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# Annual Review

2016–17

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Welcome to our 2016–17 Annual Review, which gives a broad view of our services and their impact. Our theme this year is active citizenship and volunteering – we could not provide such a range of high quality services and support without the skills and commitment of our 400 volunteers. Many are Camden residents and others are from the companies that support us, reflecting the diversity of the borough, and together they make a real difference to the quality of life of older people.

Age UK Camden's group structure is made up of our mainstream services, two subsidiary charities – Opening Doors London (supporting older LGBT people) and Personalisation Support in Camden (supporting people with disabilities) – and the partnership programme Ageing Better in Camden.

Highlights from 2016–17 include developing our partnership work, increasing our volunteer base, working with older people to shape our services, launching Get Together – our magazine highlighting information, events and activities across Camden – and celebrating 50 years of our Henderson Court Resource Centre.

Our partnerships with Camden Council and the NHS (for our Care Navigators service and counselling offer) are vital for our work, as are our links with the local voluntary and community sector.

Ageing Better in Camden (ABC) works with North London Cares, Mary Ward Centre, Kilburn Older Voices Exchange, community centres, and local pharmacists to deliver innovative projects that reduce social isolation. Its 'test and learn' approach helps inform future work.

Working alongside Camden Council we will be improving both of our resource centres, including our dementia support offer. Supporting older people with dementia is a key part of our work, in counselling and in the remodelled Dementia Wellbeing service, as well as our resource centres.

Increasing our collaboration and partnership working has enabled us to identify gaps in provision and develop innovative services to fill those gaps. Even more importantly we are working to tailor services to the needs of our members and service users. Next year we will be re-launching our befriending offer based on user feedback and ABC engagement work.

We would like to thank all of our partners and our staff team – whose work has ensured the continued success of the organisation – as well as our dedicated volunteers.

The challenges ahead are maintaining this success in an era of restricted finances. Having good quality people, systems to support them and good stewardship of our finances remain crucial.

**We helped more than 9000 people in 2016–17**



*Janet Guthrie*

Janet Guthrie, Chair of Board of Trustees

*Gary Jones*

Gary Jones, Chief Executive Officer



Age UK Camden has been the most supportive organisation I have ever worked with and received guidance from. Outstanding organisation

## Information and Advice

Our Information and Advice service provides support for those aged 55 plus, their carers and relatives, on a wide range of issues – from benefit checks, money and housing to accessing care and social activities. The team can also advise on the importance of planning for the future (including wills and lasting power of attorney).

**2,726 clients**  
**9,009 issues**  
**£766,810 in benefits**  
**raised for clients**  
**£48,446.49 of debt written off**

020 7837 3777  
[duty@ageukcamden.org.uk](mailto:duty@ageukcamden.org.uk)



## Direct Payments

This service supports clients who receive direct payments to arrange their own social care services in a way that meets their needs and helps them remain independent.

**318 clients**  
**4000 hours of care and support**

020 7239 0443  
[direct.payment@ageukcamden.org.uk](mailto:direct.payment@ageukcamden.org.uk)

## Care Navigators

Care Navigators are health and social care professionals based at 36 GP practices across the borough. They support clients to access the services they need to help them live more independently at home.

**750 clients**  
**696 onward referrals**

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



## NW3 Good Neighbours Scheme

This is a befriending service based at our NW3 resource centre, Henderson Court, supporting 56 older people, with 64 volunteers.

### **We have a wonderful time and grow closer every week.**

Bea was referred by the Red Cross after having had her leg amputated and was feeling lonely and isolated. She was very keen to have someone regular to talk to. Jane was a new volunteer who we felt would be the ideal person. When they were introduced they immediately hit it off and chatted away for the full hour. Jane says: *“Bea and I are having a wonderful time and grow closer every week.”*

Jane also visits another lady, Veronica, on the same council estate. Veronica used to foster dogs and greatly missed having a dog to touch and care for. Jane has a dog so we arranged for her to pop into see Veronica with her dog. The idea of a dog visiting has really cheered Veronica up and it has been going well.

020 7239 0400  
hgn@ageukcamden.org.uk

## Counselling

The Counselling, Psychotherapy and Group Therapy service provides time-limited individual and group therapy to people aged 55 plus. People can self-refer, be referred by their GP or other professionals and receive counselling in their first language, if available.

**278 referrals (with 248 people joining the service)**

**10% clients are housebound**

**9% clients have dementia**

**200 women and 78 men**

Group therapy was a bit daunting at first, but the experience was so powerful that any embarrassment about disclosure disappeared. I really loved the therapist's leadership and also loved the other participants.

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

020 7239 0400  
counselling@ageukcamden.org.uk



## Dementia Wellbeing

The Dementia Wellbeing service, launched in January 2017, proactively responds to the needs of people living with dementia and memory loss with tailored practical and emotional support. It helps people access services and activities that improve wellbeing, to stay living at home and making their own choices.

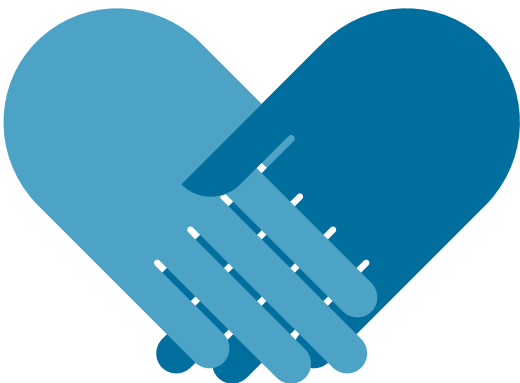
Dementia Wellbeing runs alongside our Dementia Befriending service, which supports people with little or no social contact. In 2016/17 the service matched 61 people with a befriender.

### **An opportunity to share**

George invited his Dementia Wellbeing volunteer to lunch at his local Italian restaurant. The waitresses all knew him and George was proud to offer the volunteer something, to share his restaurant, his knowledge of Italian food and reveal how well he knew the area. It was good for the volunteer to see him in a different environment.

### **Help through a period of transition**

Norma, 86 years old, has no support network or family contact and when her condition deteriorated had to move to residential care. Her befriender, Jane, continued with a few more visits, to help Norma settle in and get used to the communal areas. This was vital in helping Norma feel confident enough to engage with the other residents and therefore be less socially isolated. Jane also made sure that staff knew about Norma's likes, dislikes, passions and history so they could get to know her in a more meaningful way.



020 7239 0400

[Dementia.Wellbeing@ageukcamden.org.uk](mailto:Dementia.Wellbeing@ageukcamden.org.uk)

## Resource Centres

We have two resource centres, Henderson Court (Hampstead) and Great Croft (Kings Cross). Both provide social and interest-based activities, such as yoga, crafts, singing and trips out, as well as a nutritious hot lunch, for those aged 60 plus. Both are specialist centres caring for older people, with complex needs, in particular those living with dementia.

Older people attending can have their fees paid for by Camden Adult Social Care (if assessed as eligible) or be 'self-funders'.

In October 2016 we celebrated 50 years of Henderson Court – with a party, art exhibition and performances – and launched our 'Friends of Henderson Court' fundraising scheme.

**100 clients supported via personal budgets**

**130 hours of volunteering a week**

**11,000 hot meals served**



My 89-year-old aunt was referred to Great Croft after she was diagnosed with Alzheimer's. We knew it had a marvellous reputation. At first my aunt was reluctant to go, but the caring staff got to know her very well and within a few weeks she had settled. She had stimulation, made friends and felt she 'belonged' in her community. For us, the relief she is safe and well looked after is immense.

For us, the relief she is safe and well looked after is immense. The staff have taken the time to really understand her personality and they inform us immediately if they have concerns.

Henderson Court Resource Centre  
102 Fitzjohns Avenue, London NW3 6NS  
020 7794 6588  
Hcourt@ageukcamden.org.uk

Great Croft Resource Centre  
Cromer Street, London WC1H 8LF  
020 7278 5090  
Greatcroft@ageukcamden.org.uk



## At Home

The At Home service, run in partnership with Age UK Kensington and Chelsea, offers care support tailored to individual needs, including help with washing, bathing and dressing, simple hair dressing, shopping, cleaning, meal preparation and much more.

Staff are trained to work with different communities, including older LGBT people and those with dementia, and supported with regular supervisions.

020 8960 8137  
info@ageukcamden.org.uk

## Nail Care

Feet provide two major functions – support and mobility – and good nail care is essential to help keep older people active and independent. Our service supports clients at our resource centre, Henderson Court and Kentish Town Medical Centre. Foot and hand nail care available.

020 7794 6588

## Internet Shopping service

This service is for people who want shopping delivered to their door but are unable to use a computer. Orders are taken over the phone, placed online with a supermarket of the client's choice and then delivered to their home. The cost is £5.00 per shop.

**62 clients**  
**86% live alone**  
**43% have a carer**  
**80% have no family in area**

020 7239 0400  
shopping@ageukcamden.org.uk

## Digital Inclusion

Drop in sessions, Monday to Thursday, and twice-monthly gadget clinics at Tavis House, delivered by knowledgeable volunteers, provide a friendly environment where clients can learn how to use their devices and meet like-minded people. We also delivered one-off sessions at several sheltered housing schemes.

**92% felt more confident about using a computer**

**100% said they would recommend the drop in sessions to a friend**

Henderson Court provided a monthly gadget clinic in partnership with Carat UK. The centre also offers computer access to members on Monday afternoons.

### A huge difference

Charlie wanted to try internet banking after his rent had been taken from his account twice and not finding out until he received his monthly paper statement. Over the course of four sessions, he had created an online account and felt confident enough to use it. His new skills also meant he was able to spot another mistake and arrange for a refund.

Charlie said: "This has made a huge difference, because I cannot afford to lose any money. Thank you so much to Tony and Age UK Camden."

020 7239 0400  
info@ageukcamden.org.uk

## Partnerships and Subsidiaries



### Personalisation Support In Camden (PSIC)

PSIC supports people with disabilities who receive direct payments – giving them freedom and choice to arrange their own care services and providers.

The help we provide includes budgeting, employment, recruitment, finding services and direct payment paperwork. Our clients are people under the age of 65 who have physical disabilities or learning difficulties or those who use mental health services as well as parents of disabled children. We also provide support to NHS patients entitled to personal health budgets.

**253 clients from adult services**  
**77 clients from children and families**

**I was so relieved when PSIC was set up**  
Fatima is a wheelchair-user who has received direct payments for 17 years, 14 of which have been for 24/7 support. Fatima used to work in a management role and recruited people, but found employment issues surrounding personal assistants was daunting.

The need to get everything right is the difference to being independent or not. Everyone is extremely helpful and I can get advice, which gives me confidence and enables me to present myself as a professional employer. Very importantly, I get my independent life.

Personalisation Support In Camden,  
58 Phoenix Road, London NW1 1ES  
020 7383 4901  
info@psic.org.uk



### Opening Doors London (ODL)

In July 2016, ODL moved from being a project of Age UK Camden to a subsidiary charity.

ODL is now the largest provider of services and support to the older lesbian, gay, bisexual and transgender (LGBT) community in the UK, offering a wide range of regular social groups and opportunities, including befriending. The charity also campaigns for and gives a voice to older LGBT people, many of whom grew up in an era when homosexuality was illegal.

**456 groups across 21 boroughs**  
**195 volunteers**  
**75 active befriending matches**

I look forward to the meetings and the volunteer who leads is great. I find myself talking about other things I've never discussed before, such as about ones upbringing, which is very therapeutic.



www.openingdoorslondon.org.uk  
020 7239 0400



## Ageing Better in Camden

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. Since July 2015 the partnership has received £1.1 million in funding from the Big Lottery.

From the beginning of delivery in July 2015 to April 2017:

**686 people involved in three local community action projects in Kilburn and West Hampstead, St Pancras and Somers Town and within the LGBT community**

**783 people engaged in a range of free activities across Camden, including men's only cooking sessions, podcast recordings and iPad classes**

**688 people at risk of social isolation have been supported by the Camden Community Connectors**

**130 people involved in shaping the ABC partnership, commissioning projects and attending events**

[www.ageingbetterincamden.org.uk](http://www.ageingbetterincamden.org.uk)  
020 7239 0400  
[ageingbetterincamden@ageukcamden.org.uk](mailto:ageingbetterincamden@ageukcamden.org.uk)

## Charity shop

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

We sell quality pre-loved items including vintage wear, and host events on special occasions to boost income. We've also held two 'Takeover days' - where groups of corporate employees volunteer and fundraise in store.

### Income

**2015–16: £87,546**

**2016–17: £92,548**

**Increase: £5,002**

### Gift Aid

**£3,652.63 of additional income  
(received on 15.76% of total sales)**

Age UK Camden shop  
53 Leather Lane  
London  
EC1N 7TJ  
020 7831 4928



## Fundraising

### Community fundraising

A total of £24,235 was raised through community fundraising, sponsorship of events and external activities. This was achieved through engagement with businesses in the borough, connecting with local groups and organisations and raising awareness of Age UK Camden and its services through social media and local press.

Just over £9,914 was given in individual donations made primarily online, through our 'Friends of Henderson Court' scheme and our 'No one should have no one' campaign.

## Volunteering and active citizenship

In 2016–17, 570 people volunteered their time with Age UK Camden and Opening Doors London, providing an average 1024 hours a week of support, the equivalent to £400,782 per year in salary terms.

Our services could not run without volunteers. We work to provide a high quality experience, linking up with organisations across Camden's diverse borough.

In 2016–17 we received local support from the following organisations:

- Wellcome Trust: gadget clinics, Christmas gift tree for Dementia Befriending clients and help with the Christmas party at Tavis House
- Marriott Harrison LLP: gadget clinics, 'Keep in touch' postcard scheme with Dementia Befriending clients, events at the monthly coffee morning.
- Rothschild: parties and events at Great Croft
- Elexon: Christmas gift tree for NW3 Good Neighbours Scheme
- Barclays: 'Takeover days' in our shop
- Carat UK: 'Takeover days' in our shop and gadget clinics with Henderson Court
- Hampstead Women's Club: monthly afternoon tea and quizzes at Henderson Court
- Muay Thai Society (UCL): organising and supporting fundraising events
- Filmbase: hosting films at Tavis House.

Training on welfare rights has been useful and interviewing skills. I have learnt a lot. It's my first experience of frontline work.

Working in a supportive team of counsellors is a rich and rewarding experience. [While] I support clients to understand something of their own here and now, I learn more about what it is to be a human

Mohammad Khan won an Age UK Volunteer Award (2016) for his role as a Dementia Befriender.

Ian Shaw, Information and Advice volunteer and Ingrid Hall, volunteer with our counselling service both received acknowledgement of their contribution at the Camden Volunteer Awards.

## Patrons, Trustees, in memoriam

### Patrons

Sir Derek Jacobi, Phyllida Law OBE, Dame Esther Rantzen DBE  
Honorary Vice Presidents: Brenda Felstead, Maggie Plouviez OBE

### Board of Trustees

Janet Guthrie (Chair), Dorothy May (Vice-Chair), Sourav Sen (Treasurer), Marika Freris, Barbara Hughes MBE, David Mitchell, Virendra Ahuja, Mohammad Khan, Dr Tom Fitzgerald (Co-opted), Mary Burd (Co-opted)

### In memoriam

Margaret Hepburn, Honorary President and former Chair.

# Consolidated Statement of Financial Activities

(Incorporating an income and expenditure account)

	2017	2016
<b>INCOME AND ENDOWMENTS FROM</b>		
Generated funds	162,155	258,700
Investments	32,258	31,216
Charitable activities	<u>2,914,993</u>	<u>2,732,749</u>
Total income and endowments	3,109,406	3,022,665
<b>EXPENDITURE ON</b>		
Raising funds	163,584	174,388
Charitable activities	<u>3,095,710</u>	<u>2,782,736</u>
Total expenditure	3,259,294	2,957,124
Net gains/(losses) on investments	89,937	(18,304)
Net income/(expenditure)	(59,951)	47,237
Actuarial gain/(loss) on defined benefit pension scheme	(183,000)	131,000
Net movement in funds	(242,951)	178,237
Funds at the start of the year	<u>1,056,303</u>	<u>878,066</u>
Funds at the end of the year	813,352	1,056,303

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 2017

	2017	2016
<b>FIXED ASSETS</b>		
Tangible fixed assets	5,036	16,691
Investments	<u>623,613</u>	<u>521,796</u>
	628,649	538,487
<b>CURRENT ASSETS</b>		
Debtors	158,038	82,908
Cash at bank and in hand	<u>2,354,963</u>	<u>2,473,399</u>
	2,513,001	2,556,307
<b>Liabilities</b>		
Creditors (amounts falling due within one year)	1,106,298	993,491
Net current assets	2,035,352	2,101,303
Defined benefit pension scheme liability	<u>(1,222,000)</u>	<u>(1,045,000)</u>
Total net assets	813,352	1,056,303
<b>Total funds</b>	<b>813,352</b>	<b>1,056,303</b>

The financial statements were approved and authorised for issue by the trustees on 26 July 2017 and were signed below on its behalf by:

Janet Guthrie, Chair  
Dorothy May, Trustee

### 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 2017. 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 26 July 2017 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, Tavis House, 1–6 Tavistock Square, London WC1H 9NA.

26 July 2017  
Signed on behalf of the trustees  
Janet Guthrie, Chair  
Dorothy May, Trustee

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

We have examined the summary financial statements for the year ended 31 March 2017 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.

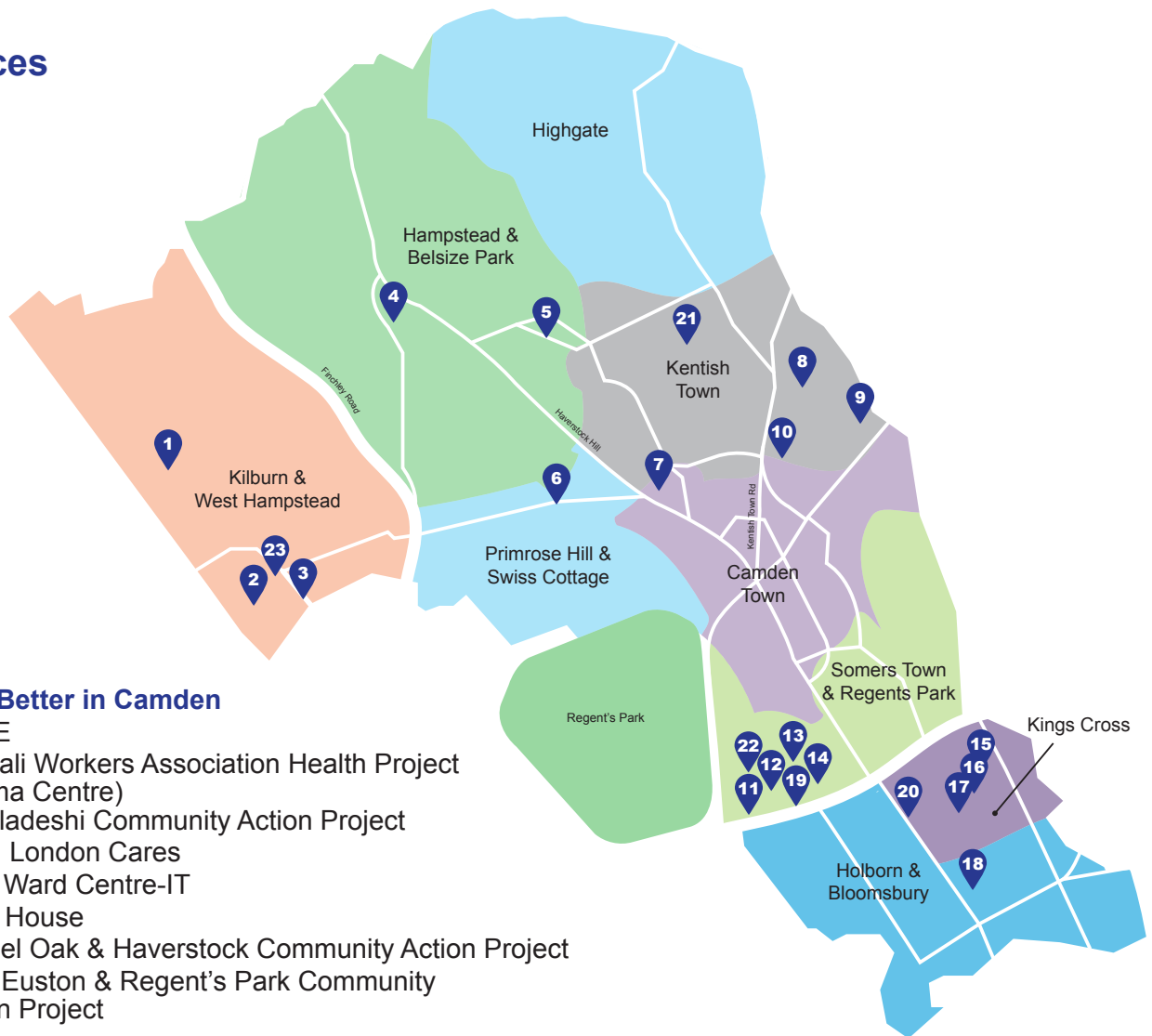
Our responsibility is to report to you our opinion on the consistency of the summary financial statements with the full annual financial statements and the annual Report, and its compliance with the relevant requirements of section 427 of the Companies Act 2006 and the regulations made thereunder.

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 2017 and complies with the applicable requirements of section 427 of the Companies Act 2006 and the regulations made thereunder.  
haysmacintyre 26 Red Lion Square Statutory Auditors London WC1R 4AG DATE: 26 July 2017

# Services



## Ageing Better in Camden

- 1 KOVE
- 13 Bengali Workers Association Health Project (Surma Centre)
- Bangladeshi Community Action Project
- 14 North London Cares
- 18 Mary Ward Centre-IT
- 20 Tavis House
- 21 Gospel Oak & Haverstock Community Action Project
- 22 West Euston & Regent's Park Community Action Project

## Information and Advice outreach

- 2 Phillip House
- 7 Charlie Ratchford Resource Centre
- 9 Kentish Town Community Centre
- 11 Esther Randall Court
- 13 Bengali Workers Association Health Project (Surma Centre)
- 15 Great Croft Resource Centre
- 19 West Euston Partnership
- 23 Abbey Community Centre

## Care Navigators

- 3 Abbey Medical Centre
- 5 Hampstead Group Practice
- 6 Adelaide Medical Centre
- 8 Caversham Group Practice
- 12 South Camden Centre for Health
- 17 Bloomsbury Surgery

## Central services and day centres

- 4 Henderson Court
- 10 Kentish Town Health Centre
- 15 Great Croft Resource Centre
- 20 Tavis House

## Opening Doors London

- 4 Henderson Court Resource Centre
- 16 Lumen Centre

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)

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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

