

**Community,
empowerment
and friendship for older
people in Camden**



Charity No. 293446
Established 1965

2018 - 19 Impact Report



Our mission

Welcome to Age UK Camden's latest impact report covering 2018-2019. Our broad range of services are offered throughout the borough of Camden. Older people in our community are at the centre of everything that we do; in the delivery of our services and in support of the 'user voice'. Central to our ethos is the promotion of respect for the dignity of older people and demonstrating compassion and care within the community.

Chair & CEO

We are delighted to present our 2018-19 Impact Report and as Chair and CEO of Age UK Camden we are proud of all the hard work and dedication of our staff and volunteers. Our various services have supported over 12,000 Camden residents via wellbeing, community, and preventative services. We are determined to challenge the perceptions of ageing and we always work closely with older people to continuously review our services, ensuring they meet the needs of our various clients.

We support & empower 12,000 service users!

The Age UK Camden group supports two subsidiary charities, Opening Doors London and Personalisation Support in Camden, and we value working in partnership within this group and beyond. We aim to ensure all services are accessible, inclusive and dynamic and in accordance with our mission 'to work with and for older people in and around Camden, to improve their lives.'



Mary Burd, Chair & Nikki Morris, CEO

We make a difference!

**Counselling,
Psychotherapy
& Group Therapy** **242** People received
treatment
1421 Sessions provided

**Information &
Advice Service** **3006** People supported
£1,143,390.61
Total annual income raised for people

**Camden
Community
Connectors** **186** People referred
to the service

**Care Navigation
& Social
Prescribing** **644** People registered

**Good Neighbours
Scheme** **70** Housebound
people supported



**Great Croft WC1H
and Henderson Court NW3**

83 People attended
day services

In 2019 we are calling our Day Centres Health & Positive Living Hubs

Dementia Wellbeing **111** People supported

Foot & Nail Care **678** Treatments
provided

Digital Inclusion **1917** Attendees at
drop in sessions

Internet Shopping **1012** Shopping calls
placed

Outreach Team **545** People brought
together by the
outreach team at
45 outreach activities

Ageing Better in Camden

Ageing Better in Camden is a 6-year programme, running until 2021, which is tackling social isolation and loneliness among older people by using existing skills and resources in the local community. It is a partnership of older people and Camden organisations, and since the programme started in 2015, it has connected 7,000 older people and works in partnership with 30 local organisations. Age UK Camden is the lead partner.



Leather Lane Charity Boutique

We are also developing the community groups based at our shop.

£82,796 Raised in sales of pre-loved goods

Volunteers matter!

223

Volunteers

27066

**Total hours
volunteered**

£285,546

Value of volunteers' time

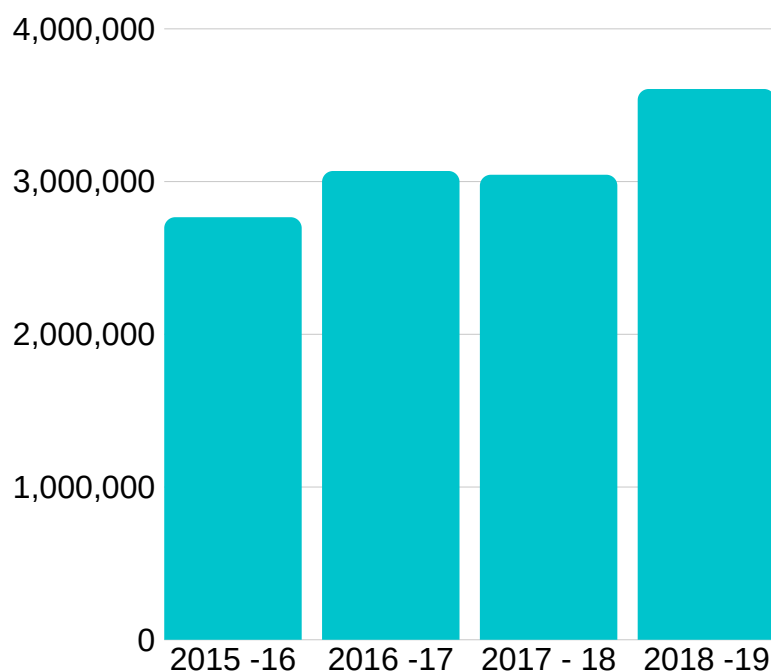
"Guardian staff continue to volunteer with Great Croft throughout the year. Everyone who finds the time in their day has a great time when they help at lunchtimes. Not only is it important for us to give back but it helps to get us away from our desks and puts things into perspective."

Becki Howell, Planning Executive, Guardian News & Media.

Making the most of our income!

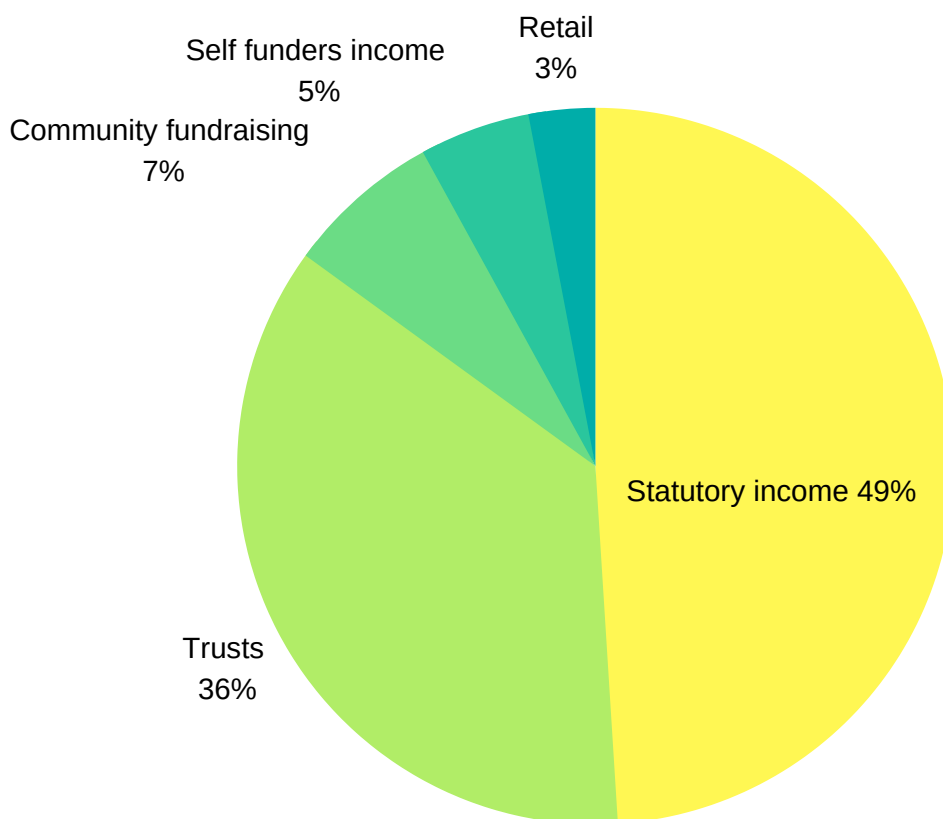
Financial Summary 2018-19

Money spent on our charitable activities:



2018-19: £3,602,707
2017-18: £3,041,315
2016 - 17: £3,065,870
2015 -16: £2,763,328

Where the money comes from:



Community Fundraising 7%
Trusts 36%
Statutory income 49%
Self funders income 5%
Retail 3%

Age UK Camden
is working to
develop all of
our income streams.

For further details you can download or request a full copy of our Audited Accounts from our website.

We are proud of our two subsidiary charities!



Personalisation Support in Camden (PSiC) helps people in Camden of any age, who live with a disability, to set up and manage Direct Payments to fund services and support. Help includes doing the start-up paperwork, organising the payroll and recruitment where the service user is going to employ their own Personal Assistants.



OPENING DOORS LONDON

Opening Doors London (ODL) is the biggest charity providing information and support services specifically for Lesbian, Gay, Bisexual and Trans (LGBT+) people over 50 in the UK. ODL are a membership organisation providing regular social opportunities across London to help develop networks and communities.

Come and join us!

There are a number of ways you can support the work we do in Camden:

- **Fundraise**
- **Donate**
- **Leave a legacy**
- **Volunteer**
- **Visit our shop in Leather Lane**

For more information check out our website www.ageukcamden.org.uk or email info@ageukcamden.org.uk

How to find us!

Contact us: 020 7239 0400

Advice line: 020 837 3777

Community Connectors: 0800 161 5716

Email: info@ageukcamden.org.uk

Website: www.ageukcamden.org.uk

Age UK Camden Head Office

Tavis House

1-6 Tavistock Square

WC1H 9NA

020 7239 0400

Henderson Court

Health & Positive

Living Hub

102 Fitzjohn's Avenue

NW3 6NS

020 7794 6588

Great Croft

Health & Positive

Living Hub

Cromer Street

WC1H 8LF

020 7278 5090

Leather Lane Charity Boutique

53 Leather Lane

EC1N 7TJ

020 7831 4928

Opening Doors London

Tavis House, 1-6 Tavistock Square

WC1H 9NA

020 7239 0400

PSiC (Personalisation Support in Camden)

58 Phoenix Rd, Euston

NW1 1ES

020 7383 4901



Keep in touch, visit our shop, hubs,
website and head office!

