avoidance 470	Housing and Residential Care 566
GP or Community Health Worker 369	Benefits 399	Leisure and Social 401
Website/Internet search 323	Housing 117	Consumer 245
Friend/Family 248	Other 93	Travel 223
Other 240	Social 58	Legal 216
Voluntary Organisation 107		Other 196
Poster/Leaflet 105		
Age UK National 105		

CASE STUDY

Male, lives alone, 79yrs, diabetic, leg ulcer, poor mobility. Lived in unhealthy conditions, food waste and dog faeces surrounding.

No family, a neighbour supports as much as possible and referred to us. We helped with making LEAP (Local Energy Advice Partnership) referral, bought 2 heaters whilst referral to Care & Repair to help fix boiler, helped with council tax arrears arranging a payment plan, co-ordinated a deep clean, arranged installation of a lifeline, and organised a regular cleaner.

“None of this would have been achievable if AGE UK Cambridgeshire and Peterborough had not become involved as he felt overwhelmed by it all and did not know how or where to start. Mr. X now has a quality of life and a warm home to live in.”



Visiting Support Service for Older People

We are increasingly receiving more complex cases working with ex-offenders, older people with poor mental health, and safeguarding concerns..

£597,934

Estimated benefit take up

781

Service Users supported

CASE STUDY

Girton Older Residents' Co-ordinator

As a result of a local funding agreement, we work alongside statutory, voluntary and community groups in the South Cambridgeshire village of Girton

- The Covid-19 Response Group and Helping Girton were gradually wound down.
- Walking to encourage people to re-engage with others in a safe and healthy way was promoted, liaising with local groups, community spaces, independent living complexes and care homes.
- Our Co-ordinator facilitated applications for grants and benefits.
- Recycling of items continued throughout the year, primarily mobility equipment and aids including an exercise bike, incontinence products and equipment for those with eyesight problem



Male discharged after heart surgery with no support package. An exercise guidance sheet arrived sometime after he got home. He and his wife were very anxious about health and mobility.

He lacked motivation and confidence about what he should or should not be doing. We obtained equipment to enable easier use of the toilet and to bath safely himself, a Zimmer frame to help him start walking more, and implemented some changes to their home to help him move around more easily. We encouraged his attendance at the Falls Assessment Clinic which subsequently gave him confidence to be more active. We checked in regularly to see how they were. The couple appreciated our practical support, a listening ear and ongoing encouragement.

“The service has been consistently helpful through this difficult time and we thank you most sincerely.”

How we reduce isolation and loneliness

Social Opportunity Services



Service user celebrates her 100th Birthday with her volunteer friend

Sharing Time and Telephone Befriending

Throughout the pandemic lockdowns and restrictions, we maintained contact with Service Users either by telephone calls or doorstep and garden visits, before slowly building back to making visits within the homes of our Service Users.

Due to demand and clear need, we continued with telephone befriending, which is now a permanent service enhancing our actions to reduce the impact of social isolation and loneliness.

“ I really appreciate all the work that you do for older people. There is no way my Mum would have got through lockdown without her volunteer calling her each week. It’s wonderful now they can see each other again.”

298
Service Users

12,655
Service delivery hours



“ I love it here. I have made friends and get to have a laugh and good conversation. I have something to talk to my wife about when I get home, she tells me about her day too. I feel a lot happier with life than I did a few months back.”

“ You do an amazing job at the day centre. My husband needs a lot of care and it gives me a break when he is at the day centre. He always enjoys going and it is a real lifeline for me.”



Day Services

Following the pandemic, our Day Services re-opened from April 2021, although operating at 50% capacity to allow for social distancing.

We were unable to return to one of our venues but successfully relocated to March Cricket Club changing the name of the day service from Lyons Court to Monday Club.

6
Day centres

2,371
Day Service attendances

74
Service Users

Friendship Clubs

We support several clubs, mostly in and around the Peterborough area, empowering local volunteers to establish independent clubs, supporting them to set-up committees, find premises and access training.

The clubs closed during the pandemic and with our support have gradually re-opened.

12
Clubs

10,000
Annual attendances

200
Weekly club attendances

How we increase resilience and independence

Practical Services

Cambridgeshire Handyperson Service

Over the last year the Handyperson Service has seen an increase in complexity of referrals due to reduced mobility during Covid-19 which increased the risk of falls.

However, by installing minor adaptations such as grab rails, additional banisters, and steps in Service User homes, we help to prevent or reduce hospital admissions. The service, alongside our Hospital Discharge and Admission Avoidance Support Service, facilitates timely discharges.

Information from The Cambridgeshire and Peterborough Falls Prevention Strategy 2022-23:

Falls and related injuries are a common and serious problem for older people. The combination of high incidence and susceptibility to injury in older adults makes falls a major public health issue.

- Both the incidence of falls and the severity of fall related complications rise steadily after age 60.
- Around one in three people over 65 years old, and half of those over 80, experience a fall at least once a year
- Incidence rates of falls in nursing homes and hospitals are almost three times the rates of those living in the community
- Those who fall once are two to three times more likely to fall again within the year

Based on the estimated population in 2021, approximately 39,225 people aged 65 and over in Cambridgeshire and 9,435 people in Peterborough will have experienced a fall at least once during the last year.

The cost to the NHS, treatment in A&E and a stay in hospital:

- Call ambulance £225
- Treatment in A&E not admitted £744
- Daily inpatient charge £913



Out and about the county in our branded van

“ Just to thank you for the recent installation of grab handles for my husband. He is absolutely delighted and feels so much safer now climbing the stairs.

The gentleman who installed them advised on the positioning of the handles and which ones would be best for our needs. He was extremely courteous and did a very good, neat and tidy job”.

1,117
Hours of service

1,250
Households supported

142
Assisted hospital discharges

546
Grab rails fitted

192
Key safes fitted

64
Furniture moves



1,503
Contact hours

4,474
Welfare visits and calls

362
Service Users supported

“ Thank you for all your support. I can turn the heating on now I have been awarded the stay well grant.”

Hospital Discharge and Admission Avoidance Support Services

This wrap-around holistic service supports safe hospital discharges home, and home assessment after discharge, or help to prevent a hospital admission/re-admission.

We had a continued extension through Covid-19 of the NHSE Voluntary Surge Programme and we were awarded funding over the winter months from local Clinical Commissioning Group Winter Crisis/Winter Pressures so we could support not only acute hospital discharges but community hospitals too.

We received a Hospital Discharge Discretionary Fund and Fuel Fund that allowed us to help more older people in dire situations.

“ I really appreciated your kind support and reassurance whilst my husband was in Hospital. The information you provided regarding support at home and options for care was so helpful and extremely useful. I was so grateful to be able talk to you at such a worrying time and I shall be forever grateful. My husband is now in receipt of Continuing Healthcare, and you played a big part in that, thank you so much.”

CASE STUDY

Male. 79yrs lives alone in sheltered accommodation. History of depression and anxiety. Admission to hospital with reduced water intake and not managing at home.

Our assessment revealed:

Problem with washing (he uses a communal laundry on a ground floor and he struggles to get from the second floor to the ground floor with his washing), difficulty with dressing properly, shopping and managing finances, struggles reading and understanding information leaflets with his medication.

Sitting in an uncomfortable armchair with springs coming out of it. His headboard on his bed was loose. Gets forgetful. Very lonely. His sister has moved away and his brother is very ill. He had refused a care package.

Our supportive actions and outcomes:

We contacted his GP Surgery to arrange his prescription to be in dosset boxes. He can now easily manage his medication.

We referred him onto our Home Support Service to assist with his laundry and he no longer has to struggle downstairs or with heavy laundry.

We referred him to our Information and Advice Service for a benefit check, he has now maximized his finances.

We referred to our Handyperson Service to fix his bed headboard and help with some mold growth and fix curtain rails. He now has a comfortable bedroom.

We took along an Argos book to enable Mr X to choose a suitable new replacement chair. We purchased and then delivered the chair to Mr X and disposed of his old one. He can now sit comfortably.

We referred him on to our Telephone Befriending Service to have a regular friendship call. He enjoys weekly chats and feels less isolated and lonely.

We encouraged Mr X to consider an adult care package again, which he decided he would like to receive, recognising he did need care support at home to remain safe and well. We contacted Adult Social Care with his permission. He says the care package now gives him peace of mind.

We referred to our Visiting Support Service for Older People who helped arrange his care payments by direct debit and helped to organise his finances and paperwork.

Until everything was in place and settled we called him regularly to check in on his wellbeing.

“ I can't thank you enough. I'm so grateful for all you've done to help me get back on track. I feel much more in control of everything. It's made a huge difference to my life, and I'm thrilled with my chair it's lovely and comfortable.”

CASE STUDY

On Wednesdays one of our wardens takes her dog, Saski to visit a service user.

“It’s like having my own personal therapy dog. I love stroking her and hearing about my little friend.”

The warden says, “John delights seeing Saski and is so relaxed when with her. He asks me every morning how she is. On our Wednesday visit he packages up a Boneo and tripe stick for me to give her when we get home, as he knows he isn’t allowed to feed her on our visit.

Even when she doesn’t visit, he gives me a doggy bag to take home for her! Saski adores John and looks forward to her Wednesdays too. I think it works really well and has given John a new dimension and outlook. He struggles with feelings and doesn’t often laugh but he shows lots of affection to Saski and you can see the happiness on his face.”

49,440

Visits and calls

221

New referrals

205

Average weekly Service Users



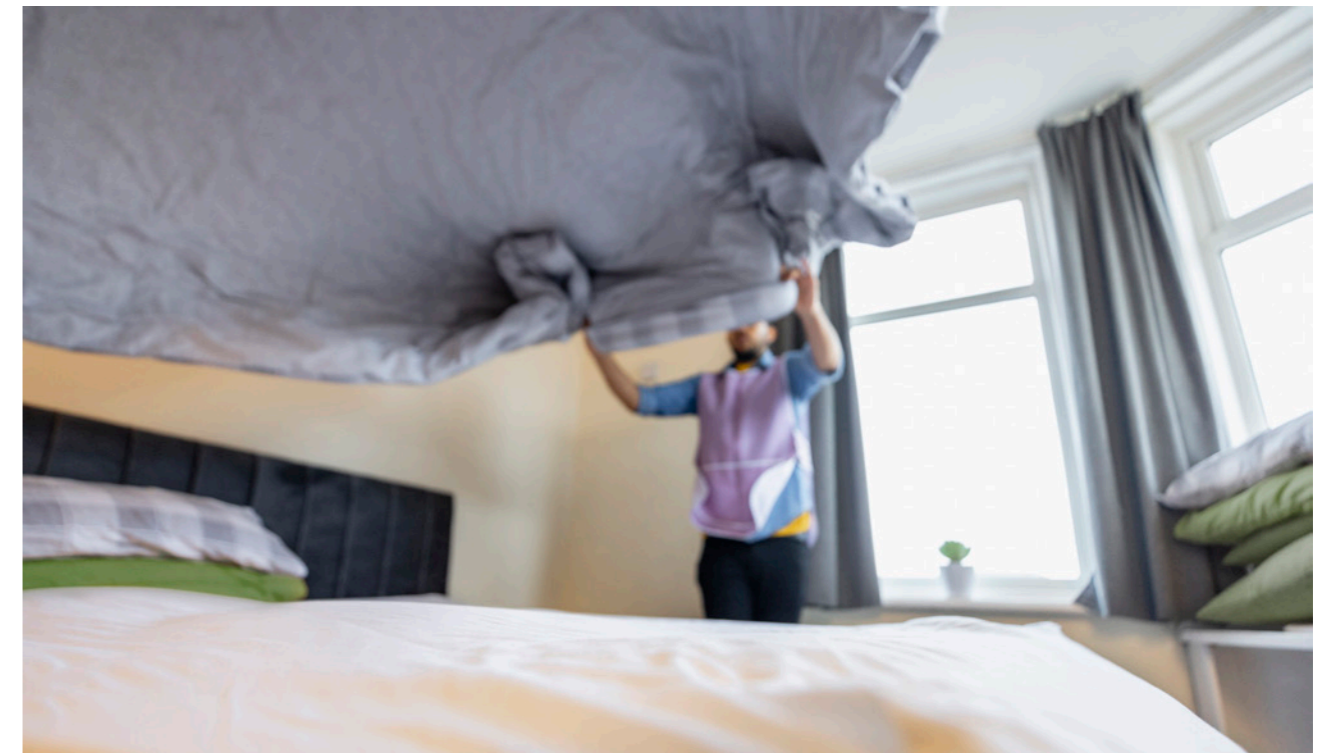
Community Warden Service

We operate 20 Community Warden services around the county, to assist independent living at home

His warden visited my father yesterday morning and found him in trouble and called an ambulance. Please give her my heartfelt thanks for what she did, and indeed, for all the things you and your volunteers do.

Thanks to your work my father was in a warm and caring place when he slipped peacefully away late last night.

I live in America and haven’t been able to see my father as much as I would like because of the travel restrictions but I talked with him most days and he told me how much it meant to get the regular calls from you.” A family member



Home checks

We aim to reduce falls and accidents, improve security and warmth, and provide information services.

We do this by conducting free Personal Assessment and Home Safety Checks, as a support service to Peterborough City Council (no public referral route).

5

new referrals per week on average

14,997

hours of service

305

households supported

183

Covid-19 support shopping deliveries made

Home Support Service

Household tasks, such as cleaning and laundry, can be a challenge as we get older. An unkept home can quickly become unhygienic creating a risk to health and tripping hazards.

During the Covid-19 lockdowns we provided a Covid-19 Shopping Service, which ceased in June 2021, to become embedded within our Home Support Service.

“ We are so lucky to have Jane (name changed), she is efficient & amazing. If the only time she could come was 4am we would get up for her! She has made life so much easier doing the jobs we’re unable to, like reaching high, or low, and cleaning behind the toilet.”

How we value our community, and reach more beneficiaries

12,656

Hours of friendship

304

Total Volunteers

Volunteering

Volunteering has proven benefits to both mental and physical health. It can increase self-confidence, combat depression or low mood, improve physical health, provide a pathway into work, and connects people and communities.

The support and dedication of volunteers is crucial to some of our services. Our service delivery model for Sharing Time and Telephone Befriending is dependent upon the roles of volunteers. Volunteers also support our other services in many different capacities.

We highly value our volunteers and ensure they receive training and support to carry out their roles.

“ Being a telephone befriender has given me a new sense of purpose. I can be a listening ear and support people in the community, enjoying every call which is often filled with both laughter and sadness. Listening and learning about what people have experienced and coped with in their lives is a great tonic for my life.” Volunteer



How we are the 'go to' organisation for older people

Our Mission

'Age UK Cambridgeshire and Peterborough seeks to promote a positive experience in later life by working with older people and those connected with old age. Tackling challenges and barriers by providing Information, practical and social support, together we will achieve a sense of purpose and fulfilment, demonstrating to all that Age Matters.'

Our Vision

To be the most trusted, reliable and recognised organisation for older people in Cambridgeshire and Peterborough

“ Age UK Cambridgeshire and Peterborough is an important member of the Older People's Partnership Board. As a key provider of services to older people they bring insights into the broader issues that are impacting on people's lives, identifying issues and working with both statutory and community and voluntary sector organisations to meet those needs.”

Graham Lewis, Healthwatch Cambridgeshire

Our Services aim to deliver Our Mission.

In order to deliver Our Vision we have developed the following:

- Committed Board, Staff and Volunteers
- Strong reputation with external partners
- Strong Brand and wide community presence, this includes:
 - Talks and Presentations in the communities we serve
 - Website and social media
- Leading role in representation, influencing and campaigning.

Did you Know

We are on **63 partnership boards** and steering groups – representing older people helping to build appropriate services to meet needs on the ground

“ Throughout Covid-19 and beyond, I have always found Melanie Wicklen and the Age UK Cambridgeshire and Peterborough team to be forward looking and creative. They have prevention at their core, and unlike some agencies are always able to present an authentic view from the perspective of their users. They are significant partners, and their input has been incredibly valuable across the system as we look collectively to support our residents in ever more effective ways.”

Oliver Morley, Huntingdonshire District Council

Our Public Communications

The public and professionals seek our specialist knowledge, assistance and guidance. We are a reliable and trustworthy source of information and advice.



Influencing our community

Our campaigning activity is to raise awareness to support wellbeing in older age, provide information, and for change to improve services and challenge inequality. As an independent charity we must also campaign to raise funds for the delivery of our local services. Age UK Cambridgeshire and Peterborough is an independent charity and a Brand Partner of the national Age UK charity, sharing the benefits of campaigning on national issues, best practice and a trusted name.

Example of some of our campaign activity (all activities are on our website):

- Support for **Malnutrition Awareness Week**. Older people can be more vulnerable to preventable malnutrition. As a result of the pandemic, many older people have become less physically mobile, have experienced loss, bereavement, sadness and loneliness all of which can result in eating less.
- We gave our support to the Age UK national campaign to **Fix Social Care**. Our care system was already at crisis point, but the coronavirus pandemic made it even weaker.
- We are very proud to have been part of the **Voluntary Sector of Peterborough Covid-19 Response Group** and to be recognised with a Peterborough City Council Civic Award.
- **Big Knit Campaign** 15,085 little hats knitted by our supporters raising £3771 donation from innocent smoothies
- **Christmas Giving**. Over 300 Christmas gifts and 100 Christmas cards donated by the local community and personally delivered by our staff to Service Users.
- We invited Paul Bristow MP for Peterborough, and a member of the Government’s Health and Social Care Select Committee, to speak to some Service Users, carers, volunteers and staff to hear first-hand their own local experiences of health and care and how supporting and improving services for older people are more important than ever coming out of the pandemic.

300

Christmas gifts donated

15,085

little hats knitted

£3,771

raised through the Big Knit



CASE STUDY

“I delivered a Christmas gift and card from St Faith’s School on Sunday to my chap, I was unable to take pictures, he’s in a hospital bed, but I just wanted to let you know his response. On arrival my usual jovial chap was in a low mood, yes he had not long woken up but he told me he was fed up and did not think life would come to this. He has no family and just sees the carers and me.

His face lit up when I gave him the card and present, “what for me?”. I then read the card and he was so touched by the words from Adam and his classmates.

Please say thank you to St Faiths, I left my chap with a smile on his face because someone thought about him. It really was special.”

A member of staff

Our calendar summary

Some additional activities, events and campaigns from our year



Our People

130

Employees

300+

Volunteers

11

Trustees

Staff and Volunteers

We value our people and develop our workforce with regular and varied training opportunities including in house training and external training courses. Our team is equipped to work safely so they can take care of themselves, their colleagues and our Service Users to the high standards we expect.

All our volunteers receive a comprehensive induction, providing them with confidence to carry out their role. We have 130 employees, most work part-time; the full-time equivalent is just under 60.

All our staff complete regular mandatory training in Safeguarding, Lone Working, Fire Safety, Dementia Awareness and Manual Handling.

We have currently 4 mental health first aiders with plans to expand this team across the organisation, 19 fire wardens, 49 with Level 2 certificates in Food Safety and 18 First Aiders.

During the year we demonstrated our commitment to equality and inclusivity for people with different needs in the workplace by becoming a Disability Confident organisation.

Board of Trustees

Hazel Williams MBE (Chair)	Alex Alexander
Clive Adkin (Vice Chair)	Julie Weaver
David Bruch FCA (Treasurer)	Antony Clark
Adrian Kirby	Michael Bond
John Holdich OBE	Brain Parsons
Alison Reid	

President

Dr Stephen Webster MA, MD, FRCP

How we are funded

24.4% of our funding comes from donations and paid services

75.2% of our funding comes from grants and commissions

Our Funding

We receive our funding from a variety of sources. The majority is to deliver commissioned or grant funded services, supporting local older people through our Information and Advice, practical and social/friendship services. Some of our services are charged for in order to cover the cost of delivery.

We also must raise funds and we do this through fundraising activities to encourage donations and we are also grateful for the gifts of legacies and collections following the passing of some of our Service Users whom we have helped over the years.. This income allows us to subsidise service delivery and start new projects, to reach and support even more older people.

We are funded by:

0.4% Age UK National Charity

24.4% Donations and Paid Services

75.2% Grants and Commissions

Treasurer's Review

£2.12m

spent on services and activities

£2.26m

income generated

11%

increase in spend compared to 20/21

We are pleased to report that the income of the Charity was approximately £2.26 million. This is a reduction over the previous year of 2% due to the reduction in Covid-19 related grants which offset the growth in income from charitable activities.

Approximately £2.12 million has been spent on the services and activities as outlined in this review and impact statement, an increase of 11% over the previous year.

The effect of Covid-19 has impacted the way the Charity operates, but due to the flexibility of all staff members we have been able to prioritise those areas that needed and still do need our help.

As you will have read elsewhere in the report, we have over 300 volunteers helping us to achieve our aims.

This is your contribution to our Charity and for this we are grateful and we thank you all.

A copy of the full accounts for the year to 31st March 2022 is available on request to: Age UK Cambridgeshire & Peterborough, L24 South Fens Business Centre, Fenton Way, Chatteris, Cambs. PE16 6TT or from the Charity Commission website.

Our Supporters

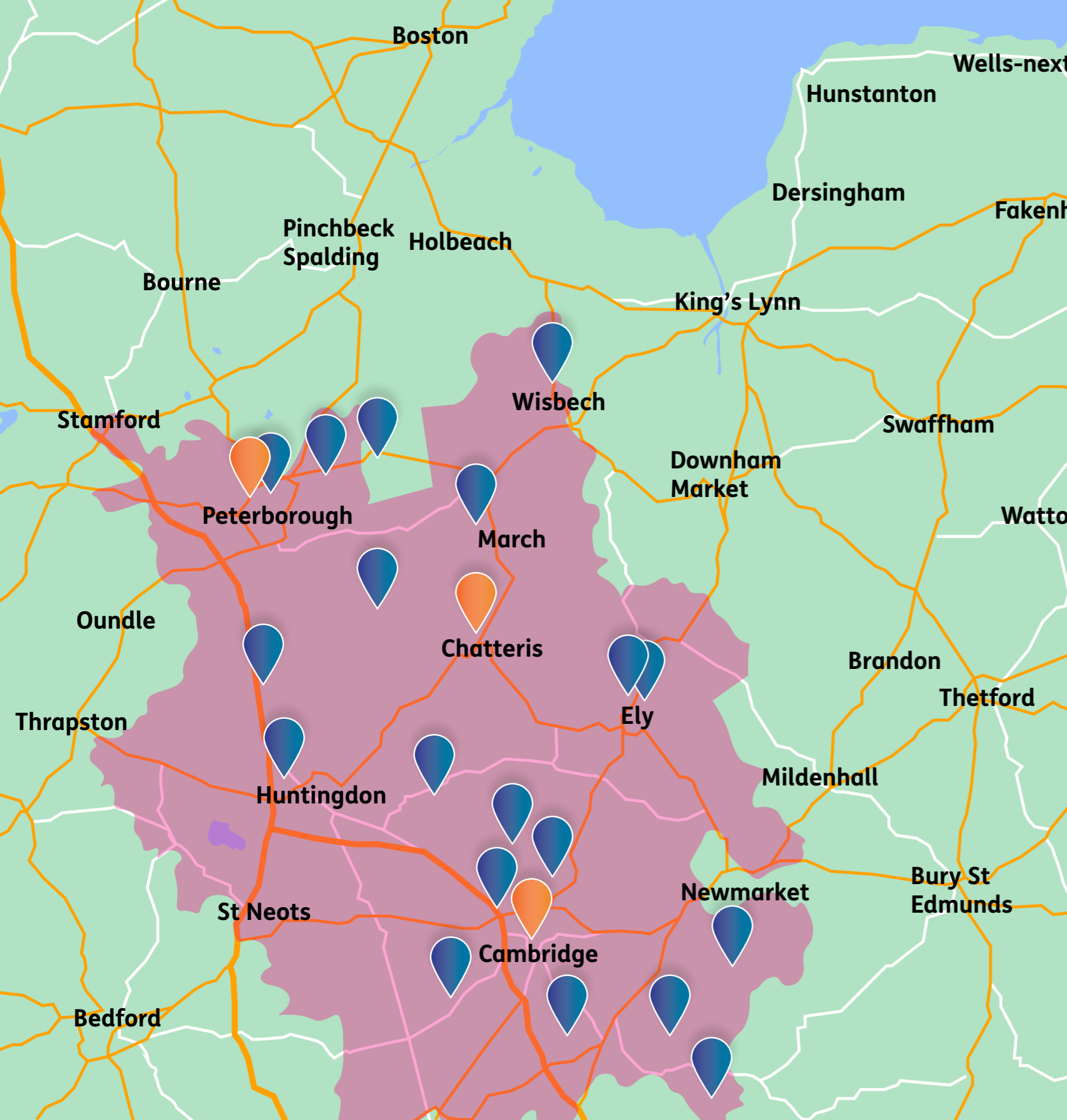
We thank all our funders, donors and supporters, who enabled us to deliver such a wide range of services and extra acts of kindness.

We wish to acknowledge with heartfelt thanks the legacies we have received during the year, together with in memoriam gifts and especially thank families for thinking of us at their time of loss.

- Academy of Ancient Music
- Adder Technology Ltd
- Age UK
- Amazon EUK5
- Arnold Clark grant
- Balsham Parish Council
- BGL Group Ltd
- Bluebell Over 60's
- Cambridge City Council
- Cambridge Healthcare Research
- Cambridgeshire Community Foundation
- Cambridgeshire County Council
- Castle Camps Parish Council
- East Cambs District Council
- Ellis Winters (estate agent)
- Farthing Trust
- Fenland District Council
- Fenland Meridian Lodge
- Fenstanton Parish Council
- Girton Town Charity
- Harris Family Charitable Trust
- Histon & Impington Parish Council
- HMRC
- Hopkins Homes
- Horseheath Parish Council
- Huntingdon Hockey Club
- Huntingdonshire District Council
- Ivy Mary Macfie Charitable Fund
- John Lewis
- Landbeach Parish Council
- Linton ACE
- Linton Parish Council
- Littleport Parish Council
- Littleport Town Lands Charity
- NHS
- Peterborough City Council
- Pye Foundation
- Rotary Club Wisbech
- RT Roofing
- Screwfix
- Shudy Camps Parish Council
- South Cambs District Council
- Stapleford Chestnut Club
- Stapleford Parish Council
- Stapleford Parochial Church
- Stapleford St Andrews Church
- Swavesey Parish Council
- Thomas Galon Charity
- Teversham Parish Council
- Waterbeach Parish Council
- West Wickham Parish Council
- West Wrattling Parish Council
- Weston Colville Parish Council
- Whittlesey U3A
- Wisbech Lions Club

Plus other anonymous donors and those who have individually and in clubs, raised funds for our cause. These donations are all gratefully acknowledged.

We thank Zest Communications for the fifth year in sponsoring the production of our Annual Review and Impact Statement, donating all design time.



Where we work

Our Main and Registered Office:

South Fens Business Centre,
Fenton Way,
Chatteris,
Cambs
PE16 6TT

Peterborough Office:

Pinnacle House,
Newark Rd,
Peterborough
PE1 5YD

Cambridge Office:

The Cherry Trees Club, 2 St
Matthew's St, Cambridge
CB1 2LT

Day Services

The Cherry Trees Club,
St Matthew's Street,
Cambridge CB1 2LT

The Oasis Community
Centre, St Michael's Avenue,
Wisbech, PE13 3NR

March, Cricket Club,
Burrowmoor Road,
March,
PE15 9RS

Ambury Road,
Huntingdon,
PE29 1AD

Steve Woolley Court,
Benyon Grove
Orton Malborne,
Peterborough
PE2 5HP

Community Warden Services

Cambridge City
Cambridge North West
Villages (Fen Drayton,
Fenstanton and Lolworth)
Cambridge South Villages
(Sawston, Whittlesford,
Hinxton, Ickleton, Duxford
& Pampisford
Cambridge South West
Villages (Papworth,
Hardwick, Wimpole,
Comberton, Caldecote, Toft,
Bourn)
Ely
Fenland South Villages
Fulbourn
Girton
Histon and Impington
Linton
Littleport
Longstanton
Peterborough
Ramsey
Small Villages (Weston
Colville, West Wrating,
Balsham, Shudy Camps,
Horseheath, Castle Camps
& West Wickham)
Stapleford
Swavesey
Teversham.

Friendship Clubs

10x Peterborough
(Bretton, Glington, Paston
and Gunthorpe, Thorney,
City East, Netherton,
Stanground, Eye,
Werrington, Orton)

Somersham, Huntingdon
PE28 3HE

Little Thetford, Ely CB6 3HG

Cambridgeshire Handyperson Service

Cambridge City, South &
East Cambs, Hunts and
Fenland

Girton Older Resident's Co-ordinator

Girton

Countywide Services:

Information and advice,
sharing time, telephone
befriending, Home Support
Service, Hospital Discharge
and Admission Avoidance
Support Service, free talks
and presentations

Age UK Cambridgeshire and Peterborough

South Fens Business Centre,
Fenton Way,
Chatteris,
Cambs
PE16 6TT

Tel: 0300 666 9860
www.ageukcap.org.uk



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