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# Annual Review

## 2015-16

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## CHIEF EXECUTIVE OFFICER'S REPORT

### A year of partnership, achievements and challenges

Age UK Camden (AUC) is a complex and dynamic organisation. I am proud to lead the staff and volunteer team and advise the trustees on strategic direction.

As well as our mainstream services, we are now involved in three other distinct areas of work.

- Ageing Better in Camden (ABC) – a Big Lottery-funded multi-agency programme, with older people in leadership positions, delivering services to reduce isolation and collect evidence of which interventions work best.
- Opening Doors London (ODL) – a campaigning and support organisation for older lesbian, gay, bisexual and transgender people. In 2016 ODL was constituted as a subsidiary charity of AUC, building on 11 years within the mainstream organisation.
- Personalisation Support in Camden (PSIC) – a local disability charity subsidiary supporting choice in personal care.

#### Ageing Better in Camden

ABC's six-year programme started in July 2015, with AUC as the lead agency. This role significantly boosted our turnover, though most money immediately goes to delivery agencies. The programme has an asset-based community development approach to reducing isolation and seeking to empower older people and communities.



#### What is asset-based community development?

- Using all resources – human, social and physical – most effectively to achieve positive change.
- Ensuring people and communities are involved in delivering the services that affect them.

**We help more  
than 8000 older  
people every year**

The programme's exciting work included six projects:

- Community Connectors – helping older people join and contribute to local services
- supporting older men
- delivering intergenerational activity
- work in Kilburn and the Somers Town/ St Pancras areas, with older people providing mutual support
- delivering computer and smartphone training
- RecommendMe – an interactive online portal pilot.

Planned projects include work with Bangladeshi older people and work in three other neighbourhoods.

#### Opening Doors London

This year's work included preparation for ODL becoming a subsidiary of AUC. The reasons for the change in status are two-fold: better governance and the ability to unlock more funding and so improve sustainability. ODL also continued to build relationships with organisations in south London, increased volunteering and peer-to-peer support and secured a new grant from the Big Lottery Fund.

#### Personalisation Support in Camden

This service was established in 2014 to deliver the direct payments support service for disabled people under the age of 65 on behalf of Camden Council. PSIC is intended to be a short-life 'special

purpose vehicle', with its activities being transferred to the Centre for Independent Living or a new disability charity when established.

This year we helped over 300 clients. We also provided a payroll service for clients who want to employ their own carers and are planning to expand this.

### **A model of good practice – Care Navigators**

Another key development in 2015/16 was the Care Navigators service, funded by Camden Clinical Commissioning Group (CCG) as a two-year pilot, and delivered by AUC in partnership with Camden Carers Service, from which the manager Sharleen Rudolf was seconded.

We are grateful to Age UK London for helping us develop the model and the tender bid. Six Care Navigators support GPs and other practice staff by helping older people with their social needs and in finding their way around the NHS. As we enter the second year of the pilot, the initial results from the independent evaluation are very positive: the service was quoted as a model of good practice in a Care Quality Commission report, and the CCG has entered the service for an award.

### **Challenges**

The year also saw some disappointments and challenges. These included the closure of our advocacy service (related to Camden Council's contract strategy

in tendering) and our lack of success in fundraising to develop a more substantive project supporting older men.

These were some of the major changes and highlights of a busy year. We also delivered much more, as outlined in the rest of the annual review.



**I am proud to lead the staff and volunteer team and advise the trustees on strategic direction**



*"We have 350 volunteers whose diversity reflects that of the borough and enhances our capacity to provide appropriate support to those who need our services"*

## CHAIR'S REPORT

### Change, development and celebration

It has been exciting to watch Age UK Camden evolve and adapt to meet the challenges presented both by the current economic climate and the changing role of the public sector. Significant developments have meant an expansion in the size of the organisation and our range of services, resulting in greater participation of communities and other stakeholders in shaping, identifying and planning our services.

#### Partnership

This year has seen a growing emphasis on partnership work, facilitated by our role in Ageing Better in Camden. We have worked with a wide range of voluntary organisations, Camden Council and the Clinical Commissioning Group, and have become increasingly aware of the range, diversity and strength of the offer to older Camden residents.

#### Anniversary

In October 2016 we shall be celebrating the 50th anniversary of Henderson Court, our resource centre in Hampstead. This service now has a greater focus on provision for the most isolated and vulnerable. In partnership with Hampstead Community Centre, Henderson Court has been awarded funding from Camden's Strategic Partners (Neighbourhoods) Fund to help maximise use of the building and develop partnerships with businesses and the community. There are also funding bids to expand and refurbish the building. Great Croft, Henderson Court's sister resource centre in Kings Cross, has been awarded similar funding to adapt and expand its building. These funds will enhance the member experience at both

centres and allow the dedicated staff to develop the services.

#### Thanks

I want to use this report to acknowledge all those who contribute to the work of Age UK Camden. Firstly, thank you to the staff, who make it an effective, efficient responsive organisation in a changing world. I salute their professionalism and dedication and feel privileged to have worked with them. We also have 350 volunteers who contribute in a range of areas, including befriending, counselling and advice and information. Their diversity reflects that of the borough, and enhances our capacity to provide appropriate support to those who need our service. The volunteering offer is boosted by links to companies.

#### Trustees

The trustees are a proactive group who help to guide our direction. Many also contribute as volunteers and so gain an understanding of the ethos and workings of the organisation. I value their wisdom and support when hard decisions have to be made. I particularly want to thank Virendra Ahuja for his contribution as treasurer for four years. He ensured that our finances were on a secure basis and kept us all informed of our financial situation. I welcome Sourav Sen as our new treasurer.

**Janet Guthrie**  
**Chair**

## OVERVIEW

### Tackling social isolation

Research has shown that social isolation and loneliness kill a comparable number of older people to smoking or heart disease. Much of Age UK Camden's work concentrates on tackling these issues.

Contributing factors include cuts or changes in council and community services, digital exclusion and family dispersal. 'Transitions' – loss of work, poor health or bereavement – can be difficult. Some groups are more at risk of isolation: older men, who have led lives orientated around work, tend to be less 'clubbable', older lesbians, gay men, bisexual and transgender people are more likely to live alone. Black and minority ethnic older people, particularly when communities are dispersed, can face particular problems.

'I don't know my neighbour' is a common refrain in cities – we hear this in Camden from older people, irrespective of social class or housing tenure.

Age UK Camden has many ways to engage and support people: creative and multi-faceted engagement is important. Much of our work is outlined elsewhere in this annual review, some areas are highlighted below.

#### Befriending

Carefully matched, vetted and trained volunteers in our befriending services visit or call older people or accompany them to leisure or learning activities.

We are proud to work in partnership with Origin Housing and Abbey Community Centre, helping deliver good neighbours schemes. Opening Doors London

delivers lesbian, gay, bisexual and transgender befriending across London. Our Dementia Befriending service supports those with memory impairment.

#### Kinship and cake

Many who use our resource centres would otherwise be homebound. With support from staff and volunteers they find new friends and interests. Our Counselling service often helps those facing transition to move forward. The Advice service focuses on accessing services, ensuring people's rights and maximising income: claiming benefits can be key to choice, quality of life and reducing isolation. A spin-off from the formal advice service is the coffee morning run by an older volunteer where kinship and cake are key.

#### Innovative services

Ageing Better in Camden offers new and innovative services including Community Connectors, which helps older people join or contribute to services. Age UK Camden is proud to have led the bid, with Camden Council and Camden Clinical Commissioning Group, that secured a six-year, £4.5 million investment in Camden. Older people are involved at all levels.

**Social isolation and loneliness are powerful issues affecting older people, but there is much that can be, and is being done, with money and volunteers, and with Age UK Camden at the local helm**





# DEMENTIA BEFRIENDING

## Alleviating loneliness

Age UK Camden runs befriending services, where trained and checked volunteer befrienders make regular visits to socially isolated older people. Service users are mainly those who have little or no other contact with family, friends or support services.

### Dementia Befriending

Our Dementia Befriending service prioritises older people with dementia or memory loss, to help maintain their interests and skills and connect with the local community and appropriate services.

The service also advises and supports the family and friends of people with dementia, and professionals.

This year saw a 17% increase in referrals and a 30% increase in the number of individuals matched.

### Collaboration

Collaboration is a major focus. We developed reciprocal referral arrangements with Care Navigators (health or social care professionals based in GP practices), Community Connectors (a Camden-wide project to tackle social isolation and loneliness) and community centres.

We ran dementia awareness sessions with the Greek Cypriot Women's Group, Opening Doors London, Bloomsbury Festival Artists and Camden Patient and Public Engagement Group, as well as other Age UK services. We also co-facilitated Great Camden Minds,

engaged with adult social care on issues of safeguarding and attended the London Dementia Action Alliance.

### Developments

There were a number of exciting developments during the year. We introduced 'Keep in Touch' – postal befriending to complement the befriending visits – where individuals receive cards from corporate volunteers at Marriot Harrison on a monthly basis and on special occasions.

We collaborated with the British Museum to provide a training session and exhibition catalogue to lend to befrienders when they visit their clients. We also helped promote and provide referrals for University College London's research on public and cultural engagement.

Finally, in March we helped Indomitable Productions create 'An Album of Memories' – an afternoon of musical memory through song and conversation.

### Further information

Dementia Befriending Coordinator  
Email: [dementiabefriending@ageukcamden.org.uk](mailto:dementiabefriending@ageukcamden.org.uk)  
Phone: 020 7239 0400



*"I met S [befriender] last Saturday when I went to visit mum. She is a lovely woman and she has built up a great relationship with mum. There is genuine affection between the two of them, which is lovely to see. Thank you for making such a good match!"*  
Daughter of member

*"I love Kate coming to visit me. She's nice and we have such a laugh. It's good to have someone keep an eye on me"*  
Member



## GOOD NEIGHBOURS SCHEME

### Priceless communication

Between April 2015 and March 2016, 53 people used the NW3 Good Neighbours Scheme – 41 women and 12 men – more than half aged 85 plus. Each had a volunteer who visited them for at least an hour a week – many for longer – an annual total of approximately 2700 hours.

We had 27 referrals, from professionals, relatives and friends. For most people in the scheme we are largely an end-of-life service: out of the 29 people who left the scheme over the year 17 passed away.

We also work in partnership with Abbey Community Centre and St Pancras Community Centre to provide befriending services in other parts of the borough, funded by the Big Lottery Fund.

### A multitude of activities

Activities include visiting museums and art galleries, going to banks and shopping centres, or taking a stroll round the area. Many members stay in as they are housebound: volunteers help with paperwork, chat about life events or look up places of interest on the scheme's iPads.

### Time to listen

We know the importance of a conversation. When a volunteer takes the time to listen to the person they are visiting, it is an immeasurable, priceless benefit.

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Our annual survey showed the positive impact the service has on the quality of life of older people:

- 71% reported an improved level of wellbeing and happiness
- 69% reported feeling more in touch with the outside world
- 40% reported improved help from health services.

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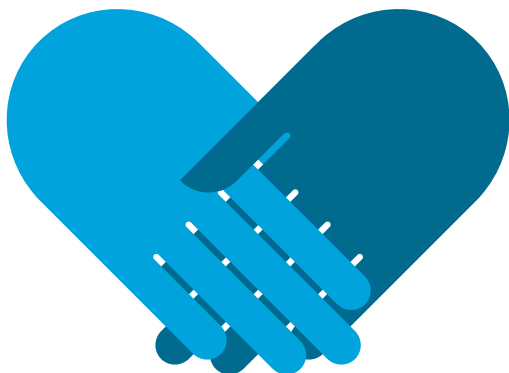
*"We have such interesting conversations, it's a joy to have him in my life."*  
Member

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### Further information

Email: [hgns@ageukcamden.org.uk](mailto:hgns@ageukcamden.org.uk)  
Phone: 020 7239 0400

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## OPENING DOORS LONDON

### Increasing confidence

Opening Doors London (ODL) runs a befriending scheme for older LGBT people living in London. The scheme aims to reduce the stress of isolation and loneliness, increase members' confidence and enable them to maintain their independence.

Volunteer befrienders are matched with individuals, with whom they maintain regular social contact. This could be going with them to a social group or community activity, visiting an exhibition or event, or having a cup of tea and a chat.

### Life changing

Our befriending service continues to grow. It now operates in every London borough, and we have more than 60 befriending relationships, provided by 70 volunteer befrienders.

*"This is the first time in 55 years that I've had company on Christmas day."*  
Member, aged 94

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### Further information

Email: [befriending@openingdoorslondon.org.uk](mailto:befriending@openingdoorslondon.org.uk)  
Phone: 020 7239 0400

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## DEMENTIA SERVICES

### Wellbeing and support

#### Dementia Adviser

This service, based in the Camden Memory Service, gives those affected by dementia a point of contact for information, advice and help about local support. Service users may have memory loss or a diagnosis of dementia, or they may be caring for someone who does. If we can't provide advice directly we signpost people towards statutory and/or voluntary services that can.

#### Referrals

Most referrals this year were from the Camden Memory Service. Others came from Age UK Camden's Information and Advice service and Camden Carers Centre.

#### Dementia services at our resource centres

Our resource centres (see page 9) receive regular referrals from Camden Council's adult social care team. The centres provide meaningful contact with skilled, trained specialists and a caring environment to support people with mild and moderate dementia. They also offer a range of activities, events and day trips.

#### Raising awareness

Part of our role is to raise awareness of dementia in the local area and within local communities.

We facilitate the Great Camden Minds Dementia Involvement Group, which meets on a monthly basis in the Belsize Park area. The group aims to:

- reduce the stigma of dementia
- access and provide peer support

- have a say in services and policies relevant to older people with memory impairment.

The group is supported by the Dementia Engagement and Empowerment Project and the Camden Carers Service.

#### Increase in demand

As people live longer, and doctors become more aware of the early signs of dementia, the number of people diagnosed with dementia will continue to rise. This year saw a marked growth in demand for our services.

#### New plans for dementia wellbeing

In autumn 2016 we will launch a revised Dementia Wellbeing service. The new Dementia Wellbeing worker will manage a caseload of clients and provide practical and emotional support to meets their needs. This will include an initial home visit where they will work with the individual to produce a personalised wellbeing plan.

This service will work with our resource centres, direct payments and advice teams, befriending service and Care Navigators to make a real difference to our clients.

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#### Further information

Phone: 020 7239 0400

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**2000 service users have  
memory loss or dementia**

**321 active clients  
119 new referrals**



## RESOURCE CENTRES

### Facing a critical time

Our two resource centres, Henderson Court and Great Croft, provide social and interest-based activities, as well as nutritious hot lunches, for Camden residents aged 60 and over. They are open from Monday to Friday.

In line with our developing work to meet the increasing needs of people with dementia and those who care for them, our resource centres have become dementia specialists. Our specially trained staff hold dedicated dementia days with events and activities aimed at people with memory loss.

### Challenges

Last year was a critical time for the centres. Cuts in adult social care had a direct impact on the services we offer, and the centres are now only able to offer places to those directly referred from Camden's Adult Social Care department or those who are self-funders.

Despite the challenges, the centres have maintained a person-centred approach to their activities and events, which cover health and fitness, arts and crafts, music and drama and much more.

### Corporate partners

The centres have continued their great work with corporate partners, including Rothschild, the Guardian, RadiumOne and Timberland. Volunteers get involved in organising a wide range of events for members, including fundraising activities and parties.

### Nature award

Great Croft Resource Centre was a runner up in the Growing Localities Awards, run by the City Bridge Trust with Lemos and Crane, for using its garden to improve the wellbeing of local residents and service users.

### Innovation and celebration

Our team are constantly looking at innovative models of delivery, with services that remain relevant and sustainable. A review on Henderson Court will focus on how we can continue to be at the forefront of dementia support to meet our members' needs. We are also seeking new income streams, including a social enterprise café and hiring out space.



## INFORMATION AND ADVICE/ DIRECT PAYMENTS

### A year of change

Our holistic advice service provides information and advice on a wide range of issues. Clients can access the service in person, by phone or online.

This year we:

- dealt with 8308 issues/enquiries
- advised 3432 clients
- raised £647,226.51 in unclaimed benefits and reduced debts.

Following a review, we changed our service delivery methods in October, resulting in:

- a 50% increase in clients from the second to the third quarter
- 50% more clients being helped at the information desk
- 66% more telephone clients.

Clients now get an appointment with an adviser at the first point of contact, at a time that best suits them, and there is no waiting list.

### Direct payments

This was a busy year for our direct payment service. As well as a large increase in the number of direct payment enquiries, we:

- helped 449 clients
- set up 90 direct payments – this included 11 personal health budgets (these help people to get a more personalised service from the NHS)
- organised four service user events.

### Short-term project successes

Between September and March we participated in the E.ON and First Utility Warm Home Discount programme, which helped eligible clients to identify and claim benefits and apply for support with their energy bills. We exceeded the target of 150 clients by January and received further funding for an extra 50 sessions. We ran 212 sessions, identified £410,635 in benefits and met our new target two weeks ahead of schedule.

The Planning for Later Life project, which ran from January to December, helped 388 clients who were experiencing or preparing for life changing events (in excess of our target of 225).

### Safeguarding

The service completed the Camden Safeguarding Adult Board tool. This showed that Age UK Camden is meeting best practice requirements in its delivery, procedures and recruitment.

Age UK Camden raised 11 safeguarding alerts, helping to protect vulnerable older people from different types of abuse, including financial, physical and psychological.

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### Further information

Email: [info.desk@ageukcamden.org.uk](mailto:info.desk@ageukcamden.org.uk)

Phone: 020 7837 3777

(10am-4pm Monday to Friday)

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*“I would like to express my grateful thanks to the Information team. They managed to resolve all my problems in such a helpful and professional manner. I was in despair, having got absolutely nowhere. The staff that helped me were very friendly and extremely helpful.”*

Client

## COUNSELLING, PSYCHOTHERAPY AND GROUP THERAPY SERVICE

### A safe space

The service offers counselling to Camden residents aged 55 or over who are registered with a Camden GP surgery. They may have dementia or be housebound, and can have counselling in their own language if available. People may self-refer or be referred by their GP or other professional.

Two staff counsellors, six locum assessors and 15 volunteer therapists provide individual counselling sessions at Tavis House, Henderson Court or the client's home. There is also group counselling available at Tavis House. Five new assessors and six volunteers were recruited during the year. Two trainees from the Birkbeck MSc course in Psychodynamic Counselling and Therapy started their clinical placement with us in October.

The service is mainly funded by Camden CCG and we are delivery partners of Camden and Islington NHS Foundation Trust.

### Exceeding targets

We have continued to exceed our service user targets and our funding has been increased.

We provided over 1530 clinical hours to 235 people:

- 160 women, 75 men
- 48.5% did not declare themselves white British
- 32% did not declare themselves heterosexual
- 9.4% were housebound
- 6.8% had a dementia diagnosis
- 40% were aged over 75.

### New groups

A new psychodynamic group was formed in January. The results will be reviewed to inform other new groups. We also set up a 10-week psychodynamic group with a focus on people aged 55 or over leaving work.

### Development

The service encourages volunteers to progress in their careers and supports them by providing opportunities to perform supervised assessments and work towards accreditation or further qualifications. Two of our more experienced honorary therapists have achieved British Association for Counselling and Psychotherapy (BACP) accreditation and another is finishing a Doctorate in Psychology.

Two internal workshops were held for the counselling team: 'Organisational anxieties while counselling older adults' and 'Bereavement and loss'. One team member participated in the radio programme 'The Wireless', promoting access to talking therapies for older adults. We were also involved in stakeholder vision meetings, contributing to the shape and delivery of Improving Access to Psychological Therapies (IAPT) services in Camden.

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### Further information

Email: [counselling@ageukcamden.org.uk](mailto:counselling@ageukcamden.org.uk)

Phone: 020 7239 0400

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*"My therapist was brilliant. She helped me to feel heard and really seems to 'get' me, while challenging me and ensuring that I didn't get away with not dealing with the important things. It has helped me through a very difficult phase. Thank you"*

# CARE NAVIGATORS

Guiding to suitable support

## Service overview

Our NHS-funded Care Navigation service was set up in April 2015 to help people live more independently at home, through improved access to and coordination of services. We recruited a highly skilled team, from various health, social care and voluntary sector backgrounds, to provide a broad and complementary mix of skills and expertise.

Care Navigators support Camden residents aged 60 or over who are registered with a Camden GP and:

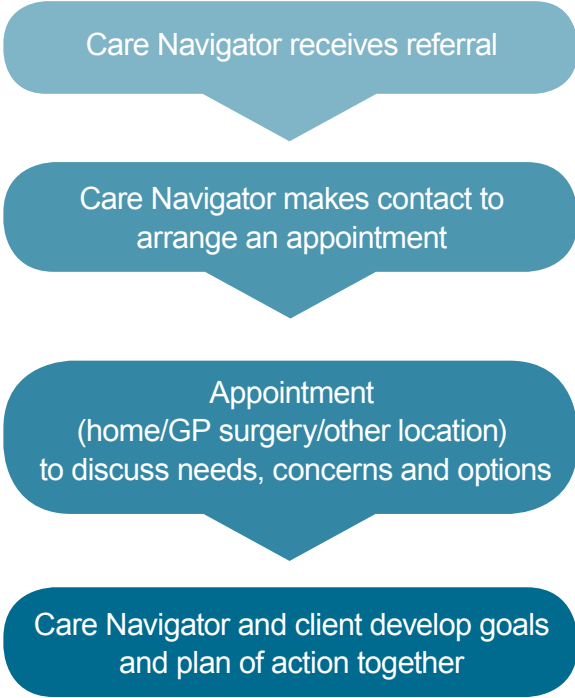
- are living with one or more long-term conditions
- have had an unplanned hospital admission in the last 12 months
- may benefit from support getting to and from their healthcare appointments.

## Specialist knowledge

Care Navigators work in partnership with health or social care professionals and are based within GP practices across Camden. They have developed a specialist knowledge of services available in their area and operate as a central point of contact for the people with whom they work.

After an extensive GP engagement plan, which involved face-to-face meetings and project promotion, the service has now received more than 700 referrals from all GP practices in Camden. This engagement work has been supported by Camden Clinical Commissioning Group (CCG).

## Care Navigation – how it works



## Referrals

Care Navigators have made over 900 referrals to community, health and social care organisations. They have also provided transport coordination and chaperoning for people who have difficulty attending essential health appointments. The Care Navigators are supported by a team of volunteers who help ensure older people are accompanied to hospital if they have difficulty attending on their own.

The service has been improving outcomes for older people, helping them to live more independently at home and reducing isolation.

## Client satisfaction and service recognition

Camden CCG commissioned the Office for Public Management to evaluate the Care Navigation service. The findings showed that service users rated the service highly, with almost all (98%) satisfied with the support they received and 97% saying they would recommend the service.

The team’s work has been acknowledged by a number of external organisations. The CCG nominated the service for a Health Services Journal ‘Value in Care’ award and the Care Quality Commission highlighted the service as an example of good practice in integrated care of older people in its recently published report ‘Building Bridges, Breaking Barriers’.

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## Further information

Email: [carenav@ageukcamden.org.uk](mailto:carenav@ageukcamden.org.uk)  
Phone: 07496 370 672

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*"I think this has been a marvellous course, with great tutors and the close-knit sessions have been invaluable."*

*"It has given me an insight of something that will help me in the future."*

## DIGITAL INCLUSION

### Computer training

Our Digital Inclusion project offers one-to-one support in computer use from trained volunteers as well as short and one-off courses.

Confident users and those who have recently completed a course can use the excellent computer facilities at Tavis House on a drop-in basis. These sessions provide a warm and friendly environment with knowledgeable volunteers on hand to help.

Funding from Camden Adult Community Learning ended in July, but we received funding from St Andrews Holborn Charity for 'Stay Connected' – a digital inclusion pilot – in September.

### 22 volunteers working with 278 clients

#### Courses

We offered a beginners' course, 'Introduction to computing' and one-off courses covering specific subjects. More than 60 people attended beginners' courses and over 40 attended various short courses.

#### Gadget clinics

We offer gadget clinics, where people can get help with their tablets or smartphones. This year these were run with Marriott Harrison LLP, Wellcome Trust, Lloyds Banking Group and Guardian News and Media: 35 people attended.

#### Feedback

The vast majority of learners were very positive about their experience. Feedback from the 'Stay Connected' pilot showed:

### 76% were very happy with what they were learning

There was a similar response from those attending short courses:

### 76% were very happy

#### New developments

During the year we engaged with learners in the St Andrews and Holborn catchment area to ensure they knew about other services provided by Age UK Camden and other local organisations.

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#### Further information

Email: [info@ageukcamden.org.uk](mailto:info@ageukcamden.org.uk)

Phone: 020 7239 0400

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# INTERNET SHOPPING SERVICE

Delivering to your door

This service is a lifeline for around 50 housebound older people who are not able to get out to do their shopping.

## 1102 shopping service calls

Although more and more people shop online, there are some who can't use, or don't have access to, the internet. Our coordinator takes the client's call and places an online order with a supermarket. This can be done at a regular time each week, less frequently, or on an ad hoc basis. The supermarket delivers the shopping to the client's door.

There is a small charge both for the service and for delivery. However, this can work out cheaper than a taxi trip to and from a supermarket.

### Spare capacity

We have the capacity to increase the number of people making use of this service. If you know of someone who might benefit, or are interested yourself, please contact us.

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### Further information

Email: [shopping@ageukcamden.org.uk](mailto:shopping@ageukcamden.org.uk)

Phone: 020 7239 0400

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## AT HOME

### High quality, tailored care

At Home is a paid-for service that offers a full range of tailored care, including help with washing, bathing and dressing, simple hairdressing, shopping, cleaning and meal preparation.

The service, which is registered with the Care Quality Commission, is delivered by Age UK Kensington & Chelsea. Age UK Camden refers or signposts Camden residents; Age UK Kensington & Chelsea then arranges an assessment visit to agree on what the carer will do, on either a one-off or regular basis.

### Specialist training

Staff are fully trained and vetted. They are specifically trained to work with different communities, including older LGBT people and those from different ethnic groups (including in community languages). They are also experienced in providing support for people living with dementia and can refer to other dementia services as appropriate.

Charges are based on the actual cost of providing the service, which is more than the council funds for domiciliary care. However, it provides great value for money. We can take payments from self-funders, as well as those in receipt of direct payments.

There is a very low staff turnover, which means that service users can get used to their carers. Typically, someone might start off just wanting help with a bath once a week, or help with shopping. This may lead to support with more care, such as laundry, meal preparation or hospital recovery, or live-in, overnight or respite care.



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### Further information

Phone: 020 8960 8137

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## NAIL CARE

### A valuable service

Simple toenail and fingernail cutting services can help someone remain mobile and active. Although specialist podiatry services exist, sometimes an older person who has a problem bending down, or whose hands are a little shaky, doesn't need – or doesn't qualify for – a specialist service.

Our service is available for any Camden resident aged over 50 who is unable to cut their own nails. We work closely with the specialist podiatry service, and this year cut the nails of 137 people in the borough.

### Value for money

We run two regular weekly clinics, at Henderson Court Resource Centre and Kentish Town Health Centre. There is a small charge, but as a customer said, 'it's worth every penny'.

Approval is needed from a GP or other health professional before someone can register. Once registered, a client can use the service as often as she or he needs it.

*"It's always a pleasure to come and see you as you always make me feel better after you've cut my toenails!"*

*"Thank you so much for cutting my toenails, I feel like a new man!"*

*"This service is such a valuable service, I don't know what we'd do without you!"*

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### Further information

Phone: 020 7794 6588

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## OPENING DOORS LONDON

A developing service



Opening Doors London (ODL) was established to fill a gap in support for older LGBT people in London. It does this through social opportunities, befriending (see page 7), information, events and help in accessing a range of external services.

### A new organisation

This year the decision was taken to launch ODL as a subsidiary charity of Age UK Camden and a company limited by guarantee. We hope this will enable us to be even more responsive to the needs of older LGBT people.

### Expansion

We now provide more than 40 activities and social groups every month. Most are either peer or volunteer-led, which is essential for us to be able to deliver such a diverse range of events. We have increased our pool of volunteers: some provide ongoing support as befrienders or in leading groups, others help at one-off events.

We're also developing new relationships with LGBT organisations and allies in south London in the hope that we can begin to deliver ODL activities and events there next year.

### Higher profile

We have worked to raise our profile to help ensure the needs of the older LGBT community are taken into account in the development and delivery of services.

ODL Ambassadors have represented the organisation on a number of bodies, including the London Older People's Strategies Group, Social Care Institute for Excellence, the Greater London Authority LGBT Stakeholder Group and Like Minded – the North West London mental health and wellbeing strategy. We have also been involved in national research and have attended, given presentations and led workshops at national conferences.

### The future

We were delighted when the Big Lottery Fund awarded us a four-year grant in January. This funding will complement that from Esmée Fairbairn and City Bridge Trust and help us to continue to meet the needs of the older LGBT community.

During the next year we are planning a major evaluation of our work so that we can further improve our services.

*"Being an Ambassador gives me a purpose each day in which to be active and to work in support of causes I believe in ... the benefits are enormous, incalculable."*

ODL Ambassador

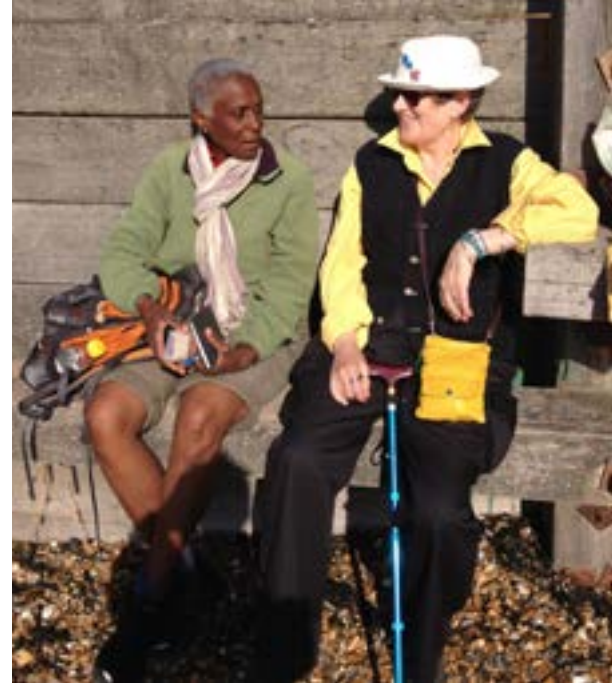
---

### Further information

Email: [info@openingdoorslondon.org.uk](mailto:info@openingdoorslondon.org.uk)

Phone: 020 7239 0400

---



**Our membership has grown to more than 1100 older LGBT individuals:**  
**61% over 64 years old**  
**71% live alone**  
**51% identify as religious**  
**28% female**  
**70% male**  
**2% trans**

## AGEING BETTER IN CAMDEN

### Making connections

Age UK Camden is the lead agency for Ageing Better in Camden (ABC), a partnership of older people and Camden organisations, working together to tackle social isolation and loneliness among older people in the borough.

The initiative is funded under the Big Lottery Fund's programme 'Fulfilling Lives, Ageing Better' which awarded the partnership £4.5 million, over six years. It was launched in July 2015.

### Services

We offer a wide range of services, delivered by a number of local agencies:

- Camden Community Connectors, delivered by Camden Community Centre's Consortium, C4, supports older people who want to get out and about, meet people and take part in activities.
- North London Cares organises activities for men, ranging from cooking classes to poker nights.
- North London Cares also carries out intergenerational work.
- LGBT Connect, delivered by Age UK Camden, runs social events for the LGBT community.
- The Mary Ward Centre holds classes on using tablets for everyday tasks.
- ABC is supporting the development of an exciting new smartphone/tablet app RecommendMe, which suggests activities to suit the user.
- Kilburn Older Voices Exchange, the first of ABC's community action groups, which covers Kilburn and West Hampstead, brings



local people together to plan and organise their own programmes for improving their area.

- Some pharmacies participate by identifying socially isolated or lonely older people and connecting them with the ABC programme.

### Achievements

We have done a great deal in our first nine months. Notable achievements include:

- A launch event in November 2015, attended by 77 people, including Camden's Mayor, where we presented an Aardman animation about ABC ([youtube.com/watch?v=KW\\_76vkQBrS](https://www.youtube.com/watch?v=KW_76vkQBrS)).
- Setting up six older people's advisory groups, involving 22 older people and a mailing list of 106.
- Taking over the running of the Camden Intergenerational Network.
- Developing a dedicated website ([ageingbetterincamden.org.uk](http://ageingbetterincamden.org.uk)) as well as setting up Facebook ([facebook.com/ageingbetterincamden](https://www.facebook.com/ageingbetterincamden)) and Twitter (@abc\_camden) profiles. At the end of March we had 230 followers.
- Holding dementia awareness training for delivery agencies and voluntary sector partners.
- Awarding 15 small action grants to older people's groups.

---

### Further information

Email: [ageingbetterincamden@ageukcamden.org.uk](mailto:ageingbetterincamden@ageukcamden.org.uk)

Phone: 020 7239 0400

Web: [www.ageingbetterincamden.org.uk](http://www.ageingbetterincamden.org.uk)

---



## PERSONALISATION SUPPORT IN CAMDEN

Supporting independence



Personalisation Support in Camden (PSIC) works with direct payment users under the age of 65. Clients include people with physical and learning disabilities, mental health service users and parents of disabled children. We also provide a payroll service for clients who want to employ their own carers.

Our offices are fully accessible and we can make home visits. We have staff who speak Bengali, French and Italian. Deaf interpreters and language interpreters can be booked through social services.

### Developments

Through the year we had a total of 309 clients (261 from adult services, 48 from children and families), which included 152 new referrals (122 from adult services, 30 from children and families). Of the new referrals, 128 were on direct payments by the end of the period. Just under one-third of our clients were white British, the rest were from a variety of minority ethnic backgrounds.

### Advocacy

Our temporary contract to provide advocacy for Independent Living Fund users ran from June to December 2015. This was highly successful, with eight out of nine service users maintaining their pre-existing funding.

### Personal health budgets

Clients who receive continuing health care (those whose needs are met by health rather than social care) can now purchase some elements of their care with a direct payment in the form of a personal health budget (PHB). These budgets normally cover personal care and certain limited medical assistance.

During the year a new post was created to support mental health service users to set up PHBs. We also have a separate contract to support mental health service users with post-traumatic stress or personality disorders who don't find traditional services useful, in accessing alternative therapies and solutions.

### Plans

We are planning to expand the payroll service, which has become a very important part of what PSIC offers to clients and Camden social services. The service is now also dealing with auto enrolment for pensions.

---

### Further information

Email: [info@psic.org.uk](mailto:info@psic.org.uk)

Phone: 020 7383 4901

Address: 58 Phoenix Road,  
London NW1 1ES

---

309 clients  
supported



## OUR CHARITY SHOP

### A continuing success story

Our flourishing charity shop, in the lively and ever-changing EC1 district of Camden, has had another successful year, with a high number of customers and growing income.

Located on Leather Lane – a bustling market street that now specialises in street food stalls – the shop is always busy, with office workers visiting at lunchtime and regular customers and passers-by coming in throughout the day.

In summer 2015 we revamped our merchandising and shop window to highlight our local focus and the other services we offer. We change our window displays regularly and are fortunate to have regular donations of clothes, books and accessories.

### Income source

Thanks to the hard work of the team, we have seen an increase in both the takings and the donations made through Gift Aid. The shop is a particularly important income source for the organisation because the money raised is unrestricted, which means that we can use it where it is most needed, rather than for a specific project.

### Support us

We are always seeking quality donations and dedicated volunteers to help out. Why not pop in to see what's on offer? You may be surprised at what you find!

*"This place is great! The staff are fantastic, an absolutely brilliant team."*

---

### Leather Lane charity shop

53 Leather Lane

London EC1N 7TJ

Phone: 020 7831 4928

Open: Monday-Friday, 10.30am to 4.00pm

---



# £87,546

**unrestricted  
income from sales  
of donated goods**

## FUNDERS AND DONORS

1 April 2015 – 31 March 2016

Age England Association  
Age UK  
Age UK East London  
Age UK London  
Katherine Abbie  
Martin Albu  
Ignacia Alvarez  
Sarah Anderson  
Sheila Banks  
Barberette  
Michael Bieber  
Big Lottery  
Big Lottery Reaching Communities  
Tom Blackie  
Camilla Bosanquet  
Joanna Bosanquet  
Laurie Boulton  
Paul Brett  
John Bright  
Jeremy Budd  
Camden Clinical Commissioning Group  
Nigel Canin  
Celebrity Cruises  
City Bridge Trust  
City of London Corporation  
Communication Workers Union – Capital Branch  
Anthony Cordingley  
Stella Cridge  
Renee Danziger  
Val Dunn  
Richard Dyer  
Nicholas Eeley  
P Englander  
Esmée Fairbairn Foundation  
Jane Fallon  
Brenda Felstead  
Ian Ferguson  
Benjamin Fletcher  
Flying Colours  
Olive Francis  
A Gabathuler-Rialas  
Jean Gadd  
Jason Gammel  
Hugh Gardner  
General Social Care Council/Open University  
Vivette Glover

Elizabeth Godfrey (plus friends and family)  
Clara Gonzalez-Martin  
Peter Gracey  
Jonathan Guillemot  
The Hackney Players  
Hampstead Summer Festival  
Hampstead Wells & Campden Trust  
Sir David Hare  
Graham Hart  
Jes Hawkins  
Denis Hegarty  
Joyce Hindness  
Gaynor Humphreys  
Alex Ings  
Mary Jackson  
JP Morgan  
Jusaca Charitable Trust  
Mya Kalaya  
D and J Katz  
Colin Lachman  
Daniel Lichman  
London Borough of Camden  
Colin Luke  
Conall Macfarlane  
Hamish MacGibbon  
Gillian McCredie  
The Mercers' Company  
Simon Moores  
Andrew Morgan  
Morgan Stanley  
NDTI  
Linda Newson  
North London Cares  
Nova Nordisk  
Julia Palca  
D Patterson  
Pears Foundation  
Michael Platt  
PwC  
Alison Reed  
Jenny Rees  
Vanda Reton  
Anna Rose  
H Rosenberg  
Ann Rosenthal  
Royal Bank of Scotland

A Rudelhoff  
C Sands  
Susan Seymour  
Rahma Sharif  
Julia Shelley  
Annie Southerst  
Southwark Council  
Stafford & St Andrews Trusts  
The Tana Trust  
Trust for London  
Susan Tuck  
Kate Tyndall  
Violet Richards Trust  
Peter Wallis  
John Ward  
Anthony Warren  
Gerald Watson  
Vivienne Watson  
Jonathan Watts  
Wellcome Trust  
Steph Westall  
Christopher Williams  
Anthony Wills  
Iain Wilson  
Anthony Wolfe  
Kostras Zarifis

This is a list of funders and of donors of £100+, except where anonymity has been requested.



## VOLUNTEERING AND CORPORATE PARTNERSHIPS

### At the frontline

The skills, time and energy of volunteers make a significant difference to our work and we aim to provide a quality experience.

### Awards and recognition

- Age England Association's 'Innovation in Volunteering' – for work with corporate partners
- Age UK's 'John Ramsey Inspirational Volunteer Manager'
- Finalist for Third Sector's 'Volunteer Manager of the Year'
- 'Age UK Volunteer of the Year' – for a trustee and Opening Doors London (ODL) Ambassador
- Age UK volunteer award for the Improving Access to Psychological therapies group – for their campaigning role
- Runner up for the European Diversity Awards marketing category – two volunteers at Opening Doors London

### Corporate partnership highlights

Our corporate partnership volunteers delivered a range of activities and initiatives, including gadget clinics, parties and coffee mornings.

- Guardian News and Media volunteers led a range of events at Great Croft Resource Centre and regularly helped with bowls, darts and music. They also hosted a Christmas craft stall, supported Opening Doors London (ODL) in producing its member-led newspaper Q and ran a media workshop for ODL Ambassadors.

- Staff from Rothschild befriended Great Croft members through regular visits and hosted parties throughout the year. Rothschild staff also mentored Age UK Camden managers.
- Wellcome Trust volunteers hosted a Christmas gift giving tree, matching staff to clients of our Dementia Befriending service.
- Volunteers from Marriott Harrison participated in the Dementia Befriending service's Keep in Touch postcard scheme and held craft activities and a quiz at the monthly Tavis House coffee morning.
- Staff from the Soho branch of Barclays helped clear and sort our charity shop's stock room and prepare donations for display.
- Volunteers from The Breakfast Club held monthly coffee mornings at their Battersea café, ran day trips and hosted the ODL Christmas party. They also provided food and drink for the pre-Pride in London parade brunch, hosted by the University of Westminster.
- University College London (UCL) Union LGBT+ Students' Network ran an LGBT History Month event with UCL.

Organisations and LGBT staff networks that have supported ODL through events or other activities:

- The British Museum
- Kew Royal Botanic Gardens
- Victoria and Albert Museum
- Financial Conduct Authority
- Goldman Sachs
- Lloyds Banking Group
- Taylor Wessing
- The University of Greenwich LGBT+ Staff Network





# VOLUNTEERS AND SUPPORTERS

## Making it all possible

All the following individuals and teams helped us during the 2015-16 financial year.

### Campaign Action Group

Alice Lovell  
Ann Mir  
Brenda Felstead  
Brian Seaton  
David Mitchell  
Deirdre Krymer  
Frances Eley  
Harriette Williams  
Joan Moffatt  
Jocelyne Tobin  
Norma Moss  
Phyllis Eyres  
Richard Jolley  
Stanley Freed  
Sudhanshu Kumar Sinha  
Wendy Munro

### Care Navigators

Christa Schreiber  
Claire Le Grice  
Jane Gaffney  
Lionel Saph  
Ulrika Fogarty

### Citizen Advocacy

Amy Dunnigan  
Dorothy May  
John Brockes  
Keiran Proffer  
Lionel Saph  
Rexie Barnes  
Robert Stern

### Computer Training Project

Agnes Hay  
Alan Martin  
Andrew Allaz  
Chris Brambley  
David Smith  
Dilys Hoffman  
Feisal Ali  
Gigi Hennessy  
Hassan Jaffry  
Hilary Lee  
Ibtisam Al-Khalifa  
Janet Chapman  
Janet Lee  
Jessica Fraser  
Judith Hoffman  
Kenneth Ellis

Lucy Hartiss  
Mark Hughes  
Mick Jai Misra  
Mohamed Ali  
Muhit Islam  
Natalie Fadaye  
Nuei Yu  
Perla Rembiszewski  
Saffiyah Doolan  
Stephen Vieira  
Svetlana Dragova  
Taryn McDermott  
Thomas Gribbon

### Counselling

Alicia Romero Ortiz  
Andreea Day  
Andrew Blackwood  
Barbara Thurgood  
Chris Charles  
Christina Harrison  
Dawn Reynolds  
Deborah McLean-Thorne  
Dhanji Dabasia  
Heather Starkey  
Ingrid Hall  
Jacqueline Fogden  
Julie McHugh  
Louise Goddard-Crawley  
Mary Wessel  
Miriam Dookhun  
Richard Bagwell  
Richard Demwell  
Roberta Macijauskaitė  
Sarah Tyerman  
Sophie Linnett  
Susan Dawn Blackwell

### Dementia Advisers

Gabriela Garbutt  
Julian Sainsbury  
Michael Rose  
Natalie Berger  
Tricia Macauley

### Dementia Befriending

Adam White  
Aimee Perry  
Alex Olorenshaw  
Alison Smales  
Anastasia Sledkova

Andrew Tucker  
Anna Mandlik  
Aris Ioannides  
Billie Dunlevy  
Caroline Fahy  
Claire Miller  
Constantine Louis  
Deborah Cornes  
Dominique Brady  
Elena Ivany  
Elizabeth Monck  
Fahim Khan  
Faruk Merali  
Fe Oclarit  
Gemma Sherlock  
Georgia Cragg  
Hannah Sellars  
Hannah Shaw  
Helen James  
Hiroko Takeuchi  
Idowu Mosuro  
Issy Cole-Hamilton  
Jacqueline Samuel  
James Grant  
Jane Cholmeley  
Jean-Luc Dieudonne  
Jenny Hill  
Joanna Baxendale  
John Lambert  
John Nott  
Juliette Bogaers  
Kate Fitzpatrick  
Kate Wolfe  
Kristine Oleinika  
Mahdia Sait  
Marion Esfandiari  
Mohammad Khan  
Nabeelah Jaffer  
Patrick Atkinson  
Patrick Blake  
Paul Webley  
Rona Mitchell  
Russell Tovey  
Sabine Thoele  
Sahira Umar  
Sara Lindgren  
Sarah Brealey  
Sarah FitzRoy  
Sarah Hindle  
Sema Louis  
Stephen Hill

Susanne Torka  
Tomasz Mlynowski  
Tony Brown  
Tracey McDermott

### Good Neighbours Scheme

Alison Hawkes  
Andrew Bramall  
Andrew Carr  
Anne Kelly  
Antony Bailiwick  
Barbara Foster  
Bernadette Barry  
Bob Salmon  
Candice Liebeck  
Chris O'Reilly  
Clarissa Harding  
Clyde Harris  
Colin Heinink  
Deborah Sheppard  
Devina Tailor  
Dianne Richards  
Estela Thorp  
Faye Marie Barnfield  
Felix Oram  
Frances Daffern  
Grace Kim  
Grace Wachiuri  
Helen McMahon  
Janet Curry  
Jennifer Dhingra  
Josh White  
Juliana Farha  
Katherine Richmond  
Kelly Kehn  
Lauren Thompson  
Lori Rosenwasser  
Louise Day  
Lucy Luke Skinner  
Margaret Keane  
Marika Freris  
Marilyn Bramall  
Melissa Crozier  
Misbah Arif  
Miyoko Britton  
Mohammad Jameer  
Mohima Hoque  
Nada Pepovic  
Neal Foster  
Oliver Dawe  
Prilla Stott

Rachel Okin  
Rosie Cain  
Serena Borrelli  
Sourav Sen  
Stephen Owen  
Viji Rajagopalan  
Vivienne Abberley  
Wendy Rix

### Great Croft Resource Centre

Alison Louise Benjamin  
Alicia Maclean  
Ann Renton  
Craig Scott  
Danusha Garbacz  
Debbie Lawson  
Emma John  
Gwyneth O'Toole  
Helen Taylor  
Jade Amias  
Jamie Turner  
Jeri Dutz  
Jinnie Kleboe  
Joanna Darnley  
John Northeast  
Katie Waller  
Kelly Janis  
Laura Farrell  
Lee Fels  
Louise Hawkes  
Madeline Moncrieff  
Marina Pappa  
Mary Agudelo  
Matt Nathan  
Mecky Westermann  
Natalie Scriven  
Patrick Stimson  
Phoebe Burton  
Rafael Soza  
Raphaëlle Mathias  
Rita Ajuga  
Scott McLoughlin  
Sherri Jordan  
Sophie Kinsella  
Toni Piccolo

### **Henderson Court Resource Centre**

Claire Avant  
Dan Convisser  
Gianluca Gullotta  
Helen Lloyd  
Jill Potter  
Margaret Keane  
Monica Davids

### **Information, Advice and Advocacy**

Anthony Carney  
Ian Shaw  
Ibtesam Al-Khalifa  
Jean-Luc Dieudonne  
Karen Abrams  
Nina Hassler  
Nita Markanday  
Sabine Thoele  
Sahra Alasow  
Susan Jandy  
Tamiru Haile-Selassie  
Tony Bonanno  
Tracy Simons

### **Leather Lane Shop**

Alcina Fogaca  
Anne Gavin  
Audrey Pyle  
Barbara Aster  
Betty Schiavi  
Cheryl Patel  
Gjylferije Januzaj  
Jordan St. Angelo  
Keith Dundas  
Lee Miller  
Marc Aster  
Rosie-May Coverdale  
Santiago Nunez  
Sharon Mowatt  
Yuxi Cao

### **Memory Group**

Anne Gavin

### **Opening Doors London**

Aimee Phillips  
Alan Martin  
Aldina Lewis  
Alejandro Bonatto  
Alex Cornes  
Alex Needham  
Alexander Nijland  
Alison Read  
Aliyu Gambo  
Andrew Hill  
Annie Southerst  
Anthony Clater  
Antonio Varela  
Asha Pond

Barbara Aster  
Barbara Susman  
Ben Townley  
Ben Webb  
Benjamin Nevius  
Brian Baylis  
Bridget McManus  
Bruce Attwood  
Callum Burke O'Driscoll  
Carsten Klein  
Caspar Van Vark  
Chris Barlow  
Chris Kneeshaw  
Cliff Jones  
Clive Ramsey  
Daniel Jones  
Daniel Munoz Rey  
Daniel Reimer  
Darell Carey  
Darren Boakes  
David Corbin  
David Heron  
David Hudson  
David Mitchell  
Dimitrios Zografakis  
Edward Ball  
Edward Watts  
Eleanor Cardwell  
Eleanor Saunders  
Enrico Pirozzoli  
Eoin Bedford  
Erden Caner  
Evans Blasse  
Evrol Puckerin  
Fiona Brickwood  
Frank Mulhern  
Freya Finch  
Garrad Knowles  
Garth Heron  
Gemma Cartin  
Gemma Leader  
Geoff Boyd  
George Cook  
George Ellinas  
Gerry Power  
Graeme Calf  
Haleem Hussain  
Harriet Horton  
Harry Scoble  
Heather Thomson  
Helen Forde  
Hilary Guedalla  
Ian Stewart  
James Greenshields  
Jamie Scoular  
Jean-Luc Dieudonne  
Jeremy Kingston  
Jim MacSweeney  
Joanne Elizabeth Garwood

John Cordingly  
John Hutchin  
John Lloyd  
John McKain  
John Westwood  
Jordan Scammell  
Jordan Stefanov  
Jozef Shaw  
Judith Apati  
Kath Gillespie Sells  
Ken Davison  
Kieran Ellis  
Kirsten Zimmerman  
Kyle McQueen  
Laura MacDougall  
Leroy Pugliese  
Lesley Greening Lassoff  
Lindsay River  
Linford Andrews  
Lisa Mangles  
Loic Parisot  
Louise Carolin  
Maisie Lawrence  
Marina De Giorgi  
Mark Forsyth  
Mark Pilkington  
Mark Russell  
Mark Simmons  
Mark Thatcher  
Mary Verdon  
Mats Broman  
Maurits Kalff  
Melvyn Rees  
Michael Chan  
Michael Turner  
Mike Clapperton  
Nancy Clark  
Nathaniel Johnston  
Neil Kelly  
Nicola Humberstone  
Ola Ewa Satchell  
Oliver Koo  
Patrick Blake  
Paul Cavanna  
Paul Glynn  
Paul Sammut  
Paul Webley  
Peter Cragg  
Peter Dixon  
Peter Flockhart  
Peter Scott-Presland  
Peter Twist  
Philip Graham  
Phillip Game  
Rahul Gumber  
Richard Mott  
Richard White  
Roger Davis  
Roger Juer

Roger Newman  
Ronda Jelacic  
Russ Gray  
Ruth Mubiru  
Sadie Hale  
Scott Frisby  
Sean Adamson  
Sean Ahern  
Silvia Bardoni  
Simone Nesti  
Stephanie Cooper  
Stephen Noble  
Steven Falvey  
Sue O'Sullivan  
Suzanna Hopwood  
Tancredi Dutto  
Taylor Love-Taylor  
Thomas Morrison  
Timothy Smith  
Tom Blackie  
Tom Oakley  
Ulisses Da Silva Belucio  
Valerie Remy  
Vito Ward  
Vivienne Watson  
Waseem Raja  
Wesley Jackson  
William Matthams

### **Other roles**

Gemma Wan  
Juliet Gardner  
Karina Smith  
Wilson Lee

# THANK YOU!

### **Further information:**

Email: [volunteer@  
ageukcamden.org.uk](mailto:volunteer@ageukcamden.org.uk)

## FUNDRAISING UPDATE

### Broadening support

Having a wide range of ways to raise funds is vital to the continuation of our services, which support more than 8000 older people each year. During 2015/16 we continued our strategy of diversifying our fundraising and income generation streams to reduce our reliance on one or two main sources. This has become increasingly important as central government cuts to statutory sector budgets have meant greater competition for local funds. Sadly, in recent years, this has also led to a reduction in services supporting older people.

#### New approaches

We need to be innovative in our service development and our approach to fundraising. This means gaining support from many sources, including individual donors, volunteers, statutory sector organisations, corporate partners and sponsors, charitable trusts and foundations and national lottery distributors.

We're fortunate to have ongoing support from a number of organisations, including Rothschild in the Community, Guardian News and Media, Hampstead Women's Club and the Hampstead Summer Festival committee. Other sources are being developed, including Pride 10K for Opening Doors London (ODL) and funding bids with Hampstead Community Centre and Camden Council to expand and refurbish Henderson Court. Launching ODL as a subsidiary charity of Age UK Camden will also widen the potential sources of funding for the organisation's work to support older LGBT people.

Our new Community, Partnerships and Fundraising Officer will be working on new relationships and sponsorship opportunities, including events, with Camden-based businesses. And in autumn 2016, we will be launching Friends of Henderson Court to celebrate 50 years of our Henderson Court Resource Centre.

We are extremely grateful to all our past and current supporters and look forward to continuing our work with existing partners and developing new relationships. A full list of our funders and supporters for 2015/16 is provided on pages 20-23.

#### Overcoming difficulties

Like every charity, we always face funding challenges: the year ahead is no exception. Some of our larger grants, from the Big Lottery Fund and charitable trusts and foundations, will come to an end. We also need to secure match or continuation funding for a number of services, including Opening Doors London, Henderson Court and our Good Neighbours Scheme. This will be extremely difficult, but we'll work as hard as possible to keep all our important services going at full strength.

#### How you can help us

As well as the enormous amount of support we receive from our volunteers, we are incredibly grateful to the people who donate, leave gifts in their wills, organise fundraising events and help generate income for the charity.

#### *Leave us a gift in your will*

This is one of the most effective ways to secure our future. We can advise on the best way to do this and let you know about regular events to help you with the legal and financial details. For more information call us on 020 7239 0400.

#### *Set up a direct debit or make a one-off donation*

You can do this online at [ageuk.org.uk/Camden](http://ageuk.org.uk/Camden) or [openingdoorslondon.org.uk](http://openingdoorslondon.org.uk) (click the donate button) or send a cheque made payable to Age UK Camden or Opening Doors London to the address on the back of this annual review.

#### *Support our charity shop*

We welcome high quality donations and dedicated volunteers to help out at our busy charity shop at 53 Leather Lane. To find out more, pop in during opening hours (10.30am-4pm, Monday-Friday) or call 020 7831 4928.



### *Organise or participate in a fundraising event*

There are many ways of doing this, including runs, swims, cake sales – and much more. Our Community Partnerships and Fundraising Officer, Suzy Barber, will be happy to discuss your ideas with you. Email [suzy.barber@ageukcamden.org.uk](mailto:suzy.barber@ageukcamden.org.uk) or ring 020 7239 0400.

### *Sign up for Gift Aid*

If you're eligible, please sign up for Gift Aid when you make a donation (money or items to our charity shop) as this means we can claim back an additional 25% from HMRC. Search for 'Gift Aid' on our website or ask for a form in our shop.  
[www.ageukcamden.org.uk](http://www.ageukcamden.org.uk)

### *Friends of Henderson Court*

Look out for our Friends of Henderson Court scheme by following us on social media, or call/email  
[info@ageukcamden.org](mailto:info@ageukcamden.org)  
020 7239 0400

**Follow us on Facebook and Twitter.  
Stay up to date with our fundraising  
and other activities:**



[facebook.com/ ageukcamden](https://facebook.com/ageukcamden)

[facebook.com/opening  
doorslondon](https://facebook.com/openingdoorslondon)

[@AgeUKCamden](https://twitter.com/AgeUKCamden)



[@openingdoorsldn](https://twitter.com/openingdoorsldn)

[@openingdoorslondon](https://twitter.com/openingdoorslondon)



# CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2016

	Restricted £	Endowment £	Unrestricted £	2016 £	2015 £
INCOME AND ENDOWMENTS FROM					
Income from generated funds					
Donations and legacies	-	-	169,993	169,993	117,576
Other trading activities:					
Sale of new and donated goods	-	-	88,707	88,707	115,368
Income from investments	-	-	31,216	31,216	28,447
Income from charitable activities					
AUC Resource Centres	-	-	648,394	648,394	740,208
AUC Volunteer & Community Services	138,770	-	302,546	441,316	505,112
AUC Advice & Support	223,209	-	726,117	949,326	555,476
AUC Ageing Better In Camden	390,962	-	-	390,962	-
Activities of PSIC	-	-	302,751	302,751	168,936
	752,941	-	1,979,808	2,732,749	1,969,732
Total income and endowments	752,941	-	2,269,724	3,022,665	2,231,123
EXPENDITURE ON					
Raising funds:					
Costs of raising funds	-	-	85,000	85,000	107,899
Cost of sales of new and donated goods	-	-	89,388	89,388	154,995
	-	-	174,388	174,388	262,894
Expenditure on charitable activities					
AUC Resource Centres	-	-	738,719	738,719	714,956
AUC Volunteer & Community Services	123,770	-	346,989	470,759	423,180
AUC Advice & Support	215,533	-	733,515	949,048	705,511
AUC Ageing Better In Camden	391,812	-	-	391,812	-
PSIC Costs	-	-	232,398	232,398	143,049
Total expenditure	731,115	-	2,226,009	2,957,124	2,249,590
Net gains/ (losses) on investments	-	-	(18,304)	(18,304)	18,987
Net income/ (expenditure)	21,826	-	25,411	47,237	520
Transfer between funds	850	-	(850)	-	-
Net income/ (expenditure) before other recognised gains and losses	22,676	-	24,561	47,237	520
Actuarial gain/ (loss) on defined benefit pension scheme	131,000	131,000	(96,000)		
Net movement in funds	22,676	-	155,561	178,237	(95,480)
Funds at the start of the year	-	12,000	866,066	878,066	973,546
Funds at the end of the year	22,676	12,000	1,021,627	1,056,303	878,066

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above.

# CONSOLIDATED BALANCE SHEET

At 31 March 2016

	Group		Charity	
	2016 £	2015 £	2016 £	2015 £
<b>FIXED ASSETS</b>				
Tangible fixed assets	16,691	37,683	13,361	32,467
Investments	521,796	531,562	521,796	531,562
	538,487	569,245	535,157	564,029
<b>CURRENT ASSETS</b>				
Debtors	82,908	79,498	104,863	87,548
Cash at bank and in hand	2,473,399	2,013,164	1,655,309	1,576,406
	2,556,307	2,092,662	1,760,172	1,663,954
<b>Liabilities</b>				
CREDITORS (amounts falling due within one year):	993,491	604,841	232,565	179,396
<b>NET CURRENT ASSETS</b>	1,562,816	1,487,821	1,527,607	1,484,558
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	2,101,303	2,057,066	2,062,764	2,048,587
Defined benefit pension scheme liability	(1,045,000)	(1,179,000)	(1,045,000)	(1,179,000)
<b>TOTAL NET ASSETS</b>	1,056,303	878,066	1,017,764	869,587
<b>FUNDS</b>				
Endowment fund	12,000	12,000	12,000	12,000
Restricted funds	22,676	-	22,676	-
<b>Unrestricted funds</b>				
General funds	994,936	818,383	959,727	815,120
Designated funds	1,071,691	1,226,683	1,068,361	1,221,467
<b>Unrestricted income funds excluding pension liability</b>	2,066,627	2,045,066	2,028,088	2,036,587
Pension reserve	(1,045,000)	(1,179,000)	(1,045,000)	(1,179,000)
<b>Total unrestricted funds</b>	1,021,627	866,066	983,088	857,587
<b>TOTAL FUNDS</b>	1,056,303	878,066	1,017,764	869,587

There was a transition to the new Charities SORP (Statement of Recommended Practice) (FRS102) which has affected the format and appearance of the charity's financial statements for the year ended 31 March 2016. See [http://www.charitysorp.org/media/619101/frs102\\_complete.pdf](http://www.charitysorp.org/media/619101/frs102_complete.pdf) for more information. The financial statements were approved and authorised for issue by the trustees on 3 August 2016 and were signed below on its behalf by:

**Janet Guthrie** – Chair

**Sourav Sen** – Treasurer

## Trustees' statement

These summarised accounts are a summary of information extracted from the consolidated annual accounts and contain information relating to both the Statement of Financial Activities and the Balance Sheet for the year ended 31 March 2016. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. The full financial statements were approved by the trustees on the 3 August 2016 and subsequently submitted to the Charity Commission and Companies House. They received an unqualified audit report and copies may be obtained from the charity's head office – Age UK Camden, Tavistock House, 1-6 Tavistock Square, London WC1H 9NA.

Signed on behalf of the trustees

**Janet Guthrie** – Chair

**Sourav Sen** – Treasurer

## Independent auditors' statement to the trustees of Age Concern Camden

We have examined the summary financial statements for the year ended 31 March 2016 set out in the attached report.

## Respective responsibilities of the trustees and the auditors

The trustees are responsible for preparing the summarised financial statements in accordance with applicable United Kingdom law.

Our responsibility is to report to you our opinion on the consistency of the summary financial statements with the full annual financial statements and the annual Report, and its compliance with the relevant requirements of section 427 of the Companies Act 2006 and the regulations made thereunder.

We also read the other information contained in the Annual Report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summary financial statements.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board. Our report on the charitable company's full annual financial statements describes the basis of our opinion on those financial statements and on the Annual Report.

## Opinion

In our opinion the summary financial statements are consistent with the full annual financial statements and the Annual Report of Age Concern Camden for the year ended 31 March 2016 and complies with the applicable requirements of section 427 of the Companies Act 2006 and the regulations made thereunder.

**haysmacintyre**  
Statutory Auditors

**26 Red Lion Square**  
London  
WC1R 4AG

DATE: 3 August 2016



## OUR SERVICES

### Ageing Better in Camden

Ageing Better in Camden is a partnership of older people and Camden organisations, including Age UK Camden, working together to tackle social isolation and loneliness among older people.

### Care Navigators

Health or social care professionals who provide a free, impartial and confidential service to older people in Camden. They are based within GP practices in Camden and have specialist knowledge of services available.

### Counselling

Enables people to talk through difficult feelings, anxieties, concerns and experiences within a one-to-one confidential relationship. Group sessions are also available.

### Dementia services

The Dementia Adviser service provides signposting and information. Dementia Befriending offers social support and company.

### Digital Inclusion

Offers free drop-in sessions and internet access, as well as gadget clinics, in a supportive environment with volunteers on hand to help.

### Good Neighbours Scheme

Our scheme matches isolated older people with volunteer befrienders.

### At Home

Helps older people remain independent by matching them with paid care workers, who can provide practical support, for a fee.

### Internet Shopping Service

Helps people unable to do their own shopping, by ordering and arranging delivery online.

### Nail care

Provides safe fingernail and toenail cutting, helping older people to stay active and mobile.

### Information and Advice

Provides information and advice on a range of issues, helping older people to maximise their income and establish and maintain their rights.

### Direct payment support

Helps older people who receive direct payments to plan their care package and manage help in their home.

### Opening Doors London (ODL)

A service for older lesbian, gay, bisexual and transgender (LGBT) Londoners, providing social events, activities and information, and a befriending service. ODL also campaigns to raise awareness about the needs of older LGBT Londoners.

### Personalisation Support in Camden (PSIC)

PSIC supports adults under 65 who receive direct payments to plan and manage help and care in their home. This includes people with physical or mental health disabilities, sensory impairments or learning disabilities, and parents of disabled children.

### Resource centres

Our two centres provide a wide range of resources and activities. They also offer freshly cooked, nutritious meals, Monday to Friday. Resource centres are only available to those in receipt of personal budgets.

### Volunteering

Opportunities for volunteers to get involved in delivering a wide range of services and activities that enhance older people's lives, while developing their own skills and experiences.





## PATRONS, TRUSTEES, IN MEMORIAM

### Patrons

Sir Derek Jacobi  
Phyllida Law OBE  
Esther Rantzen CBE

### Honorary President

Margaret Hepburn

### Honorary Vice-Presidents

Brenda Felstead  
Maggie Plouviez OBE

### Board of Trustees 2015 – 2016

### Officers

Janet Guthrie (Chair)  
Dorothy May (Vice-Chair)  
Sourav Sen (Treasurer)

### Trustees

Virendra Ahuja  
Anthony Bonanno  
Dr Tom Fitzgerald  
Marika Freris  
Barbara Hughes MBE  
Asha Mahmoud  
David Mitchell  
Mohammed Khan

### In memoriam

Katherine Frances Lorasco – volunteer with NW3 Good Neighbours Scheme and kindly left a legacy to Age UK Camden.

Irene Wagner – member of the Dementia Befriending service. A donation was also generously made by Mrs Elizabeth Godfrey (daughter) plus friends and family.

## HELP US SPREAD THE WORD!

Age UK Camden is committed to spreading the word about our services, what we do, and how we can help. We would appreciate your help in doing this.

We have a selection of leaflets about our services which we are happy to send to individuals or organisations, and our staff are able to attend groups to give talks on our services. Contact us on 020 7239 0400 to arrange a talk or order some free leaflets.

**Please 'like' us on Facebook and follow us on Twitter and Instagram**

 [facebook.com/ageukcamden](https://facebook.com/ageukcamden)

 [@ageukcamden](https://twitter.com/ageukcamden)

 [@ageukcamden](https://www.instagram.com/ageukcamden)

**Sign up for our newsletter:**  
[ageuk.org.uk/camden/contact-us/newsletter-sign-up](https://ageuk.org.uk/camden/contact-us/newsletter-sign-up)

## HEAD OFFICE

### **Age UK Camden**

Tavis House, 1-6 Tavistock Square  
London WC1H 9NA

Phone: 020 7239 0400

Advice Line: 020 7837 3777

Fax: 020 7383 2550

Email: [info@ageukcamden.org.uk](mailto:info@ageukcamden.org.uk)

### **Great Croft Resource Centre**

Cromer Street  
London WC1H 8LF

Phone: 020 7278 5090

Email: [greatcroft@ageukcamden.org.uk](mailto:greatcroft@ageukcamden.org.uk)

### **Henderson Court Resource Centre**

102 Fitzjohn's Avenue  
London NW3 6NS

Phone: 020 7794 6588

Email: [hcourt@ageukcamden.org.uk](mailto:hcourt@ageukcamden.org.uk)

### **Leather Lane Charity Shop**

53 Leather Lane  
London EC1N 7TJ

Phone: 020 7831 4928

### **Personalisation Support in Camden**

58 Phoenix Road  
London NW1 1ES

Phone: 020 7383 4901

Email: [info@psic.org.uk](mailto:info@psic.org.uk)



Age UK Camden's legal name is

Age Concern Camden

Registered charity no. 293446

Company limited by guarantee no. 1969975

Registered Office:

Age UK Camden

Tavis House

1-6 Tavistock Square

London WC1H 9NA

Opening Doors London

Registered charity number: 1167919

Company limited by guarantee number: 10123607

Personalisation Support in Camden

Registered charity number: 1157537

Company limited by guarantee number: 09075447

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